



January 3, 2025

To: All Potential Respondents
From: Katelyn Howells, Purchasing Agent
Subject: 005-RFP-1396-2025 Unemployment Insurance-Trained Call Center Temp Staffing

Addendum Two

Revised Proposal Due Date:

Proposals shall be submitted no later than 2:00 PM on January 13, 2025.

Please amend the subject RFP to include answers to the ATTACHED timely received questions.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your proposal (do not send back separately).

I hereby acknowledge receipt of this addendum.

Signature

Date

Typed or Printed Name

Addendum Two Question & Answer

RFP Administrative Questions		
	Question	Answer
1	Is IMPACS available for upload of proposals the weekend before the bid is due?	Yes.
2	Where in the proposal shall Respondents' place redlined exceptions to the Terms and Conditions?	Respondents may submit their exceptions in a separate Exhibit or Attachment to their Technical Proposal.
3	Will the State please provide instructions for how to submit a Public Copy of the Technical Proposal?	If a Respondent answers "Yes" to Question 1.1, they will be prompted to upload a copy of Form 22 along with the Public Copy of their Technical Proposal.
4	Will IWD consider Respondents that can provide qualified supplemental call center staff but do not maintain an independently operating call center?	Yes.
5	Is the Agency open to the option of a proposal for the vendor to take over the front end call center function for Iowa UI based on current experience and success running a similar program for a different State UI agency?	No
6	Based on current experience with similar hotlines, maintaining an occupancy rate above 90% will likely lead to significantly increased turnover. This, in turn, will create a higher-than-usual demand for replacement training while also making it more challenging to maintain a 90% quality score. Although this approach may seem to control costs for the State, we believe that responsible bidders will need to charge more to account for the increased churn. Are bidders allowed to propose alternative Key Performance Measurement scenarios that could help reduce overall costs to the State?	Yes, KPMs can be suggested and negotiated before the contract is finalized.

7	What is the measurement of success for "improving overall UI experience for lowans"?	Consistent wait time under 15 minutes with inquiries being answered accurately.
8	Will the State please clarify the meaning of "proposal security." Also, please clarify if proposal security is required for this submission.	Proposal Security is not required for this submission.
9	How many points will be allocated to each requirement in Section 5? How many points will be allocated to Qualifications and Experience operating UI Contact Centers?	Section 5 Mandatory Requirements will be graded as pass/fail. Point allocations will be published via addendum before Proposals are due.
10	Is the unemployment insurance background a requirement?	Yes
11	Is previous experience with any specific phone systems, or software required?	No
12	Are there any additional scoring criteria not mentioned in the RFP that would give weight to innovative solutions or prior experience?	No
13	Are vendors allowed to propose multiple staffing models (e.g., fully remote versus hybrid)?	Yes
14	Will preference be given to vendors with existing experience in unemployment insurance call center operations?	Yes
15	Are there additional services or innovations IWD would like vendors to propose beyond the current scope?	No
Budget & Cost Proposal		
	Question	Answer
16	What is the estimated budget for this contract? If unknown, please provide previous spending.	TBD

17	Is there a preferred pricing model for the project (e.g., per FTE, per minute, etc.)?	No
18	For contract pricing, please confirm the initial term is March 2025 through August 2025 and not a one-year period beginning March 2025.	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
19	Can we provide hourly rate ranges in the price proposal?	Yes.
20	Does the state have any staffing guidelines or projections past August 2025 that should be leveraged when estimating cost through the end of the 6-year period of performance?	Due to this modernization project, projections past the transition period would be suspect at best. We won't know if we are going to see increased, decreased or flat call volumes once we convert to the new web-based system.
21	Should the cost proposal include projections for potential extensions beyond the initial contract period?	That would be fine
Contract Terms		
	Question	Answer
22	What is the tentative start date of this engagement?	Mid-March
23	Are they looking for contractors to go live with answering calls on the 1st of March? When do you anticipate selecting a vendor?	We want to select a vendor by mid-February and agents to take calls mid-March
24	Does the State agency have any onboarding deadlines or specific timelines for completing all pre-hire steps (i.e. submitting new hire roster prior to training start date)?	The goal is to have the agents taking calls mid-March

