

- Can the DCA please define the tasks that fixed pricing should be provided for?
Answer: Adjudicating applications for eligibility for benefit, reviewing submitted documents to ensure that they are complete as required.

- Please confirm who is currently processing LIHEAP applications?
Answer: DCA currently has an online application, and we have inhouse caseworkers processing such applications and we also have non-profit agencies receiving and processing applications for the program.

- Are inbound and outbound physical mailing required? If yes,
Answer: No. The selected contractor will not be required to handle inbound and outbound physical mailings.
 - Are applications/additional requested supporting documents expected to be mailed in for contractor to scan/data enter/import into MS Dynamics 365? If yes,
Answer: No. Applications are to be submitted through an online portal.
 - What are the expected volumes?
 - Does contractor need to provide the scanning solution?
 Answer: Applicants are expected upload or email required documents.
 - What are the expected outbound physical mail volumes?
Answer: DCA does not expect any outbound physical mails.

- What type of outbound correspondence will be required to be sent?
Answer: Emails and phone calls.

- Can you please confirm the call center hours of operation?
Answer: 8am – 9pm, with some late nights and weekend hours.

- Can you please provide the expected volume of inbound calls by month/week?
Answer: Close to about 1,000/week

- Can you please provide the expected average handle time (AHT) for inbound calls?
Answer: Expected AHT should not be more than 10 minutes.

- Is there an online portal for applicants to file applications? If yes, can you please provide the URL? If no, is the bidder going to be required to create one?
Answer: There is an online portal, and the URL will be provided in due course.

- If a submitted application does not contain all required documentation, is the Case Manager responsible for reaching out to obtain the documentation? If yes,
 - What methods (e.g. email) of communication are required?
Answer: Phone calls and emails, where email address is available.

 - How long will the Case Manager be required to wait for a response before denying for no response?
Answer: An acceptable time frame will be 14 business days.

- How many follow up attempts are required and how often?

Answer: Maximum of three attempts.

- What data points and supporting documentation are the applicants required to provide during application intake?

Answer: Social security cards of every household member; current/recent proof of income or zero income verification form, proof of address in the form of a lease or tax bill, and current utility bill.

- Will utilities be providing the DCA/Case Managers data feeds that contain current arrearage information for their customers?

Answer: Yes.

This would allow Case Managers to validate the applicant's submission. If yes, how will that data be provided? (API lookup, daily/weekly data dumps, etc.)

Answer: DCA will share links to the data with case managers.

- Will SOPs/scripts for Case Managers be provided to the selected contractor or will the contractor work with the DCA to draft them?

Answer: DCA will work with selected contractor to develop scripts for case manager.

- Will the DCA provide training to the Case Managers or will DCA conduct train the trainer sessions?

Answer: DCA will provide training to the Case Managers and provide ongoing technical assistance as required.

- Does the review platform/backend have a built in QC workflow to allow Case Manager decisions to be sampled for quality?

Answer: Yes. This will be handled by DCA staff.

- What percentage of review decisions and calls is the DCA requiring for QC sampling?

Answer: 10% of cases reviewed and adjudicated.

- Will the consultant be required to provide reports to the DCA in regard to application processing? If yes, will the data source be the DCA Microsoft Dynamics system of record and what data points/metrics will be needed?

Answer: DCA will require the selected contractor to provide reports and such reports should include number of applications reviewed, number of applications moved back to incomplete status, and number of contacts made with applicants.

- Will the consultant be provided with the appropriate permissions and access to generate/develop management/productivity reports within the DCA system of record housing submitted applications?

Answer: Yes.

- Does the DCA require the consultant to submit call/contact center metrics? Example, inbound call volumes, talk minutes, AHT, percentage of calls answered etc.? Can the DCA provide a sample of required call center metric reports?

Answer: Yes. 1. Contact type (phone calls, email); 2. # of calls; 3. # of hang ups/wrong number; 4. Average hold time and average handle time for all calls.

- Will inbound calls be forwarded from a DCA IVR platform or will the consultant need to provide an 800# and setup an IVR for call routing and distribution to customer support agents?

Answer: DCA expects the selected contractor to set up an IVR for call routing and distribution.

- Will the consultant be required to develop an IVR with “lookup” functionality to external data sources? If yes, what data sources are to be integrated?

Answer: No.