

Please see my answers the questions in red.

Are remote call center solutions with a work from home employee model acceptable for this opportunity?

Yes, agents can work remotely from home.

Are we allowed to have the Agents work remotely?

Yes, agents can work remotely.

Work At Home?

Yes, agents can work from home.

How many Agents do you anticipate working the program?

5-10 agents were common during our last phase depending on the call load.

What are the hours of operations for inbound & outbound and is it a 5- or 7-day work week?

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours are: 6-day work week (Mon-Sat) with the hours of 7:30am-7:00pm CST. At a minimum, closed on Thanksgiving, Christmas, and Easter.

What is average handle time for inbound?

Average Handle Time for the project is 08:22

Any other expected languages outside of English?

No

Are we working off your CRM system to update the records?

No

The Invitation Type is listed as "Invitation Only". Do interested vendors need to be formally invited to participate in this procurement?

No, any vendor is welcome to apply.

Please reconfirm the due date for this procurement by providing it in response to answers to questions.

The RFP response due date is December 1st, 2023, and the new contract commencement date is anticipated to be January 1st, 2024.

Why has this bid been released at this time?

The current subcontractor's contract ends at the end of November, and we need further services.

Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

There are no requirements of this sort.

Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

We have no preference on how you structure your pricing. We understand each company may structure differently.

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

We can't comment on the performance of the current provider.

Has the current contract gone full term?

The current subcontractor contract will expire at the end of November and will have run full term.

Have all options to extend the current contract been exercised?

There is no option to extend the current contract.

Who is the incumbent, and how long has the incumbent been providing the requested services?

Five Star Call Services have providing service as a subcontractor from their contracted time of June through December.

To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Location and headquarters are not one of the evaluation criteria.

How are fees currently being billed by any incumbent(s), by category, and at what rates?

The following categories are currently billed:

Management Fee \$1500/week

Dedicated Agent Rate (for inbound/outbound services) \$31.5/hour

Automated Dialer Services \$150/hour

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Oct = \$41,337.86

Jun-Oct = \$206,233.97

Is previous experience with any specific customer information systems, phone systems, or software required?

No requirements of that sort. See RFP Section 6.1.

What is the minimum required total call capacity?

Five calls at one time is the minimum we would expect.

What is the minimum simultaneous inbound call capacity?

Seven hundred concurrent calls

What is the maximum wait time?

Eight minutes

What is the maximum hold time?

Six minutes

What percentage of inbound calls must be answered by a live operator?

100% of inbound calls answered were answered by a live operator.

What percentage of calls must be resolved without a transfer, second call, or a return call?

98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR.

What is the maximum percentage of calls that can be terminated by the caller without resolution?

1.3% of inbound calls resulted in the need for an escalation for additional technical assistance from DLR.

Is there a minimum or maximum number of operators and supervisors?

Minimum of 10 callers available to work this account is preferred.

What are the call center's hours of operation?

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours are: 6-day work week (Mon-Sat) with the hours of 7:30am-7:00pm CST.

What are the required language options?

English is the only required language. Spanish would be nice, but not required.

What is the required degree of dedication for the call center? (Can call centers work on other contracts besides this one)?

The call center is allowed to work on other accounts, but must maintain a high level of focus, care, and understanding of the work they are doing for the state of South Dakota.

What is the required degree of dedication for the operators? (Can operators work on other contracts besides this one)?

We prefer that the operators are focused solely on our callers, but it is not required.

Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

Voicemail is allowed.

What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Not specified.

What are the recording and storage requirements for non-phone communications?

No non-phone communication is necessary.

What is the current number of seats for operators and supervisors at your existing call center?

Approximately 5-10 callers were normal depending on workload.

What is the current average wait time for phone calls?

Average speed to answer (ASA) for the project is 00:07

What is the current average handle time for phone calls and other types of communications?

Inbound Average handle time (AHT) for the project is 08:22

What is the current average after-call work time for operators?

Inbound Average after call work (ACW) for the project is 00:00

Over the past year, what is the percentage of calls received in English versus non-English?

This information is not available.

Over the past year, what percentage of calls received were in Spanish?

This information is not available.

What time of day, days of the week, or times of the year do calls typically peak?

Peak daily volume occurs between 11a-1p CST, and peak weekly volume occurs on Monday or following a marketing campaign.