25	The RFP mentions a spike in calls during the winter months, but the request specifies staffing from March to August only. Will additional support be needed during the winter months?	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
26	Section 7.3.5 Quarterly Report: Is the Quarterly Report with product description, SKU Numbers, etc. applicable to the scope of this RFP?	A Quarterly Report is required for submission to the Department of Administrative Services, but may be tailored to the actual services provided and billed (hours worked, etc.)
27	Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?	The state of Iowa's holidays are New Year's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. There are no mandated paid time off or vacation time
28	Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	No, but any sub-contracting will need to be approved by IWD in advance.
29	What is the work location of the proposed candidates?	The United States and its territories
30	What would be the number of awards you intend to give (approximate number)?	One
31	Will a performance security bond be required from the awarded contractor? If so, would you provide more clarity regarding the parameters that dictate if/when retained amounts would be paid?	No bond will be required under this contract.
32	Does the state intend to prohibit the respondents from submission of net-new contract provisions, provided that they do not conflict with the non-negotiable terms in the contract?	Respondents may submit exceptions to the Terms and Conditions. The State reserves the right to accept or reject such exceptions.

33	Please clarify that as long as the change does not conflict with the state's statutory rights and obligations, a respondent may propose changes or additions to these contract terms?	Respondents may submit exceptions to the Terms and Conditions. The State reserves the right to accept or reject such exceptions.
34	Provided that the State's required coverage types and policy limit amounts are unchanged, is the state willing to amend the insurance provision language in section 7.3.3 to better align with the awarded vendor's insurance policy language?	Respondents may submit exceptions to the Insurance requirements. The State reserves the right to accept or reject such exceptions.
35	Does the State have a vendor that can provide call center background checks for the Temp CSRs or is the vendor responsible for that process and cost?	Vendor will be responsible for background checks.
36	Are there any penalties or consequences for failing to meet specified performance metrics or KPIs? If so, could Iowa DAS / Iowa Workforce Development provide details on the criteria and enforcement?	Contractual Performance Metrics and penalties will be negotiated with the awarded vendor.
37	How does Iowa Workforce Development define "necessary management and administration"? Will these activities be considered billable, or are only the CSR roles eligible for billing?	Manager will be responsible for the hiring, proper training, review of staff performance/coaching, and terminations if necessary. This position will be considered billable.
38	On Page 21 it states that contract shall have an initial term of one year beginning on the date of the contract execution, however, on page 3 it states the need for employees from March through August. Which is applicable for the first portion of the contract?	The full initial term of the resulting contract will be one year. IWD may request the services for any amount of time during that initial year and any renewal periods.
39	How far in advance will the State agency notify the vendor when there will not be a staffing need for the day?	It could be the day before or same day

40	Could you clarify the agency's temporary staffing needs beyond August 31, 2025? Specifically, will all 20 temporary employees be released at the end of this period, or will there be a reduction in staff (e.g., from 20 to 15) to continue supporting ongoing operations?	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
41	For planning purposes, could you clarify the estimated number of temporary staff needed after August 2025, and whether there is a possibility of continued demand for temporary staffing after this period?	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
42	Does IWD foresee a need for additional temporary staffing beyond August 2025 as part of ongoing modernization efforts?	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
43	Are there penalties for not meeting the stated KPIs (e.g., 95% calls answered or 7.5-minute handle time)?	This will be determined in the contract negotiations phase.
44	Can you provide a sample format for the quarterly reports and ad-hoc reports required?	Symbee Connect Analytics and Amazon Connect Dashboard will contain the needed reports
45	How should the administrative fee payment be calculated and reported to IWD?	This will be determined in the contract negotiations phase.
46	Are there preferences for the format or frequency of communication between IWD and the contractor during the project?	Daily communication

