



STATE OF TENNESSEE
TREASURY DEPARTMENT

REQUEST FOR PROPOSALS # 30901-32817
AMENDMENT # 1
FOR Supplemental Claims Processing and Call Center
Services for the Division of Unclaimed Property

DATE: **JULY 14, 2016**

RFP # **30901-32817** IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		June 21, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	June 24, 2016
3. Pre-response Teleconference	11:00 a.m.	June 27, 2016
4. Notice of Intent to Respond Deadline	2:00 p.m.	June 28, 2016
5. Written "Questions & Comments" Deadline	2:00 p.m.	July 11, 2016
6. State Response to Written "Questions & Comments"		July 14, 2016
7. Response Deadline	2:00 p.m.	August 4, 2016
8. State Completion of Technical Response Evaluations		August 12, 2016
9. State Opening & Scoring of Cost Proposals		August 15, 2016
10. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection		August 18, 2016
11. End of Open File Period		August 25, 2016
12. State sends contract to Contractor for signature		August 26, 2016
13. Contractor Signature Deadline	2:00 p.m.	August 31, 2016

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
1 Whether companies from Outside USA can apply for this? (like, from India or Canada)	Yes, provided the companies otherwise meet the terms and conditions of the RFP, including, but not limited to RFP Attachment 6.6., <i>Pro Forma</i> Contract, Section D.10.
2 Whether we need to come over there for meetings?	Pursuant to RFP Attachment 6.6., <i>Pro Forma</i> Contract, Section A.7, the State and the successful respondent must, on a quarterly basis, review all claims processing and, if applicable, phone procedures, and modify the same if necessary. The State will train the successful respondent's management on the procedures. The review and training must be held at the State's facilities in Nashville, Tennessee, or, at the State's sole discretion, via telephone conference.
3 Can we perform the tasks (related to RFP) outside USA?(like, from India or Canada)	Yes, provided your company otherwise meets the terms and conditions of the RFP, including, but not limited to RFP Attachment 6.6., <i>Pro Forma</i> Contract, Section A.7, which is described in the response to Question 2 above.
4 Can we submit the proposals via email?	No. RFP Section 3.2 sets forth the only manner by which proposals/responses may be delivered.
5 Page 21, B.7 – What is the desired timeframe for background checks to satisfy the contract?	Any background checks a Respondent wants to perform in order for the Respondent to answer Item B.7 of RFP Attachment 6.2 must be completed before the Respondent submits its Proposal in response to the RFP.
6 Page 27, Attachment 6.2, C.15 – The requirement is that 100% of all claim calls received must be answered within 60 seconds. Please clarify how abandoned calls are to be treated in the calculation of call answer rates.	See the revision to Section A.4.b of the <i>Pro Forma</i> Contract located on page 40 of RFP #30901-32817, Release # 2, which is attached to this amendment.
7 Page 29, Attachment 6.3 - The proposed cost for the optional call center services is "\$ per call minute". Is "per call minute" defined as "talk minute" (the time talking to the customer) or "handle time" (the time talking to the customer plus any time after the call needed for entering notes or other call related activities)?	<p>The "per call minute" is defined as "talk minute".</p> <p>For clarification, most phone systems have reports that provide details about all calls received. The definitions below are what are currently used in our system and the summary the State provided in RFP Attachment 6.7 was based on Talk Time below.</p> <p>Handle Time: The amount of time for the call that the agent handled. Handle time is Talk Time plus</p>