We noticed that there was nothing that indicated on the RFP that a Work at Home solution was allowed? If the answer is that you're looking for a vendor that is on-site we would not be able to participate.

We are not looking for a vendor to work on-site.

The RFP indicates that it is by invitation only. Since we were not explicitly invited, are we unable to bid on this opportunity?

I apologize for the confusion. We welcome any, and all applications for this RFP. Please see the attached PDF and the link below to the RFP.

<https://sourcing.esmsolutions.com/postingboard/entities/3444a404-3818-494f-84c5-2a850acd7779>

Section 1.7 CERTIFICATION RELATING TO PROHIBITED ENTITY - Do we need to provide a specific certificate or Just by submitting our signed proposal is sufficient?

Submitting our signed proposal is sufficient.

Section 1.8 RESTRICTION OF BOYCOTT OF ISRAEL - Do we need to provide a specific certificate or Just by submitting our signed proposal is sufficient?

Submitting our signed proposal is sufficient.

Section 2.6 C. Business Automobile Liability Insurance - Do we need to provide this if the work will be performed off site?

No, that is not necessary.

Section 2.6 D. Worker's Compensation Insurance - Do we need to provide this if the work will be performed off site?

Yes, please provide.

Section 3.1 Does the contractor need to personally visit with the persons called about the opportunities and benefits South Dakota has to offer?

Yes, the call center will be responsible for answering questions about South Dakota and explaining the opportunities and benefits South Dakota has to offer.

Section 3.4 How many agents will the contractor need to provide?

We had 5-10 agents making calls depending on the call load.

Section 3.4 What are the hours of operation?

We have been 7:30am-8pm CST.

Section 3.4 What is the average length of a call?

Average Handle Time for the project is 08:22

Supporting Documents: Could you please specify the supporting documents that are required to be submitted along with the proposal? This will help us in ensuring that our submission is comprehensive and in line with your requirements.

The requirements of submission are outlined in section 5. It is at your discretion to determine what documents support that required criteria.

Tender Value: Additionally, we are interested in understanding the potential value of this tender. This information will assist us in aligning our resources and capabilities accordingly.

With the past contract we've paid the following:

Oct = \$41,337.86

Jun-Oct = \$206,233.97

The RFP states, "Daily call volume will fluctuate greatly depending on how aggressively advertisements are placed. Historical outbound call volume has ranged from 10 to 1,800 calls per day with most days being fewer than 500. Historical inbound call volume has ranged from 1 to 55 per day with most days being fewer than 30." Would you please provide two reports to help us better understand the call volumes: (1) A year's worth of outbound and inbound calls **by month**? A month's worth of outbound and inbound calls **by day**?

This campaign has only run for about four months so far. This historical data was provided accurately above. We do not wish to provide daily or monthly call volume reports. As stated above, they fluctuate greatly, and could be very different than the months ahead.

What is the average handle time of the outbound connected calls?

Average Handle Time for the project is 08:22

Will the contractor be required to make calls on Holidays? Which Holidays will calls not be made or taken?

At a minimum, no calls will be made on Thanksgiving, Christmas & Easter.

Historically how long has the classroom training been before a call center agent graduates to live call training?

One day has been sufficient.

Historically how long has the live call training been before a call center agent graduates to full production?

One day has been sufficient.

RFP Requirement: "Provide the following information related to at least three previous and current service/contracts, performed by the offeror's organization, which are similar to the requirements of this RFP." Kindly clarify if we are to provide 3 previous contracts, and 3 current contracts for a total of 6 references.

At least three previous and three current references which are similar to the requirements, please.

Does detailed information related to the experience and qualifications, including education and training, of proposed personnel require submitting individual resumes for each role OR may we only provide descriptions of each role without having to provide resumes?

We do not need you to submit your employee resumes to us.

Will the State kindly provide us with past reporting of volume for staffing and workforce management?

The RFP states, "Daily call volume will fluctuate greatly depending on how aggressively advertisements are placed. Historical outbound call volume has ranged from 10 to 1,800 calls per day with most days being fewer than 500. Historical inbound call volume has ranged from 1 to 55 per day with most days being fewer than 30." We do not wish to provide daily or monthly call volume reports. As stated above, they fluctuate greatly, and could be very different than the months ahead.