Current Status		
	Question	Answer
47	Is IWD facing any issues under the current contract? If so, please specify.	IWD currently uses contract workers during the busy season
48	What is the current Average Time to Abandon?	4:07
49	What is the current Average Speed to Answer?	6:09
50	What is the current average wait time for phone calls?	>0:30
51	What is the Average Handle Time of all calls?	5:45
52	How many agents are currently working under this contract?	IWD currently uses contract workers during the busy season
53	Who is the current incumbent?	IWD currently uses contract workers during the busy season
54	What is the average monthly call volume for the requested period (March, April, May, June, July, August)?	March-14,800 Apr.-11,400 May- 11,900 Jun- 11,300 July-12,000 Aug.- 13,000
55	What percentage of inquiries required escalation in 2024?	0.21%
56	To better forecast staffing requirements for the period of performance, can the IWD please provide average call volume for each month in 2024?	01-1501/day, 02-942/day, 03-572/day, 04-571/day, 05-467/day, 06-563/day, 07-590/day, 08-515/day, 09-538/day, 10-664/day, 11-625/day, 12-1044/day
57	How many positions were used in the previous contract (approximate)?	IWD currently uses contract workers during the busy season
58	Are there any pain points or issues with the current vendor(s)?	IWD currently uses contract workers during the busy season

59	Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?	This is a new contract. IWD currently uses contract workers during the busy season
60	In section 4.1 Agent Responsibilities, it seems like they are offering no lock-in of agent staffing needs on an on-going basis. Could we find out information on historical call arrival patterns?	We do have historical call volume by hour, however we do not know how modernization will affect these projections
61	Is this currently being outsourced? If so, how many agents are supporting the program?	Calls are not currently being outsourced
62	Do your agents currently process texts, chats, or emails? If so, what is the volume breakdown and average handle time (AHT) of each?	No
63	Will the agency provide us with forecasting daily volume/staffing needs to allow the vendor the opportunity to assess potential staffing cuts?	No
64	Current call flow process and software systems:	
	a) How long will it take to train-the-trainer?	10 days, 80 hours - we would anticipate training the agents along with the trainer and the trainer would be responsible for training any backfill positions
	b) How many hours will it take to train the agents?	10 days, 80 hours
	c) What training systems and or material are available to the vendor?	IWD's internal training documents will be supplied
65	Will the agency provide us with forecasting daily volume/staffing needs to allow the vendor the opportunity to assess potential staffing cuts?	Yes, this can be provided either up front or a month in advance, as this information is used internally, as well.

66	How many employees are currently employed in the agency's call center, and how many temporary employees are presently being used to supplement the permanent staff?	IWD currently has 66 staff positions and 8 contract employees. We also rely on other departments to help take calls
67	What challenges has IWD faced in the past with supplemental staffing during peak seasons, and how can this contract address them?	Managing contract employees puts a strain on managers as the contract employees come up to speed in knowledge. Attendance has also been an issue
Exhibits		
	Question	Answer
68	Does the vendor need to submit letters of reference from the clients to meet the need or is it acceptable if the vendor submits its reference information along with POC details for verification under this section?	Three letters of reference are needed from previous or current customers or clients who are knowledgeable of the Respondent's performance in providing goods and/or services similar to the goods and/or services described in this RFP and a contact person and telephone number for each reference
69	Please clarify if resumes are required for key personnel only or if resumes are required for key personnel and call agents.	A brief resume of experience for all team members proposed to be assigned to the project is needed
70	Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	A brief resume of experience for all team members proposed to be assigned to the project is needed
71	Do you want actual letters written by references, or would name and contact information be acceptable for reference purposes?	Three letters of reference are needed from previous or current customers or clients who are knowledgeable of the Respondent's performance in providing goods and/or services similar to the goods and/or services described in this RFP and a contact person and telephone number for each reference
72	For Exhibit 2, Executive Summary, are the "specifications of the RFP" referring specifically to RFP Section 5 (Specifications) or just the RFP requirements in general?	This refers to the RFP requirements in general.