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	<p>Hold Time plus Work Time.</p> <p>Talk Time: Talk Time is the elapsed time between the time that an agent connects to a call and when the call is disconnected or transferred, not including Hold Time.</p> <p>Hold Time: The amount of time that the call was put on hold by the agent in the phone system.</p> <p>Work Time: The amount of time that the agent spent in work state after the call was disconnected or transferred.</p>
<p>8 Page 39, Attachment 6.6, A.3(a) – The RFP states “The Contractor shall acquire and maintain a toll free telephone call center that is dedicated to the State...” Does this requirement mean a separate facility, or separate work area within a facility, having dedicated staff?</p> <p>Does the call center have to be in the state of TN?</p>	<ul style="list-style-type: none"> • Pursuant to Section A.3.a. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6), the vendor is required to answer calls from a toll free number. There is no restriction on the location of the individuals that answer these calls and the same individuals that complete claims may also answer calls. • The call center does not have to be in the State of Tennessee. See also, the State’s response to Question 3 above.
<p>9 Page 41, Attachment 6.6, A.8 - Can you share the SOC 1 Report or SOC 2 Report for the UPS2000 system?</p>	<p>As a governmental entity, the State does not have an SSAE16 or SOC 1 report prepared.</p>
<p>10 Page 41, Attachment 6.6, A.8 - Please confirm that only the Contractor’s services will be included in the scope of the SOC 1 Type II audit and that the UPS2000 process integrity and management of data will be outside the scope of the Contractor’s SOC 1.</p>	<p>The purpose of SSAE16 or SOC 1, Type II report is to provide the State with assurance that the vendor has adequate controls over the vendor’s data to ensure that the State’s data would be adequately protected. In other words, what the vendor will see of the State’s data will stay with the vendor, and not be viewed or accessed by unauthorized individuals. The State needs to understand the details of the processing and controls at the service organization (i.e., the vendor), the tests performed by the service auditor and the results of those tests.</p>
<p>11 May the proposals contain information that is to be kept confidential and proprietary and not for public review, with pages marked accordingly? For example: You request an example of a procedure to support how we will ensure accuracy in claims determination [Attachment 6.2, C.9], yet the responses will be open to the public [4.8 Disclosure of Response Contents]. Please advise.</p>	<p>No. As stated in Section 4.8.1 of the RFP, “(b) submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee”, which will be upon the release of a Notice of Intent to Award the contract.</p>
<p>12 Claim processing handle times are not specified in the RFP. Are you able to provide the average claim processing handle time?</p>	<p>See responses to Questions 7 and 18.</p>
<p>13 In order to solicit the most competitive pricing</p>	<p>No.</p>

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<p>from bidders, would the State consider negotiating the repayment requirement in Section A.2.d. (Erroneous Payments) and the compensation reduction requirements set forth in Section A.4. (Performance Standards Guarantee) as set forth in the Pro Forma Contract?</p>	
<p>14 Would the State consider an extension of fourteen days for the deadline for proposals, given that responses to questions will be posted on July 14 and our scheduled mailing time, in order to ensure receipt by the current deadline, is July 19, only two business days later?</p>	<p>Yes. Please see RFP #30901-32817, Release # 2, which is attached to this amendment. Any sentence or paragraph containing revised or new text is highlighted and can be found on pages 1, 7, 29, 39, 40, 42, and 43 of the RFP.</p>
<p>15 Can the State please clarify in regards to IVR (Interactive Voice Response) what specific services would the State be looking for? Examples such as selections for callers to interact with via a telephone keypad or by speech recognition, checking claim status, etc.</p>	<p>The RFP does not require the vendor to have an IVR, but it is something the State would find beneficial to have. The primary feature the State would like to see in an IVR is the ability of the claimant to check the status of his/her claim. The State would work with the vendor on any additional features that maybe possible.</p>
<p>16 Is it the intent of the State to have the recording remain accessible online for six (6) months or can we archive and retain the recordings after three (3) months or other specified time?</p>	<p>Section A.3.d of the <i>Pro Forma</i> Contract (RFP Attachment 6.6) requires all calls to be recorded and made available to the State for at least six (6) months from the date of the call and for such calls to be accessed by the claimant's phone number. As long as the vendor can provide the calls to the State in a timely fashion, the vendor may choose when it archives calls.</p>
<p>17 Do the call volumes fluctuate depending on the time of the year? If so, what is the average call volume by month?</p>	<p>Yes. Call and claim volumes fluctuate based on the different outreach methods the State is currently using as well as the press (i.e., television, newspaper, etc.) that we cannot control.</p> <p>The State is statutorily required to mail a claim form to the last known address of the unclaimed property owner, and to publish notice of the names and last known addresses of the owners in local newspapers. In addition, the State performs a social security number match of the owner with the Tennessee Department of Labor and Workforce Development. The State is then able to mail a claim form for each match to the owner's place of employment.</p> <p>Over the last several years, the timing of these outreach efforts has varied due to the increase volume we have received. The State intends to include additional outreach efforts once this contract is awarded. The State currently does not have additional monthly/weekly breakdown of claim and call volumes, and the historical breakdown</p>

