THE COUNTY OF GALVESTON

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March 18, 2021

PROJECT NAME: **COVID-19 Vaccine Contact Center & Related Services**

SOLICITATION NO: **ITB #B211027**

RE: **ADDENDUM #1**

To All Prospective Proposers:

The following information is being provided to aid in preparation of your bid submittal(s):

Question #1:   *Do we know approximate call volumes and Average Handle Time:*

Response: 6-8 minutes.

Question #2:   *What are the anticipated staffing requirements or headcount needed for this engagement?*

Response: Approximately 20...

Question #3:   *Is there a specific format for the Pricing Proposal?*

Response: Price per call – inbound and outbound, if pricing varies, please list. Plus a not to exceed proposal dollar amount.

Question #4:   *What is the anticipated start date for this engagement?*

Response: Upon full execution of a contract with the County.

Question #5:   *Does the call center require a physical location or is Galveston County open to a virtual call center?*

Response: The County will entertain both options, but a decision has not been made yet.

Question #6:   *If the call center does require a physical location, does it have to be in Texas?*

Response: No.

Question #7:   *How many call center agents are required for this location? Or how many calls are expected to be received a day?*

Response: 20 agents.

Question #8:   *What level of background checks are required for call center questions?*

Response   HIPPA compliance will be a factor when operating the call center. As an example, some entities utilize criminal background checks going back 5 years and may include national alias search. Please specify your company's current level of background checks and present others that may be offered.

Question #9:   *Is there a proposal outline as to how Galveston County is wanting proposals returned?*

Response: Please outline your proposal based on the evaluation criteria.

Question #10:   *Can you provide the # Agents, # of calls, and a description of what is being asked in the RFP?*

Response: 20 agents currently. Call amount fluctuates daily. Appointment scheduling and vaccination information.

Question #11:   *RFP states that it is requirement to submit 6 hard copies and 1 digital copy (CD or flash); due to the pandemic, will electronic submission (via email) be accepted and regarded as fully compliant with the submission format requirement?*

Response: No. The requirement remains as stated in the proposal document.

Question #12:   *Section 38 is in conflict with page 1 of the RFP stating that "no bond is required" for award of this contract. Please confirm special provisions to provide a "bid bond" is waived to be in compliance for award of this contract.*

Response: No bid bond is required.

Question #13:   *What is the anticipated volume of contacts over the 6 month period?*

Response: Unknown at this time.

Question #14:   *Is it possible the contact center will operate beyond 6 months? If so, is there specific criteria or County guidance for closing the contact center?*

Response: Potentially.

Question #15: *What date does the contact center need to be operational?*

Response: Upon full execution of a contract with the COunty

Question #16: *What systems or applications will the County provide (scheduling, knowledge base, etc...)?*

Response: Bidder to provide system

Question #17: *How will these applications be accessed (web, VPN, etc...)?*

Response: Bidder to provide system

Question #18: *Is training material available for any County provided applications?*

Response: Bidder to provide system

Question #19: *How long does it take to train on these applications?*

Response: Bidder to provide system

Question #20: *Other than telephone will there be any other systems the vendor is expected to provide?*

Response: Unknown at present

Question #21: *Will contact channels other than telephone be options to the residence? If so, which channels (chat, email, ...) and would they be in scope for the vendors? Would the County or the vendor provide these platforms?*

Response: Unknown at present

Question #22: *Do you have any hiring limitations as far as agent locations (within County, State, US, etc...)?*

Response: Within Galveston County, State of Texas, USA

Question #23: *Can agents be work at home agents short-term and long-term?*

Response: Potentially

Question 324: *What % of the agents will need to speak Spanish?*

Response: Approx. 10%.

Question #25: *What % of the calls are inbound vs outbound?*

Response: Unknown at present

Question #26: *What processes trigger the outbound calls?*

Response: The Galveston County Health District provides the list of outbound calls.

Question #27: *Do you have an estimated number of agents required per hour/day to meet the demand?*

Response: 20

Question #28: *Number of calls per day?*

Response: Unknown

Question #29: *Average Handling time per call?*

Response: 4 to 6 minutes

Question #30: *Are outbound calls call backs or proactive?*

Response: Both

Question #31: *If proactive outbound calling, would the county provide the calling list?*

Response: Yes

Question #32: *Besides voice calls, will you need queues for WebChat, email, or SMS text?*

Response: Unknown at this time

Question #33: *Do you have a supervisor to agent ratio requirement?*

Response: No

Question #34: *Are there HIPAA compliance requirements?*

Response: Yes

Question #35: *What the chances of the engagement lasting more than 6 months, even if the scope of the work changes to a different county initiative?*

Response: Unknown at this time

Question #36: *Would the county be open to an Interactive Voice Response (IVR) system to improve contact efficiency?*

Response: Possibly

Question #37: *Would the county be open to event broadcasting through text, voice, or email?*

Response: Possibly

Question #38: *Is there currently an outsourced call center function operating within the county?*

Response: Yes

Question #39: *Is there currently an internal call center operating within the county that we would be working with?*

Response: No

Question #40: *Is there a budget or expense expectation for this initiative that can be shared?*

Response: No

Question #41: *Can you share the timeline for the decision process and the implementation/go-live date?*

Response: Upon execution of the contract.