73	For Exhibit 4, Mandatory Specifications, Section 4 of the RFP is Scope of Work and Section 5 is Specifications. When answering 'Yes' shall Offerors respond to all Respondent Responsibilities listed in Section 4.2 as well as all Operational Requirements in Section 5?	Respondents should use Exhibit 4 to demonstrate compliance with Section 5 Mandatory Specifications.
74	Are Respondents allowed to provide this cost information in the technical proposal?	No. All cost information should be contained in the Cost Proposal.
Hardware & Software		
	Question	Answer
75	Will the vendor selected provide laptops and other hardware (e.g., headsets, additional monitors) to CSRs, or will your organization supply these items?	IWD will be providing no equipment to the vendor or agents. The vendor will need to provide computers/laptops. Agents are not allowed to use personal equipment
76	What hardware and software is required for the call center?	VMware will installed on the computer to allow access to IWD's system
77	Outside of integration between the vendor IVR and the IWD IVR, are there any other integrations and technology requirements?	No
78	What are all the databases and how are each accessed by the contractor?	VMware will installed on the computer to allow access to IWD's system
79	Are we providing any technology on this effort or just personnel?	IWD will not be providing any hardware.
80	Will the selected vendor utilize the State's AWS Amazon Connect/Symbec software for calls (accessed through VMWare link), or is the expectation that the vendor utilize their own call center software?	The vendor will use IWD's Amazon Connect/Symbec software

81	What are the equipment Requirements? Can we get confirmation that the equipment is to be provided by the vendor?	IWD will be providing no equipment to vendor or agents. The vendor will need to provide computers/laptops. Agents are not allowed to use personal equipment
82	What is the software that will be required for the direct access to the phone line? Is the State looking for a phone system that ties into their current system?	VMware will installed on the computer to allow access to IWD's system, including Symbee
83	Is the awarded vendor required to use a VPN to access the mainframe and databases?	VMware will installed on the computer to allow access to IWD's system, including Symbee
84	Do IWD existing systems handle call recording and storage, or would the chosen vendor need to manage the technical infrastructure for this process?	IWD will use their existing system to record calls.
85	Will Iowa Workforce Development provide access to all required backend software systems (e.g., CRM, call center software), or must we set these up independently?	VMware will installed on the computer to allow access to IWD's system
86	Do you already have a telephony platform that CSRs can access remotely, or would we need to implement and manage one? Will the chosen vendor be expected to set up telephony systems, including phone lines, VoIP systems, or backend software?	IWD uses AWS Symbee which is VoIP and accessed through VMware
87	How will the VMWare link be accessed, over public internet or via a VPN tunnel?	Agents working remotely are required to have a secure network
88	Will the VMWare environment provided by IWD support integration with third-party workforce management or quality assurance tools?	Yes, access would be the same as IWD staff

89	Are there any specific preferences or requirements regarding the equipment, telephony systems, or software to be used by the temporary employees?	IWD will be providing no equipment to the vendor or agents. The vendor will need to provide computers/laptops. Agents are not allowed to use personal equipment
90	Is it permissible for vendors to propose their own tools or systems, provided they fully integrate with IWD's existing infrastructure (e.g., VMWare and Amazon Connect/Symbee software)	Yes
91	Could the State clarify the exact tools, software, and infrastructure the vendor is expected to provide versus those supplied by IWD, particularly in terms of workforce management and quality assurance tools?	IWD will be providing no equipment to the vendor or agents. The vendor will need to provide computers/laptops. Agents are not allowed to use personal equipment
92	Are there integration specifications or existing documentation for Amazon Connect/Symbee systems?	Amazon Connect/Symbee will be accessed through VMware
93	Does IWD anticipate needing any additional technological infrastructure beyond what is mentioned (e.g., CRM software)?	No
Scope: General		
	Question	Answer
94	Is IWD looking for a vendor who has an established Call Center that can be used to deploy temporary call center staff to provide support?	Yes
95	Will this be overflow staffing, or will the vendor serve as the primary intake team for calls during this period?	Vendor will serve as the primary intake.
96	Clarify if IWD or the Respondent will provide the quality rating scorecard used for CSR scoring.	IWD will be providing the quality scorecard

