

**ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES**  
**QUESTIONS & ANSWERS REGARDING**  
**RFP # 1925VF: SNAP Software Development Services**

<b>QUESTION</b>		<b>ANSWER</b>
<b>1.</b>	Is the proposed software solution for recertifications only, or for certifications and other transactions as well?	At present, the solution is for recertifications only. The solution must be developed to accommodate planned future expansion into certifications.
<b>2.</b>	Must the proposed solution be able to interface with ONBASE?	Yes. We will be working with Hyland and purchasing additional ONBASE components to ensure a successful interface.
<b>3.</b>	Must the proposed solution be able to push data into WMS and myWorkspace?	No. The solution must be able to <i>pull</i> data from WMS and myWorkspace, but it will not be able to send data to these systems. ONBASE will be one destination where information will be sent.
<b>4.</b>	Is SNAP a center for treating eating disorders?	No. SNAP stands for "Supplemental Nutritional Assistance Program." It is a federal program, administered locally, to provide food assistance to low-income families and individuals in the form of money to purchase food. The program was formerly and perhaps better known as "Food Stamps."
<b>5.</b>	What is the current method for authenticating caller identification? (Also stated as "Is there IVR authentication in place today?")	At present, workers authenticate the caller's ID verbally, using case-sensitive information.
<b>6.</b>	What method of caller authentication should the proposed solution use? (i.e. what is the data source for caller ID?)	Caller ID will be based on the client inputting unique identifiers (SSN, DOB, CIN, Case #).
<b>7.</b>	Does the vendor need to provide an IVR system, or will ECDSS provide one?	ECDSS will provide one. We currently use CISCO, which has the capabilities of IVR, but which we are not using now. We are looking for a user interface that will tie into the CISCO IVR system.
<b>8.</b>	What is the expected call volume that the system must handle?	ECDSS averages between 4500 -6000 recertifications per month. There are 40 examiners, who process 10 - 12 transactions per day.
<b>9.</b>	Will the pricing on the system be based on a per-call unit?	Currently ECDSS has a license for the IVR system that is not based on a per-call unit price.
<b>10.</b>	Is ECDSS looking for the vendor to develop an IVR within the current user interface, or come up with something completely different?	We have no preference.
<b>11.</b>	Does ECDSS have a functioning call center now?	Yes. The call center in place is not fully automated, however. It just routes the call to the next available worker.
<b>12.</b>	ECDSS currently operates recertifications by sending a client an interview letter with a date and time for their scheduled interview. How will this change with the new system?	The new system will have notification letters (CNS notices generated from WMS) go out as before, but they will not have a scheduled interview date/time. They will just tell the client that they must call ECDSS within a prescribed time frame. The new call system will then send out robo calls to remind the client if they have not yet called in to recertify.

13.	Will the reminder calls be voice only, or text messages as well?	Voice only for now.
14.	Does SNAP policy allow for telephonic signatures?	NYC is utilizing a similar On-Demand system that utilized telephonic signatures, so it must be possible. A waiver must be obtained from OTDA.
15.	To clarify, the system must operate in 12 languages?	No. There must be <i>prompts</i> in 12 languages that will connect the client and worker to Language Line. Ideally, the system would connect the caller to Language Line before it connects to the worker.
16.	Are there plans down the road to expand this system for use in other program areas, like Temporary Assistance and Medicaid?	ECDSS would like the functionality to be available for use across the board, if OTDA allows it for other program areas.
17.	Does the solution have to exist “on premises,” or is a cloud-based solution acceptable?	We prefer “on premises.”
18.	Is it expected the maintenance of the system will be provided by the vendor, or ECDSS?	It is expected that Erie County’s technology support staff will be able to handle the day-to-day maintenance, but that we would maintain a contract with the vendor for more complex maintenance issues.
19.	Can you describe the Template Manager aspect of the solution?	We would like the solution to work with ONBASE to create and store a variety of documents, notices, and reports. The number would be limited at first, but we would like the solution to be able to expand to include more templates.
20.	The RFP work flow shows 28 different templates/ reports. Is it possible to get copies of them?	Yes, copies of these are available <a href="#">here</a> .
21.	What is the proposed timeline for this project?	We expect the contract to be executed by August, with the project completed by mid-October. The process would “go live” by January 2020.
22.	Can you give us an idea of the dollar amount you are looking to spend?	We would prefer not to give a specific dollar amount, because we do not want it to influence the proposal quality. We are confident that we have enough resources to fully fund the project that meets our needs. In the end, we will choose the project that provides the best value for the taxpayers of Erie County.
23.	There were no scoring criteria included in the RFP. Is there a separate document with this information?	The scoring breakdown is as follows: 50% Agency Qualifications 40% Proposed Solution Matches Requirements 10% Minority and Women Business Enterprise considerations
24.	How is SNAP recertification data entered into WMS or MyWorkspace?	Data is manually entered by workers.
25.	Is the selected vendor only responsible for writing data from the Interactive Guide to the specified Erie County SQL database, or are there any APIs and/or web services that it needs to connect with at the state level? Will the county/state develop and provide APIs?	The vendor’s captured data must be available for the creation of documents in ONBASE. We cannot write to state systems.

<b>26.</b>	<b>Does Erie County have the capability to customize letters generated through CNS?</b>	<b>Not directly. All changes are requested through the State.</b>
<b>27.</b>	<b>Does NYS SNAP policy allow for clients to call in at the time of their appointment vs. the county calling out to the client?</b>	<b>Yes.</b>
<b>28.</b>	<b>Is it expected the ECDSS will continue to use their current Call Center technology, or are they open to a change/migration?</b>	<b>Yes, at this time, but we are open to other proposals.</b>
<b>29.</b>	<b>What ACD Queues and IVR paths exist today?</b>	<b>ECDSS has one basic CSQ.</b>