Question #42: *How many county employees will need admin access to our reports and dashboards?*

Response: Limited

Question #43: *How long do you anticipate agent training will last?*

Response: Unknown

Question #44: *Will the county provide initial training to agents and/or our trainer?*

Response: County will provide guidance

Question #45: *Can training be done remotely?*

Response: Possibly

Question #46: *Will agents need to be bilingual? (English/Hispanic)?*

Response: Yes

Question #47: *Do you have any performance metrics or SLA's established that you can share?*

Response: No

Question #48: *Do you require call recording? If so, how long will it need to be retained?*

Response: Unknown at this time.

Question #49: *Are there any county systems/databases that our system will need to access or integrate with?*

Response: No

Question #50: *Will the vendor be taking over the current phone bank at 877-389-2318, or will it be supplementing the current call center?*

Response: Supplementing

Question #51: *How many current CSRs are staffed for vaccination scheduling?*

Response: 20

Question #52:   *What is the anticipated call volume each week?*

Response: Fluctuates

Question #53:   *What will be the anticipated weekly number of vaccination shots in April?*

Response: To be determined.

Question #54:   *What percentage of appointments are being scheduled without a phone call (meaning scheduled by website registration followed by text or email)?*

Response: None at present

Question #55:   *What is the current scheduling system being used by the County? Will the vendor need to bring its own scheduling system?*

Response: Vendor needs to bring their own.

Question #56:   *How will the vendor's call center interact with the online vaccine waitlist website https://www.utmb.edu/covid-19/vaccine?*

Response: To be determined.

Question #57:   *How many references in the County requesting?*

Response: Three (3) at minimum.

Question 58:   *Is the County requiring the prime to subcontract with a MWBE/WMBE?*

Response: MWBE/WMBE are always encouraged.

Question #59:   *Per question 16 – is there a pre-proposal conference?*

Response: No pre-proposal conference has been scheduled.

Question #60:   *Is the County allowing vendors to submit via electronically versus submitting hard copies?*

Response: Electronic submission of proposals is not available at this time. Please submit per the bid instructions.

Question #61: *What are the projected call volumes? Please provide historical call arrival reports (call distribution reports) to show times/volumes of call received by half hour/hour, if possible.*

Response: Dependent upon vaccine availability.

Question #62: *What is the desired Average Handle Time per call? Does that include wrap time as well? If not, please provide the desired wrap time.*

Response: 4 to 6 minutes

Question #63: *Does the County have a preferred location (county/state) and/or time zone where this project must be located?*

Response: Within the Continental USA

Question #64: *What is the anticipated headcount for this project?*

Response: 20 agents

Question #65: *Please provide the County's mandatory KPIs for this engagement.*

Response: A KPI has not been set.

Question #66: *What is the total training length (in days) for newly hired agents? How much of that toal represents classroom training days versus nesting days?*

Response: County does not train agents.

Question #67: *Will the County or the successful Vendor provide the Toll Free Number(s) to the supplier?*

Response: Yes

Question #68: *Who pays for the long-distance expenses associated with the project (the County or the successful Vendor)?*

Response: Vendor
Question #69: *What are the VPN requirements, i.e., bandwidth per user?*

Response: Please describe your VPN/bandwidth capabilities.

Question #70: **Please describe the County's application for VPN access that is to be loaded on vendor PCs.**

Response: Vendor will provide VPN

Question #71: **Who provides the voice/data circuits?**

Response: Vendor

Question #72: **Are there specific security requirements for this engagement? If so, please provide them.**

Response: HIPAA privacy rules

Question #73: **Does the County have any Disaster Recovery, recovery or backup generator requirements?**

Response: Unknown at this time

Question #74: **If the County supplies everything:**
- **Are calls handed off after the IVR has processed the call?**
- **Is data terminated at the Vendor's data center or rely entirely on VPN connectivity?**

Response: N/A

Question #75: **If the Vendor supplies equipment:**
- **Will any outbound calling be required? If so, what is the outbound volume on daily/monthly/annual basis?**
- **Is there a need for an inbound ACD?**
- **Will the County require specific IVR messaging for self-service?**
- **Is Auto Attendant needed?**

Response: Unknown if outbound calling will be required.
To be determined if there is a need for an inbound ACD
To be determined if the County will require specific IVR messaging for self-service.
To be determined if Auto Attendant is needed.