97	Can you please define “total time available”? Is the expectation that the agent is either on a call or wrapping up a call 90% of the time?	TTA is the time spent either being available to take a call or actually on a call. (Wrap up time is not included in the 90%.)
98	What types of requests would the agent submit on behalf of the caller?	Wage adjustments, wage investigations, backdating requests, etc.
99	What types of statements would the agent take on behalf of the caller?	Statements of facts regarding issues on a claim
100	There is reference to needing 20 temporary employees from March through August 2025. Is it IWD’s expectation that the selected vendor initially onboard and train 20 agents, and then right size staffing based on volumes/handle time?	Yes
101	If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?	Yes
102	How many positions will be required per year or throughout the contract term?	Enough to cover phone volume
103	What are the required call center staffing positions?	Supervisor, Quality Assurance, Agents
104	Is it a requirement for all calls to be recorded?	Yes
105	In section 1.4 Background, the RFP states that the IWD receives approximately 3,000 calls per week and 6,500 call per week during the winter months. Do we know from IWD how many of those calls will be handled by the respondent?	>75%?
106	For the weekly operational reports, what system is IWD are using, and will our Reporting personnel be granted access to the source data?	Symbee Connect Analytics and Amazon Connect Dashboard

107	What is the target Average Handle Time of all calls?	The current handle time is 5:45 however we anticipate that will increase as we educate claimants and employers on the modernized system
108	In section 1.4 it looks as if the Department is only seeking supplementation between the months of March and August, but alludes to training activities outside of those timeframes elsewhere in the RFP. Is the Department exploring year-round supplementation to maintain a base of qualified agents and Subject Matter Experts (SME's)?	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
109	In the answer to a previous question, you stated that you would be open to simultaneous work. Simultaneous work means that agents may answer calls from other contracts when on queue for Iowa. This sometimes results in agent confusion and more onerous billing prone to errors. Did Iowa instead mean to allow agents to work for other contracts on different shifts or if released early for the day? This would provide more flexible staffing while keeping agents dedicated to Iowa while assigned to a shift.	Yes, this is correct. Agents should not be intermingling calls. But can be moved to a different project as needed
110	During the busier periods, does the 6,500 calls per week represent 100% of the total call volume or just the portion the vendor would be supporting? What percentage of the call volume will the vendor be supporting?	It represents 100% of the volume. The vendor would support +/- 75%

111	<p>The RFP states that supplemental staff will be responsible for answering the customer service line with general questions. What is the extent of subject matter the agents are responsible for assisting with? What would be the next steps if a claimant needs to speak with a specialist? (ie schedule a call back or is there a dedicated transfer line.) It also states taking statements, does this imply that cases will need adjudication by vendor staff?</p>	<p>The agents will be thoroughly trained on unemployment and should be able to answer the majority of questions. If a question arises they are unable to answer, they will be given instructions on the proper way to handle those. Vendor staff will not be adjudicating issues</p>
112	<p>Based on current experience with similar hotlines, high call volumes tend to occur on Mondays and decrease throughout the week. With a projected total of 6,500 calls per week, we anticipate an excess of 725 calls beyond our staffing capacity, which could result in substantial wait times or abandoned calls. This may lead to complaints from constituents, frustration from politicians, and potentially negative news coverage. Is there any flexibility in adjusting staff levels while maintaining the same budget cap?</p>	<p>Vendors should manage their staffing accordingly</p>
113	<p>What is the expected staffing needs after the initial six month period of operation?</p>	<p>The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season</p>
114	<p>The RFP states the need for 20 temporary employees from March through August 2025. Can you clarify if this is a fixed number or if there's flexibility to adjust the number of employees based on call volume?</p>	<p>There is flexibility based on call volume.</p>

