

PRMP Contact Center
RFP: 2022-PRMP-MES-ContactCenter-004
Attachment F: Requirements Traceability Matrix

Instructions

This attachment to RFP: 2022-PRMP-MES-ContactCenter-004 contains the requirements and service level agreements (SLAs) for the contact center contract.

This Requirements Traceability Matrix contains the following worksheets:

- A. Systems and Technology
- B. Operations
- C. Reporting
- D. Quality and Training
- E. SLAs

This Microsoft Excel file must be completed and submitted as part of the vendor's proposal. The vendor should also provide a narrative description of how the requirements will be met in Attachment G: Response to Statement of Work.

A description of the columns in worksheets A through E is provided below.

Field	Definition / Instructions
Req. #	The unique identification number assigned to each requirement or service level agreement (SLA) DO NOT EDIT THIS FIELD.
Requirement Description	The detailed description of the requirement or SLA. DO NOT EDIT THIS FIELD.
Requirement Met	Vendor response to whether the requirement will be met by the vendor. For worksheets A through D, indicate whether the requirement, as currently written, will be met by the vendor's proposal: Yes, No, or Clarification For each SLA requirement, indicate agreement: Yes or No
Vendor Proposed Response	If the Response Met is set to "No" the vendor must provide a response as to why the requirement cannot be met, as currently written.
Clarifying Comments*	If the Response Met is set to "Clarification", the vendor must provide clarifying comments.
Proposed Liquidated Damages Amount**	For each SLA, provide a recommended Liquidated Damages amount per measure for noncompliance.

* Only applicable to worksheets A through D

** Only applicable to worksheet E