Question #76: **Are there any penalties or bonuses that will be associated with the contract? If so, please share specifics.**

Response: N/A

Question 77: *Is there a bilingual requirement? If so, please share specifics.*

Response: Spanish, hearing impaired.

Question #78: *Does the County utilize a Work Force Management system, if so, what software does the County utilize? If not, will the Vendor be responsible for providing the WFM software? If so, are there any requirements as to which software can be utilized?*

Response: N/A

Question #79: *What are the desired desktop configuration specifications?*

Response: N/A

Question #80: *What is the anticipated supervisor-to-agent ratio?*

Response: To be determined.

Question #81: *What are the service level requirements?*

Response: Please refer to the RFP.

Question #82: *Does the County require their project be isolated and separate from any other projects in the Vendor's contact center? If so, please define your dedicated space requirements.*

Response: Not at this time.

Question #83: *What is the desired frequency of call recording transfers to be sent back to the County?*

Response: To be determined.

Question #84: *Is screen recording required?*

Response: To be determined.

Question #85: *Will you allow work-at-home agents on this program, or do you require they all be staffed in a single brick and-mortar locations of the Vendor's?*

Response: To be determined.

Question 86: Please clarify if the successful Vendor will be documenting all call results on the County's system or will the County require the Vendor to supply their own system of record?

Response: Vendor to supply

Question #87: We see that qualifications and methodology represent 25% each of the evaluation criteria. Please clarify where proposers can address their qualifications and methodology in the bid response.

Response: Please address separately.

Question #88: Does the call center require a physical location or is Galveston County open to a virual call center?

Response: The County will entertain both options, but a decision has not be made yet.

Question #89: If the call center does require a physical location, does it have to be in Texas?

Response: No.

Question #90: How many call center agents are required for call center agents?

Response: 20

Question #91: What level of background checks are required for call center agents?

Response: HIPPA compliance will be a factor when operating the call center. As an example, some entities utilize criminal background checks going back 5 years and may include national alias search. Please specify your company's current level of background checks and present others may be offered.

Question #92: Do you have any guidance on initial number of agents needed (and/or expected number of calls to be taken and made:

Response: 20 agents

Question #93: Can you share the nature of the calls and the information we would be providing?

Response: Appointments and Covid vaccination information.

Question #94: *Are there specific systems we would be using to access needed for the caller?*

Response: Vendor to provide system

Question #95: *Do you have a system for tracking the interactions or would you want us to provide?*

Response: Vendor to provide system

Question #96: *How quickly would you want the contact center to be talking/making calls?*

Response: Upon full execution of a contract.

Question #97: *Do you have a preference for contact centers located in Texas?*

Response: We will entertain local, state and nationwide.

Question #98: *Does the supplier need to complete the Vendor Preliminary Qualification process prior to the submission of a RFP response or will the inclusion of required forms within the response be acceptable?*

Response: Vendor Qualification Packet can be turned in with your RFP submittal.

Question #99: *Please provide "proposal sheet" reference in cover letter (page 2) including preferred pricing structure for the County.*

Response: There is no proposal sheet. Proposers should provide pricing information within their proposal and notate appropriately.

Question #100: *Please provide like call metrics available, e.g. last 60 day inbound call volume by day and interval, average handle time (AHT) for both inbound and outbound calls, etc.*

Response: Call volumes fluctuate daily. Call times verify between 4 and 6 minutes.

Question #101: *Please provide guidance on forecasted call volume (inbound and outbound) by interval by day.*

Response: Call volumes fluctuate daily.

Question #102: *Please share anticipated staffing requirements for scope of work?*

Response: 20 agents

Question #103: *What are the service level requirements (if any) for this work? Please include service key process indicators and any management process expectations.*

Response: To be determined.

Question #104: *Which entity will be responsible for creating schedules to meet the forecasted call volume? Please describe optimal process for this project.*

Response: The selected Vendor and the Galveston County Health District.

Question #105: *Regarding training materials and call scripting – are there guides, workflows and/or FAQ's currently being used to develop training curriculum or is the need for a ground-up build?*

Response: County will issue guidance.

Question #106: *Other than domestic based, are there any geographical requirements for the staff?*

Response: Not at this time.

Question #107: *Term – what constitutes "completion of the Services"? Please confirm that thirty (30) calendar day notice will be provided.*

Response: Answered Calls and Appointments

Question #108: *Please detail the system that the contact center agents will utilize.*

Response: Vendor will provide the system

Question #109: *It is standard practice to pass through telephony minute charges bore by Supplier. Please confirm that the County agrees.*

Response: Charges should be incorporated into the Vendors overall pricing.

Question #110: *What are the payment terms for this project?*

Response: 30 days

Question #111: *What is the estimated call volume?*

Response: Call volumes Fluctuate

Question #112: *If there is no historical call data to reference, is there any general information that highlights the population that may be calling for services and/or information?*

Response: Call population very day to day.