115	Will the State please confirm that the IWD Benefits ACD line will transfer calls to be placed into a queue on the selected vendors telephony solution? Please confirm that the Vendor's CSRs are not expected to use the IWD telephony system to take calls.	The agents will use IWD's Symbee
116	Will the State please confirm that the system will provide an unpublished phone number that will be used for call transfer from the IWD ACD rather than providing a public toll-free number that will be called directly for UI questions by the public?	The agents will use IWD's Symbee
117	Will the temporary staff be expected to handle escalated issues or only perform standard operations?	The agents will be thoroughly trained on unemployment and should be able to answer the majority of questions. If a question arises they are unable to answer, they will be given instructions on the proper way to handle those.
118	Does IWD provide any additional support or tools (e.g., knowledge bases, call scripts) apart from the training materials mentioned?	Yes, additional online resources are available within VMware
119	Are there anticipated changes in call volumes during specific months or situations (e.g., legislative changes)?	The immediate need is from March to August to help cover the customer service line while IWD staff are trained on the modernized system and then to help answer calls about the modernized system. Depending on how the new system is impacting call volume, additional help may be needed during the busy/winter season
120	How frequently should operational reports be submitted (e.g., weekly, bi-weekly)?	TBD
121	Will the vendor have any role in system testing or feedback during the modernization rollout of the unemployment insurance system?	No

Scope: Language Services		
	Question	Answer
122	Over the past year, what is the percentage of calls received in English versus non-English?	4.51%
123	How do you access interpretation services?	By adding a translator to the line via 3-way
124	What are the most prevalent languages that require interpretation services?	The top 3 are Spanish, French and Swahili
125	Does IWD currently provide a translation line for languages other than English? If not, should Respondents plan on providing translation services?	IWD uses a translation service that the vendor would have access to
Scope: Quality Control/Quality Assurance		
	Question	Answer
126	Can the calls be recorded for QA scoring and post-calls QA or does the evaluation have to be done live?	Evaluations can be completed on recorded calls
127	Given the outlined CSR duties, are the expectations for KPIs flexible or subject to revision based on the actual role requirements?	There is minimal flexibility
128	For the required QA activities, are QA employees considered billable? If not, would Iowa DAS / Iowa Workforce Development accept an arrangement where Supervisors handle QA tasks?	Yes, QA time is billable
129	Can you clarify the scope of the QA reviews? For example, what percentage of calls need to be reviewed, and are there specific standards or metrics the vendor must follow?	Two Customer Service Quality Reviews completed on each agent per week

130	Are there specific quality assurance tools or platforms required for the vendor, or would the chosen vendor need to source and implement those?	IWD will provide the Customer Service Quality Review template
131	Will the State please confirm that the IWD unemployment insurance system will provide all functionality needed to track calls and record any call disposition data required?	Yes, this is done through Symbee
132	Is the State's telephony system able to export the data needed for all required call analytics? Or will the Vendor need a system and/or process to track manually?	Symbee Connect Analytics and Amazon Connect Dashboard
133	Can you elaborate on how IWD evaluates the success of call center operations? Are there specific Key Performance Indicators (KPIs) in addition to those mentioned?	ASA under 15 minutes, correct answers given to claimant questions, 90% or above score on CSQR
134	Can you clarify the specific performance metrics for the call center staff, beyond what is listed (e.g., resolution time or customer satisfaction scores)?	ASA under 15 minutes, correct answers given to claimant questions, 90% or above score on CSQR
135	Can you elaborate on the expectations for quality assurance monitoring, including the frequency and format of feedback?	IWD will provide the Customer Service Quality Review template and two Customer Service Quality Reviews completed on each agent per week
136	Are there specific customer feedback mechanisms or surveys IWD expects to implement?	No
Scope: Security		
	Question	Answer
137	What are the security/internet safety requirements?	Agents working remotely are required to have a secure network

138	Are there specific data security or compliance requirements (e.g., HIPAA, GDPR) for which we need to account regarding remote work or call recording?	Nothing beyond normal disclosure of PII
139	Is there any termination processes for the agency for respondent terminated employees?	The agency will need to let IWD know when an agent is terminated so access can be removed
140	Are new hires required to sign a NDA prior to the start of training? If so, when and how is the NDA administered?	NDA is not required
141	Outside of background checks, are there any pre-screening requirements for applicants?	No overpayments can be owed to IWD
142	What are the requirements needed to pass a background check?	No theft or fraud convictions in the last 5 years. No sex offenses or child abuse convictions ever
143	What is the cadence for security awareness and IWD UI LMS trainings and how much time is estimated to be spent on each of these?	1 hour
144	Are there specific telework agreement templates or security protocols IWD requires for remote workers?	IWD can supply an example
145	What data protection policies should be included to comply with state or federal regulations?	PII security
Scope: Staff Requirements & Training		
	Question	Answer
146	Are all required staff expected to be U.S.-based?	US and its territories