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	would not be beneficial as the State intends to revise the outreach efforts once a contract is awarded. The State will keep the vendor informed of any outreach methods it plans on performing and expected time frames.
<p>18 In regards to processing a Fast Track claim, please provide the following information:</p> <p>a. Average time per claims processed? _____</p> <p>b. Average number of claims processed hourly by claims processor? _____</p> <p>c. The number of claims processors assigned to the program? _____</p>	<p>The State modified its current website late 2013 to include Fast Track claims for the first time. RFP Attachment 6.7 shows all the Fast Track claims we have processed. The average number of Fast Track claims a claim's examiner can process will vary. Until June 2016, all our claims examiners had many more responsibilities than processing Fast Track claims. As a consequence, it is difficult to get a good indication of the amount of time it takes just to process Fast Track claims.</p> <p>For the month of June, we had one employee that was assigned just Fast Track claims. The employee was able to approve 1,247, deny 141 and request more information on 403 Fast Track claims. The employee's work shift is 7.5 hours each day. The employee took off a total of 3.5 hours in the month of June.</p>
<p>19 Will the awarded contractor have data access to the UPS2000 system to develop an IVR?</p>	Yes.
<p>20 May we complete a site visit prior to the contract being awarded?</p>	No.
<p>21 How does the State currently access voice recordings by the claimant's phone number when the claimant's phone number has been blocked?</p>	<p>Currently, if a call is received in the State's phone system from a blocked number, the phone number is not recorded. The call is still recorded and can be accessed by searching by the agent who took the call and the time frame the call was received if known. See the revision to Section A.3.d of the <i>Pro Forma</i> Contract located on page 39 of RFP #30901-32817, Release # 2, which is attached to this amendment.</p>
<p>22 Per the approval from the State of Tennessee on the Pre-response teleconference, we plan on locating the processing and call center in Austin Texas.</p>	See response to Question 8 above.
<p>23 Please clarify the difference between the process the contractor representatives will use to access and 'work' claims through the UPS2000 system and what process is expected to be handled within the contractor's system to 'manage and track all claims' per item C.7. For example, is the contractor expected to establish its own database and transfer data between it and the UPS2000 system or would the data be maintained on</p>	<p>The vendor is not expected to create or establish its own database. All claim data can be tracked within the UPS2000 system, which the vendor will have access to.</p> <p>The State intends on assigning a unique claim status in UPS2000 to every claim it assigns to the vendor. The vendor and the State can then run a report within the UPS2000 system to obtain a list of these claims. Once the vendor works these claims,</p>

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the UPS2000 system and the contractor's access will allow it to write information back to the database? Please clarify the process and/or expectations.	the vendor will then add a status within UPS2000 that indicates that the vendor has approved the claim or returned it to the State because it needs additional information. The vendor and the State can then run a report within the UPS2000 system to obtain a list of these claims.
24 Please provide a detailed explanation for the features needed for the optional IVR requested in item C.11.	See response to Question 15 above.
25 What is the average length of time it takes to process a Fast Track Claim?	See response to Question 18 above.
26 Do you have the ability to provide your claims/call statistics in daily/weekly/monthly terms instead of annual terms? If so, please provide whichever is available.	No. See response to Question 17 above.
27 Is there an incumbent currently performing these specific services? If so, how long have they been on said contract?	No.
28 Can the state please define their Service Level Agreement (SLA) expectations for the contractor? In reference to metrics such as Average Handle Time, Wait Time, Hold Time, Timely Resolution, etc...	RFP Attachment 6.6 contains the State's requirements. It is the vendor's responsibility to properly staff to meet those requirements.
29 Can the state please provide what the expected call volume on hourly, weekly, monthly, and annual intervals would be for the contractor?	No. See response to Question 17 above.
30 Page 31-34, Attachment 6.4 - Will the reference Questionnaires be open for review by the public in accordance with paragraph 4.8.3 of RFP #30901-32817 or will they be treated as confidential information?	The reference Questionnaires will be open for review by the public in accordance with Section 4.8.3 of the RFP. See response to Question 11 above.

3. **Delete RFP # 30901-32817, in its entirety, and replace it with RFP #30901-32817, Release # 2 attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.