RFP Hosted Call Center Services Questions	Answers
Is it within the scope of the solicitation to provide application software to manage interactions with customers such as standalone call logging software? Is this what is meant by "an optional basic CRM application?	At this time "standard call logging" features, examples like: agent status, call classification, chatting, call wrap up, accepting/transferring calls, recording calls, and broadcast messages. Currently we do not anticipate integrating the computer telephony with our CAFM/Tririga database however it would be nice to see if the SP has this feature should this be something we are interested in pursuing in the future.
Through our many public sector implementations of CRM solutions it has become evident that managing the ongoing relationship with the customer and resolving more complex issues are vitally important to the overall customer experience. Do you anticipate managing more complex inquiries requiring more evolved application software in addition to standard call logging capability? And if, so would not a more robust CRM application be a worthwhile consideration?	Not at this time, see above.
3.2 a states that 'the Service Provider can be used as an overflow to route callers to a remote or home agent, when corporate ACD is fully employed or under a certain event, such as call spikes, after hours or disaster recover. Does the state refer to remote or home agents in the employ of the service provider? If the state does intend to permit calls to be handled by service provider employees, how are such services accounted for in Attachment C	Yes and No, we want to know that the SP has this feature in case our needs change in the future, however, we do not plan on using this feature.
6.0 Contracts & Payment for Services / Attachment A: I #2 Is the Service Provider ineligible from consideration for non-compliance in using the State Contract Vehicle? Will the Provider be disqualified?	The State will require the use of its own form of contract.
8.1.2 5 references – Some clients request confidentiality in the RFP response phase and prefer to submit their approval once a vendor is down-selected. If the Service Provider disqualified if 5 complete business contact information are not provided?	References must be included in your Proposal.
Please confirm the number of agents that will use this service.	5 – 8 Agents.
Please confirm that 100% call recording is a requirement.	Call Recording is a Requirements.
How long do you want to store call recording data?	Requirement to store call recording 1 Week.

What is the monthly average number of calls that must be distributed to agents?	1100-1400 Average numbers of calls per month distributed to agents.
What is the average call duration?	Average call duration 2.4 – 3.5 minutes.
Please provide statistics on call queuing, i.e. avg queue time, busy day/hour	(see tables below)

Avg Busy Time of Day Mon-Fri
08:00-08:30
10:00-10:30
10:30-11:00
13:00-13:30
14:30-15:00
15:00-15:30
16:00-16:30

AVG. Speed of Answer
.03 seconds
AVG Max. Wait to Answer
.26 seconds
AVG Max. Wait to Abandon
.14 seconds
AVG. Abandon Rate
2.64%