147	Is the agency open to utilizing Virtual Agents (AI) as a supplement to the staff in order to reduce labor costs for the proposal? For example, having 15 agents, with 5 being virtual, trained to handle simpler calls.	Agents can be on-site at a call center or they can work from home. If they work from home, the agency must have a telework agreement in place. The telework agreement must include meeting performance expectations, adequate equipment, including internet, dependent care arrangements and downtime expectations.
148	What is the duration of the expected classroom training provided to Respondent's staff, as well as the estimated start date?	80 hours, 10 working days Mid-March
149	Will the CSRs access the IWD UI LMS on the IWD Network to complete the required trainings?	Yes
150	Can the agency provide a timeline of when the trainings will need to be completed?	Before any calls are taken by that agent
151	Pertaining to the training discussed in section 4.2.5, is there a list of required trainings available to review? If so, can the Agency provide said list for review?	No
152	Do we know how long the initial classroom and hands-on training will take in days or weeks?	80 hours, 10 working days
153	I see that IWD will not be responsible for any training costs associated with agents that do not pass the training assessment. Do we know what the training assessment entails?	The assessments cover all of the topics reviewed in each week and a passing score is 80% or above
154	Do you want the agents to answer questions about modernized UI system?	This would be a separate training.
	a) If yes, how long will it take to train-the-trainer?	Another 40 hours for the modernized system
	b) If yes, how many hours will it take to train the agents?	Another 40 hours for the modernized system

	c) If yes, what training systems and material are available to the vendor?	IWD will provide the training material
155	Security awareness and IWD UI LMS:	
	a) How long will it take to train-the-trainer?	There would not be a train the trainer for this. It is an online class
	b) How many hours will it take to train the agents?	1 hour
	c) What training systems (other than the LMS) and material are available to the vendor?	UiUniversity
156	Since IWD trains the vendor, and the vendor trains IWD, are the training activities and trainer roles considered billable?	10 days, 80 hours - we anticipate training the agents along with the trainer and the trainer would be responsible for training any backfill positions
157	Will IWD be facilitating initial training in any way beyond providing training materials? Will any training sessions with a current employee or program manager be held?	Yes, IWD will facilitate
158	How extensive is the train-the-trainer segment of materials? Would the State be comfortable with the agents taking other calls during downtime?	No, there is not downtime
159	How many reattempts are allowed to achieve a 90% class graduation pass rate?	there are 2 chances to achieve 80%
160	Does the LMS contain the class graduation assessment?	Scores can be added in LMS for tracking
161	Will the IWD LMS provide the training assessment feature?	No
162	Are there additional training or skillsets IWD considers valuable for customer service representatives and supervisors beyond the listed requirements?	General CSR and computer skills

163	Could you clarify whether the vendor is required to provide supervisors to oversee the temporary employees, or if the agency will manage and oversee the staff directly?	The vendor is expected to manage the agents
164	If supervisors are to be provided by the vendor, how many supervisors would be required to effectively manage 20 temporary employees?	2 or less
165	Does the agency have any specific preferences or requirements for the qualifications or experience of the supervisors and calling agents?	Minimum 6 months management call center experience
166	What is the expected attrition rate for temporary staff based on previous experiences?	less than 10%
167	Can you provide examples of scenarios or inquiries that staff will frequently handle to better tailor training plans?	Currently we receive questions like, what is the status of my claim, when will I get paid and I have issues filing my weekly claim, etc. We do not know what kinds of questions we will get with the modernized system
168	Will IWD provide access to simulated environments for training before staff interact with live systems?	Not in the current system
169	Are there specific cultural, technical, or service standards we should incorporate into training programs?	General customer service skills with positive, respectful and empathetic attitudes