Are companies located outside of the United States allowed to submit proposals?

Yes

What percentage of calls (if any) will be required to evaluate for quality assurance purposes?

Please provide your suggestion in your proposed plan.

Should all calls be recorded? Kindly clarify how long recordings should be accessible after project completion?

Not specified.

Will the state of South Dakota require licenses for our call center software for access to reporting or live call monitoring?

No, we will not require that, but we do expect that your managers listen to your representatives periodically to be sure they are providing sufficient service to our customers.

Are call center agents required to be located in the United States?

No

Is there a desired service level (80/20)? Will the State kindly provide us with any other KPIs?

98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR.
100% of inbound calls answered were answered by a live operator.

How much after call work is expected?

Inbound Average after call work (ACW) for the project is 00:00

How many contractors does the state anticipate to need based on the call volume outlined in the RFP?

Approximately 5-10 agents were common during our last phase depending on the call load.

What is the state's desired location of the contractor(s) who would be supporting the calls? If in-office, please designate which city. Would a remote or hybrid schedule be considered?

Agents can work remotely from home.

Can you share insight into the scheduled media plan the Governor's Office plans to promote Freedom Works Here?

- How long would the call volume projected to spike from various media placements (ie what is the impact for additional headcount that may be needed to accommodate an increase to call volumes).

The scheduled media plan will not be provided. The spike from a national commercial airing was about 2-3 weeks. However, it varied greatly depending on the additional publicity opportunities. We will make efforts to provide the selected vendor with as much notice of upcoming airtime as practical.

Who is the incumbent, and how long has the incumbent been providing the requested services?

Five Star is the current Subcontracted provider. They have been providing services for about four months.

What is your monthly and/or annual budget?

We anticipate spending roughly \$50,000/month with a heavy call load.

What amount was paid to the incumbent last year?

Oct = \$41,337.86

Jun-Oct = \$206,233.97

You provided daily call information. Will you please provide average monthly call details?

As stated, they fluctuate greatly, and could be very different than the months ahead.

Can you provide historical data on a monthly basis over the previous 12 months?

This campaign has only run for about four months so far. We do not wish to provide monthly call volume reports.

What is the current average handling time for phone calls?

Average Handle Time for the project is 08:22

What is the current average after-call work time for operators?

Inbound Average after call work (ACW) for the project is 00:00

What is the current average call length?

Average Handle Time for the project is 08:22

Who is the incumbent vendor?

Five Star is the current provider.

Are you happy with your current vendor?

We can't comment on the performance of the current provider.

Are there any performance improvements you would like to see made?

We can't comment on the performance of the current provider.

What is your annual spend with the incumbent vendor?

This campaign has only been running for four months. Jun-Oct = \$206,233.97

What is your monthly and/or annual budget?

We anticipate spending roughly \$50,000/month with a heavy call load.

Can you provide any call arrival patterns (daily, weekly, monthly)?

There are no call patterns other than a peak for two to three weeks after each new commercial airs on national television. It is very sporadic depending on additional publicity opportunities offered.

Will you need additional language support beyond English?

Offerors may demonstrate their multilingual in their proposal. We anticipate a majority of the conversations to be in English.

Can you please define the call answering requirements (time to answer, rings, hold time, etc.)?

Our current call center operated as such:

Average Handle Time for the project is 08:22

Maximum wait time: Eight minutes

Maximum hold time: Six minutes

98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR.

100% of inbound calls answered were answered by a live operator.

Does the Governor's Office of Economic Development currently contract with an external call center for the "Freedom Works Here" program or has this been managed internally?

External contract with a call center.

If yes, who is the current contractor and what is the contracted pricing?

Five Star is our current subcontracted call center.

At what frequency does billing for services completed occur? Monthly?

They bill us monthly.

What fees have been paid to the current contractor in the last 6 or 12 months?

This campaign has only run for about four months so far. With the past contract we've paid the following:

Oct = \$41,337.86

Jun-Oct = \$206,233.97

Since call volume is tied to the State's advertising efforts, is there any indication of frequency or seasonality to the advertising that will allow us to anticipate staffing needs?

There are no call patterns other than a peak for two to three weeks after each new commercial airs on national television. It is very sporadic depending on additional publicity opportunities offered.

Is offshoring permitted?

