

#	Question	Response
1	Our understanding through reading this RFI is that Covered California is looking for the following three workforce optimization (WFO) components: call recording, workforce management and quality management. Please confirm this is correct.	We currently have majority focus in those areas, but we also wish to improve customer experience which is our interest in WEM capabilities.
2	<p>Our company offers three commercial platform options. We have provided our definition of each. Could you please stipulate which is your preferred pricing option(s) for us to propose in response to this RFI? We are seeing that most customers are moving toward option 3.</p> <p>a) Option 1: On-premises – Installed within the customer’s own network. All upgrades and version control is done at the customers own expense. No pro-active monitoring of the solution. However there is a 24x7 helpdesk provided. The customer owns the licensing and pays our company for annual maintenance.</p> <p>b) Option 2: Hosted – Hosted within our data center. The customer pays for the licenses in year one (same as on-premises) and then pays a quarterly hosting fee. 24x7 helpdesk and pro-active monitoring are provided. The customer owns the licensing but pays ongoing hosting fees.</p> <p>c) Option 3: Cloud or SAAS Model – Essentially, in this model, the customer is renting the application just like similar applications such as Salesforce CRM. This has 24x7 helpdesk and full pro-active monitoring and SLAs. The advantage of this commercial model is that it is a “pay for what you use model.” This means that Covered California will contract a minimum of 700 seats with our company but will be able to burst to 2,000 seats for the nominated enrollment period and only pay for the additional 1,300 seats in those months that extra capacity is required, i.e., the enrollment period. All version upgrades are fully installed and maintained by our company on behalf of the customer. Typically, the customer pays monthly. We also include a lab for testing at no extra cost in this option.</p>	CCA needs to understand the cost differences between all three.
3	Covered California has a steady agent base of 700 agents with the requirement to burst to 2,000 agents during open enrollment. Could Covered California please specify how many days/capacity you would need to burst to the full 2,000 agent count? 45 days (enrollment period) or more? Also do you add agents on incrementally over the enrollment period or do you grow from 700 agents to 2000 agents within a month? i.e is there a ramp period that gets you to 2000 agents?	The spike we have includes administration and training prior to enrollment time which can go from 3-6 months depending on complexity of the surge.
4	Are all 700 agents voice? Do you have email and chat agents? If so, how many and do they need to be scheduled in the workforce tool also?	Any proposed system should have the capability for agents to move between all workstreams in any volume needed.
5	What CRM is in place today? Is there a requirement to integrate with your existing CRM system?	CCA is currently implementing a Salesforce CRM. Yes, we would require system integration.
6	<p>Is any type of speech analytics used by Covered California today? While we understand this is not a requirement of this RFI, we do want to understand if analytics is being used to improve both compliance and your existing quality program. Two examples of this would be:</p> <p>a) Is Covered California able to use analytics to quickly identify interactions where personal information such as a credit card were incorrectly captured?</p> <p>b) Does Covered California use any type of analytics to quality score and categorize 100% of voice interactions?</p>	Any proposed system should have speech analytic capabilities.
7	Please provide an overview of the existing recording system. Please include make and number of channels	Our requirements for a new solution are described in Attachment B.
8	Do you want to capture full omni-channel interactions? (voice, chat and email)	Yes.

#	Question	Response
9	Is maintaining compliance important to Covered California? Please describe your process today. (e.g., pause and resume for PCI data)	Maintaining compliance is critical. Our requirements for a new solution are described in Attachment B.
10	Does Covered California process payments from customers directly?	No.
11	Evidence Keeping – is there an easy way for Covered California to identify which audio recordings are of poor quality so that they cannot be used as any form of evidence in the future?	No.
12	Please describe how your solution allows both supervisors and agents to record interactions on demand.	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
13	How does the existing recording system authenticate users?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
14	Please describe your current recording system's archiving, including the ability to define archiving based on business rules.	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
15	What is the quality tool that Covered California uses today?	Calabrio.
16	How does it calibrate, assign work, audit, etc?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
17	Is off-the-phone and multi-channel work is supported across all quality processes today?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
18	How are recordings that are to be evaluated made available to supervisors?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
19	How do supervisors locate interactions that are good to use in agent coaching?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
20	Can users create customized evaluation forms?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
21	Does your solution include any automatic scoring or classification capabilities? If so, please describe.	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.

