



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFA-2023-BEAS-05-CUSTO

No.	Question	Answer
1.	<p>General</p> <p>Why has this RFA been released at this time?</p>	<p>Please see Section 1. Request for Services, Subsection 1.1 Purpose and Overview of this RFA.</p>
2.	<p>General</p> <p>To what extent will the location of the Applicant’s proposed location or headquarters have a bearing on any award?</p>	<p>The Applicant's proposed location will not impact the award because all work is done remotely.</p>
3.	<p>General</p> <p>A. Who is the incumbent, and how long has the incumbent been providing services? Have all options to extend the current contract been exercised?</p> <p>B. What is the value of the current contract and how is the current vendor paid?</p>	<p>A. The current vendor is Granite United Way. The original contract was approved by Governor and Executive Council on June 21, 2017. Please see https://sos.nh.gov/administration/miscellaneous/governor-executive-council/2020-meetings/june-24-2020/june-24-2020/ (Item #46b) for the original contract and amendments. Yes, all options to extend the current contract have been exercised.</p> <p>B. Please see the contract for price limitation and payment terms.</p>
4.	<p>General</p> <p>What is the current number of seats for operators and supervisors at your existing call center?</p>	<p>There is no call center, and there is currently one full-time Customer Service/Database Entry representative and one part-time Supervisor.</p>



5.	Section 1.2. Scope of Services, Subsection 1.2.1. Staffing, Paragraph 1.2.1.1. Is there a minimum or maximum number of operators and supervisors?	Please see Section 1.2. Scope of Services, Subsection 1.2.2. Staffing, Part 1.2.1.1.1.
----	---	---



<p>6.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>A. What is the maximum required total call capacity?</p> <p>B. What is the minimum simultaneous inbound call capacity?</p> <p>C. What is the maximum wait time?</p> <p>D. What is the maximum hold time?</p> <p>E. What percentage of inbound calls must be answered by a live operator?</p> <p>F. What percentage of calls must be resolved without a transfer, second call, or a return call?</p> <p>G. What is the maximum percentage of calls that can be terminated by the caller without resolution?</p>	<p>A. Requests for assistance may be received by the selected Applicant via email or phone. Assistance may be provided via email, phone or virtual meeting to best meet the needs of the representative calling for assistance and the customer service representative. Currently, maximum calls/emails per day is approximately ten (10), however, during system updates or widespread issues, the maximum may go up to 30 per day.</p> <p>B. The minimum inbound call capacity is ten (10) inbound calls and emails per day.</p> <p>C. Please see Addendum #1.</p> <p>D. There is no maximum hold time. If there is a hold, the person should be able to leave a voice mail and receive a call back within 1 business day, unless it is a critical incident, which must be responded to within 2 business hours. Please see Addendum #1.</p> <p>E. There is no percentage of inbound calls that must be answered by a live operator. The expectation is that calls will be answered unless the customer service representative is already assisting another caller.</p> <p>F. There is no percentage of calls that must be resolved without a transfer, second call or return call or email.</p> <p>G. All calls or email requests must have a resolution if the caller has not terminated the request. If the caller terminates the request, then there is no request to resolve.</p>
-----------	---	--



<p>7.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>A. What was your average monthly call volume over the past year?</p> <p>B. What is the current average after-call work time for operators?</p> <p>C. What time of day, days of the week, or times of the year do calls typically peak?</p>	<p>A. The estimated number of calls and emails per month are approximately 250 averaged over the last year, with a range of 150 interactions to 600 interactions per month.</p> <p>B. Work time after a call or email may range from ten (10) minutes up to five (5) days.</p> <p>C. Calls and emails typically peak when the system changes, which may be at any time of the year.</p>
<p>8.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>A. What is the current average wait time for phone calls?</p> <p>B. What is the current average handle time for phone calls and other types of communications?</p>	<p>A. There is no current average wait time for phone calls.</p> <p>B. The current average handle time is ten (10) minutes to one (1) hour.</p>
<p>9.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>What is the required degree of dedication for the call center, and for the operators?</p>	<p>The customer service representative must dedicate all worked hours to ServiceLink customer service needs and data entry updates. There is no call center.</p>



<p>10.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>Over the past year, what is the percentage of calls received in English versus non-English, and specifically in Spanish?</p>	<p>Over the past year, 100% of calls were in English.</p>
<p>11.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>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?</p>	<p>Calls must be answered by the customer service representative when possible. Voicemail is acceptable if the customer service representative is unable to answer a call.</p>
<p>12.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>A. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?</p> <p>B. What are the recording and storage requirements for non-phone communications?</p>	<p>A. There are no requirements for recording inbound or outbound phone calls.</p> <p>B. Voicemail recordings and emails must be maintained for a minimum of seven (7) business days after resolution of the issue.</p>



<p>13.</p>	<p>Section 1.2. Scope of Services, Subsection 1.2.2. Customer Support.</p> <p>What information is to be included in call logs?</p>	<p>Call and email logs must include the date and time of the first interaction, the caller name, and a brief synopsis of the issue.</p>
<p>14.</p>	<p>Section 1.3. Compensation & Contract Value.</p> <p>Are Applicants 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 RFA, can Applicants submit an alternate fee structure? If there is no pricing page in the RFA, do you have any preference for how Applicants should quote fees or can Applicants create their own pricing categories?</p>	<p>No. Please see Section 1.3. Compensation & Contract Value, Subsection 1.3.2. Applicants must use the budget form that will be provided by the Department to the selected Applicant prior to contract execution.</p>