Location is not one of the evaluation criteria.

What is the target date for commencement of services?

January 1, 2024 is the target date.

What are the required hours of operation for call center staff? Is there flexibility as to days of week, business hours?

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours are: 6-day work week (Mon-Sat) at the hours of 7:30am-7:00pm CST.

Assuming the daily list of numbers must be imported into the contractor's CRM or dialer system for outbound call efforts, what type of file will be provided? Are you able to share a sample of that file layout?

We require the contractor to use their own CRM and dialer system for both inbound & outbound calls. The file is a PDF. The layout is proprietary and will not be shared.

How is daily activity reporting currently handled? Are there any specific file type or layout expectations?

We are currently receiving a daily email with a PDF attached which is acceptable, but we are open to other options.

5.2.3.2 – Regarding the point-by-point response, are offerors expected to copy the full text of the RFP and respond to each section? Or are there specific areas of the RFP you'd like point-by-point responses for?

Please respond to the RFP point by point as you see fit.

Section 3.1 uses the term "visit with." Does the State mean contractors are to talk to/talk with listed persons about South Dakota opportunities and benefits?

Yes, that is exactly what the call center service's target would be. Talking to the client about the benefits of living, but most importantly working in South Dakota.

Section 3.1, please provide the scripts referenced in this section.

We have scripts prepared that are refined and have been in use since June. We would share them upon awarding the contract.

What is the average answer rate, or conversion rate, for outbound calls?

Average Handle Time for the project is 08:22

If unable to provide average answer/conversion rate for outbound calls, please provide expected rate.

98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR. We expect a similar result in this next round.

What is the average talk time on both inbound and outbound calls?

Average Handle Time for the project is 08:22

If unable to provide average talk time for inbound and outbound calls, please provide expected rate.

Provided above.

Please provide the State's prescribed hours of operations, including any weekend or holiday expectations.

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours are: 6-day work week (Mon-Sat) with the hours of 7:30am-7:00pm CST. At a minimum, closed on Thanksgiving, Christmas, and Easter.

How does the call volume break out across those hours of operations?

Peak daily volume occurs between 11a-1p CST

What are the State's peak times for call volumes? What days have peak volumes, or what periods within the month?

Peak weekly volume occurs on Monday or following a marketing campaign.

Please provide examples of the additional data mentioned in section 3.3.

Examples of additional questions we may ask would be: Average handle times, information on peak times, percentage of calls answered, and average hold times.

Does the State have established KPI metrics around call outcomes, specifically conversion or “close” rates? If yes, please provide.

Currently 98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR. We expect a similar success rate in this next round.

Please provide information about the system of record to be utilized.

We expect the call center to use their own call systems to execute the calls and expect weekly reporting back to the state of South Dakota.

Will the selected vendor work using their own system, or that of the State?

The call center would be expected to use their own call system.

Please provide the State’s desired pricing model.

The state does not have a desired pricing model.

Please provide the Average Handle Time of calls.

Average Handle Time for the project is 08:22

Is the work outlined in the RFP currently done in-house or is it provided by another contractor? If provided by another contractor, what is the rate structure (i.e., hourly, per minute, or per-call rate)? What are the project metrics (i.e., AHT, Post call work, Time on hold, etc.) the provider is achieving?

The work is currently being done by a subcontractor. Billed per hour.

Our current call center operated as such:

- Average Handle Time for the project is 08:22
- Average speed to answer (ASA) for the project is 00:07
- Inbound Average after call work (ACW) for the project is 00:00
- Maximum wait time: Eight minutes
- Maximum hold time: Six minutes
- 98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR.
- 100% of inbound calls answered were answered by a live operator.

The RFP does not mention a required location for the call center. Does the center need to be located in South Dakota or can it be located elsewhere in the continental United States?

It can be located anywhere.

What are the hours of operation for the Center?

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours are: 6-day work week (Mon-Sat) with the hours of 7:30am-7:00pm CST. At a minimum, closed on Thanksgiving, Christmas, and Easter.

Will the contractor be asked to support communications other than phone calls – email, text, chat on website, or social media direct messages?

No

Reporting: Where will agents enter call notes/call dispositions? Does the State have a CRM platform it will use to track the respondents and the follow up steps for the interested parties? If so, will agents be granted access to this platform?