#	Question	Response
22	What steps are involved in your end-to-end process, from forecasting to planning to scheduling?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
23	Please describe the WFM solution's long-term planning functionality. What long term planning does Covered California undertake from a scheduling and forecasting perspective?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
24	How does your solution support at-home employee self-service needs? What channels are supported?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
25	How does your solution manage intraday issues? What is the process for making adjustments to schedules?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
26	Does the WFM system offer a mobile application that can be accessed outside of the workplace?	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
27	Please describe WFM gamification and the ability to integrate with an agent performance management system for rewarding agents.	CCA's intent for this RFI is to understand the solutions available regardless of alignment with our current process. Please see our requirements for a new solution as described in Attachment B.
28	Attachment B, line 31, references capturing IVR disconnects. Is this question aimed at understanding abandons in the IVR?	Yes.
29	Attachment B, lines 43 and 44, are asking about call routing capabilities. Based on our understanding of the RFI, Covered California is not looking for a call routing solution at this time. Are you looking for vendors to propose a call routing solution in response to these questions?	We are not looking for vendors to propose a call routing solution.
30	Is there a budget established to replace the current Workforce Management system? If so, would you please share it, or a range?	Not currently. CCA is engaging in Market Research before establishing our budget.
31	Are there business objectives driving the current replacement schedule? If so, what are they?	Current system has not been able to meet the needs for the scope, complexity, and size of the service center.
32	Does Covered CA currently maintain the Cisco platform, or is it provided through a Cisco provider? This question is to also determine if an existing partner may be providing this solution, as to include other contractual vehicles and features.	CC has a CALNET-Services Contract with a provider that supports our Cisco platform.
33	The RFI states that current platform limitations are impeding Covered CA from realizing anticipated benefit from the solution. Would you please share your current pain points surrounding complexity and scale with the current workforce management so that we may better understand where your needs are not currently being met, and how we may best craft a response to focus on meeting or exceeding your expectations? (are the issues platform/stability related, or are they more feature/function related, and would you please elaborate?)	Our requirements for a new solution are described in Attachment B.

#	Question	Response
34	Will the current incumbent provider be allowed to participate in this procurement, or is this a definite search for a replacement?	Our current provider is able to participate.
35	If a RFP is anticipated to follow this RFI, would you please disclose that anticipated/approximate schedule?	CCA is interested in implementing the new solution by no later than August 2020. So the procurement and solution implementation will need to accommodate that timeframe.
36	Does Covered CA wish to consider workforce management for Covered CA's back office operations, as well as its contact center operations?	Yes. CCA is interested in this information but will gather it at a later time in the process (Demo or RFP).
37	Does Covered CA wish to consider internal and external facing self-service options that we may offer to complement our workforce management solutions?	Yes. CCA is interested in this information but will gather it at a later time in the process (Demo or RFP).
38	Does Covered CA wish to consider fraud prevention options that we may offer to complement our workforce management solutions?	Yes. CCA is interested in this information but will gather it at a later time in the process (Demo or RFP).
39	For operational processes that may require SDK use and API integration, would Covered CA prefer to perform those integrations internally, or for the selected solution provider to perform that work?	CCA would like the Pros/cons of each option outlined.
40	If total cost of ownership is comparable (given a variable agent count), would Covered CA prefer a one-time fee for the solution, or an ongoing operational expense for the solution?	If the total cost of ownership is comparable, Covered California would lean toward an ongoing operational expense, yet will use the RFI and procurement process to gather the information needed to make an informed decision.