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Connecting California to Infinite Possibilities

Response to State of California Electronic Benefits Payments | Solicitation RFP No. 65466

Volume I – EPB Service Proposal | MASTER COPY

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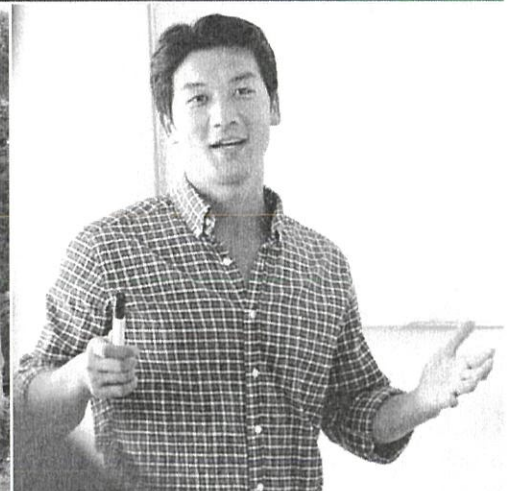
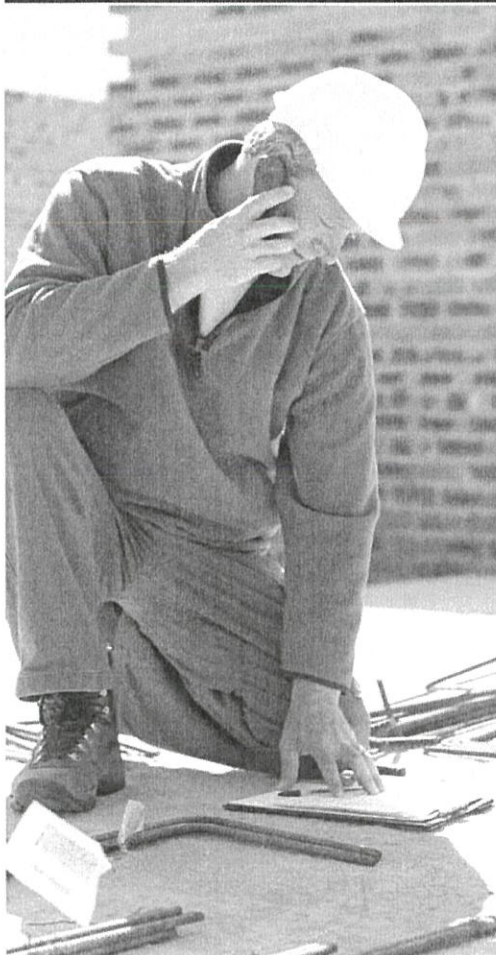
July 10, 2015

PENGAD 800-631-6889

EXHIBIT

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Bank of America
Merrill Lynch



REQ #	DESCRIPTION	CONTRACTOR AGREES (Y/N)	COMMENT
	stolen card.		
220	The Contractor's claimant IVR shall automatically route a call to a CSR if there is touch tone fail or no response to IVR prompts in 30 seconds.	Y	
221	The Contractor's claimant IVR shall announce that benefit eligibility-related questions should be directed to the EDD.	Y	
222	The Contractor shall have a process to handle IVR problems identified by claimants.	Y	
223	The Contractor shall record and play new or modified IVR messages at no cost to the EDD.	Y	
224	The Contractor shall provide and maintain a CSC seven (7) days a week, twenty-four (24) hours per day, except for routine scheduled maintenance not to exceed two (2) hours per month.	Y	
225	The Contractor shall provide and maintain a CSC seven (7) days a week, twenty-four (24) hours per day, except for routine maintenance not to exceed two (2) hours per month.	Y	
226	The Contractor shall, limit the average wait time to speak to a live CSR to no more than 30 seconds for 99 70 percent of the calls, and no more than two (2) minutes for all calls.	Y	
227	The Contractor's CSC facility, which will service the EDD's customers, shall be located in the United States from the time of contract execution to the end of the contract.	Y	
228	The Contractor shall provide all services during CSC operating hours.	Y	
229	The Contractor's CSC shall be available through a toll-free number that is accessible in the United States, its territories, and Canada.	Y	
230	The Contractor's CSC shall be available through a dedicated number that is internationally accessible.	Y	
231	The Contractor's CSC shall have staff to provide services, at a minimum, in the following languages: English, Spanish, Armenian, Tagalog, Punjabi, Cantonese, Mandarin, Vietnamese languages and TTY-TDD (telephone device for the deaf), twenty- four (24) hours per day, seven (7) days per week.	Y	
232	In addition to the languages identified in Req. 231, the Contractor's CSC shall have the capability to expand to provide services in three additional languages	Y	