We expect the call center to use their own call systems and CRM to execute the calls and document call data. We expect weekly reporting back to the state of South Dakota.

Next Steps for Interested Parties: The RFP mentions referring interested parties to the appropriate State resources for further assistance. Could you elaborate on these steps (i.e., are the interested parties transferred live to the appropriate State staff?, do the agents schedule a follow up call with the appropriate State resource?, etc.)?

The call center should discuss the benefits of living and working in South Dakota. They will also assist the caller with filling out an online form, which is sent directly to the DLR for next steps.

Training: How many hours does the State project it will take to train the call center agents? What training materials will be provided? Does the State have a knowledge database for agents to access? If so, where is it hosted and how do agents access it?

One day of training has been sufficient. We have a script that will be provided upon being awarded the contract.

Call Volume: The RFP mentions the center will make between 10 and 1800 calls per day, with the average being less than 500. Does the State have any metrics on the calls (i.e., length of call, post call work, etc.)? Does the State have targets on the number of attempts the agents should make on each record?

We do not wish to provide daily or monthly call volume reports. As stated above, they fluctuate greatly, and could be very different than the months ahead.

Will the center place calls to non-English-speaking individuals? If so, does the State have an idea as to the number of different languages the center will need to support?

English is the only required language. Spanish would be nice, but not required.

Staffing: Are Work-From-Home agents permitted or must work be conducted from a “brick and mortar” call center? Does the State require agents dedicated to the project or are shared agents acceptable?
Agents can work remotely from home. Our agents currently work on our project solely, but that is not a requirement.

Pricing: Are there any pricing guidelines for the RFP response you can provide? Current pricing includes a weekly management fee, dialer services, and hourly agent rate. Section 7 references Cost per Activity. Can that cost be variable based on agent hours? Yes

Insurance Coverage: No company vehicles will be used in executing this project. Will the State waive that coverage requirement?
To be considered.

Evaluation Criteria: Could you evaluate on the following evaluation criteria:
Please clarify what you are asking.

- Availability to the project locale?
- Familiarity with the project locale?
- Cost of the project locale?
- Ability and history in handling special project considerations (examples)?

Can you share your approach on advertising and if the vendor can aid in this area?

There is no need for advertising assistance with this contract. Advertising is done through the avenues of national television ads, digital marketing, direct mail, and possible radio.

What are the State's weekend and holiday hours, if required?

We've had the call center operating on Saturdays. At a minimum, closed on Thanksgiving, Christmas, and Easter.

How many holidays are observed annually? Please provide a list, if applicable.

At a minimum, closed on Thanksgiving, Christmas, and Easter.

What are the proposed hours of operation?

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours are: 6-day work week (Mon-Sat) with the hours of 7:30am-7:00pm CST. Closed Thanksgiving, Christmas, and Easter at a minimum.

Who is the incumbent and how long have they serviced your project?

Five Star Call Services have been providing service as a subcontractor from their contracted time of June through December.

What rates/ billing structure is the incumbent currently using?

The following categories are currently billed:

- Management Fee \$1500/week
- Dedicated Agent Rate (for inbound/outbound services) \$31.5/hour

- Automated Dialer Services \$150/hour

What is the latest date by which the State will issue any addendum related to this RFP?

November 27, 2023

Do Vendors need to formally acknowledge any addenda issued for the RFP, either individually or as a blanket statement of acknowledgement of all addenda issued? If so, where should the acknowledgement be included (i.e., Transmittal/Cover Letter, Attachment)?

No

Based on the expected date for receipt of Q&A responses, would the State consider an extension of the proposal submission deadline for a minimum of 7 business days from receipt to ensure Vendors are able to incorporate Q&A responses into their proposal responses?

No, time does not allow for any extensions.

To ensure an economical and efficient proposal submission, would the State allow for electronic submissions? If yes, would the State prefer an email submission or would the State have another preferred method (i.e., USB drives only or a Portal)?

No

Please confirm the State would allow electronic signatures in lieu of wet signatures for this response.

No

Will the awarded vendor need to use their own customer relationship management solution?

Yes

What is the average handle time per contact?

Average Handle Time for the project is 08:22

What your expected average handle time is for the awarded vendor?

Average Handle Time would be expected to remain close to the current 08:22.

Is the awarded vendor responsible to create an IVR solution for the project?

No. We expect our customers to speak to an agent, no IVR allowed.

Are you anticipating the use of message blasting? Would South Dakota be open to text messaging and emailing?

No. No.

What percentage of individuals on the daily lists have an email address?

100%

Will the vendor be provided the marketing timeline to ensure adequate staffing?

There may be no notification, but we will share what we know as we know it.

How many employees are currently allocated to perform each task?

Approximately 5-10 agents was common during our last phase depending on the call load.

Please confirm services provided for this project can be provided by remote agents?

Yes, agents can work remotely from home.

Must the Call Center be physically located in South Dakota?

No

What is the term of contract?

January 1 thru June 30, 2024

Contract start/end date?

The RFP response due date is December 1st, 2023 and the new contract commencement date is anticipated to be January 1st, 2024. The end date is currently set for Jun 30, 2024.

Are there any renewal options at end of contract?

Yes

Is there a required number of agents to supervisors to managers?

No

Any minimum wage requirement?

No

Any Covid-19 vaccine mandate?

No

Average number of calls received in a month?

Approximately 1,500 calls per month

Number of calls expected per specified time period and average time per call? This is necessary to determine how many people to staff to adequately determine pricing.

Average Handle Time for the project is 08:22.

What are the anticipated hours of operation?

This has been fluid throughout the duration of the campaign depending on call load. The expectation is that the call center stays in close contact with the State of South Dakota to determine what is necessary. The current hours

are: 6-day work week (Mon-Sat) with the hours of 7:30am-7:00pm CST. Closed Thanksgiving, Christmas, and Easter at a minimum.

What reporting requirements are there regarding phone statistics?

Not specified.

Is there a need for the associates to perform the following:

- a. Texting with customers No
- b. Webchat with customers No
- c. Email with customers No

What are the call monitoring/recording requirements?

No requirements, implement your standard policy.

What is the budget for this RFP?

We anticipate spending roughly \$50,000/month with a heavy call load.

Is there an incumbent?

Yes

When will the Q&A list be made available to potential bidders?

November 22nd, 2023

Do you have an SLA (service level agreement) requirement?

No

Any requirement to be affirmative action/EEO employer?

No

Specific classification of worker (veterans, disability population) required?

No

Any minimum wage requirement?

No

Multi-lingual associates required or use of 3rd Party translation services allowed?

Offerors may demonstrate their multilingual in their proposal. We anticipate a majority of the conversations to be in English.

Is there any specific insurance required? Ex: Technology Errors/Omissions: \$1,000,000 per claim-made / \$5,000,000 agg?

See contract section 2.6 regarding insurance requirements.

Vendor out of pocket expenses?

No

I forgot to ask about projected inbound call volume. Is this included in the outbound projections or are there additional expected calls inbound?

The RFP states, "The RFP states, "Daily call volume will fluctuate greatly depending on how aggressively advertisements are placed. Historical outbound call volume has ranged from 10 to 1,800 calls per day with most days being fewer than 500. Historical inbound call volume has ranged from 1 to 55 per day with most days being fewer than 30." Historical inbound call volume has ranged from 1 to 55 per day with most days being fewer than 30."

Please confirm the Contract Term.8

January 1 thru June 30, 2024

Please provide the Historical call arrival pattern for IB calls (hourly, by day).

We do not wish to provide hourly, daily, or monthly call volume reports. They fluctuate greatly and could be very different than the months ahead.

Is a SD office required?

No

How long is training? Is a Train-the-Trainer approach utilized?

One day has been sufficient. Train your staff using the method you see fit.

How will the calls be routed to contractor?

The customer fills out a form online, then the call center calls that person.

Is the Average Handle Time of 08:22 representative of both inbound and outbound calls?

That is the Average Handle Time for the project.

What is the budgeted amount for project?

We anticipate spending roughly \$50,000/month with a heavy call load.

Please outline all Service Level Expectations.

Our current call center operated as such:

Average Handle Time for the project is 08:22

Average speed to answer (ASA) for the project is 00:07

Inbound Average after call work (ACW) for the project is 00:00

Maximum wait time: Eight minutes

Maximum hold time: Six minutes

98.7% of all inbound calls resulted in an escalation for additional technical assistance from DLR.

100% of inbound calls answered were answered by a live operator.