Question #113: *For outbound calling – is there a requirement for the use of an Auto-Dialer?*

Response: To be determined.

Question #114: *Will core and/or basic training content be provided, or does the selected vendor design all materials?*

Response: Training to be provided by the vendor. County will provide guidance.

Question #115: *Referencing #2 and #6 terms within the scope of work (page 4), is the selected vendor responsible for providing call management and ticketing systems?*

Response: Yes

Question #116: *Does Galveston County have an existing toll-free and/or local number that is presently being used to service callers?*

Response: Vendor will provide toll free number.

Question #117: *What languages besides English will be required?*

Response: Spanish and Hearing impaired.

Question #118: *Will the Davis-Bacon act be required for this contract?*

Response: To be determined.

Question #119: *What is the SBE requirement/percentage required?*

Response: To be determined.

Question #120: *Is this work being outsourced today?*

Response: Yes

Question #121: Can you disclose who the current supplier is?

Response: No

Question #122: How many suppliers are currently serving the contract?

Response: One (1)

Question #123: Can you provide us with a copy of the contract? Is not, can you direct us to a copy of where we can locate contract?

Response: Not at this time.

Question #124: What was the length of last contract?

Response: We are still in a current contract with a temporary provider.

Question #125: Was a contract extension used?

Response: No

Question #126: Will there be a notification for short-list and if no, what is the anticipated timeline?

Response: To be determined.

Question #127: What is the go-live date?

Response: Upon full execution of a contract.

Question #128: Can you provide average monthly volumes, handle times and service levels?

Response: No, call volumes fluctuate.

Question #295: Can you provide history daily call volumes by intervals?

Response: No, call volumes fluctuate.

Question #130: Can you provide historical call volumes for an indicative week and seasonal fluctuations?

Response: No, Call volumes fluctuate.

Question #131: How many FTE's currently serve the program?

Response: 20

Question #132: What is the language requirement for the program?

Response: English, Spanish, Hearing Impaired.

Question #133: How long is the new hire training?

Response: Vendor to train staff, County will offer guidance.

Question #134: After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for ow long?

Response: N/A

Question #135: Are there expected ongoing training requirements? If so, please define.

Response: N/A

Question #136: Does the County require dedicated trainers and/or training managers?

Response: Yes

Question #137: What is the expected Average Handle Time for calls?

Response   4 to 6 minutes

Question #138: Can you provide more detail around your Quality Assurance expectations? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc)?

Response: To be determined

Question #139: How is CSAT measured/calculated today?

Response: To be determined

Question #140: *What are the system requirements, will it be hosted by the supplier or provided by you, the County?*

Response: Supplier hosted.

Question #141: *Will agents be working off the County's system platform?*

Response: No

Question #142: *What technology will be provided by the County?*

Response: None

Question #143: *Please confirm if the County will be providing voice/data circuits to the vendor's Points of Presence (POP)? If this will be handled by the vendor instead, please provide your data center locations/address.*

Response: Supplier hosted.

Question #144: *What re the communication channels required? Voice, Chat, Email, Other? Can you provide contact volumes by channel?*

Response: Currently, Voice.

Question #145: *Are you considering proposals from offshore providers?*

Response: To be determined.

Question #146: *Would the County allow consideration for submission by email or other electronic means, due to the pandemic.*

Response: Please refer to the response to Question #60.

Question #47: *What is the anticipated call volumes by timeframe (i.e., first week, second week(OR the anticipated number of CSRs to handle volumes?*

Response: Call volumes fluctuate.

Question #148: *Does the County expect the selected vendor to provide the system: If yes, are there to include IVR? CRM? Scheduling Software?*

Response: Yes, to be determined.

Question #149: *Reporting requirements are not indicated within the RFP document. Are there any specific reports and/or Key Performance indicators (KPI) that need to be monitored and reported to the County? If yes, please provide additional information around reporting date elements and needs.*

Response: To be determined.

Question #150: *What SLAs is the County looking for?*

Response: To be determined.

Question #151: *Is there a pricing form ("proposal sheet") that should be used for the proposal submittal? Please clarify.*

Response: No

Question #152: *Is pricing to be included in the single proposal document (to be submitted to the County) OR is pricing to be a separate document (in addition to the "technical" proposal)?*

Response: Single proposal document would be preferred.

Question #153: *What languages should be supported in the contact center?*

Response: English, Spanish, Hearing Impaired.

Question #154: *Please clarify the type of references required (financial)?*

Response: Please refer to the RFP

Question #155: *The RFP states that the proposal is to be submitted in hard copy. Can the proposal be submitted electronically via email or procurement site? If yes, please provide details for proposal submittal.*

Response: Please refer to the response to Question #60.

Question #156: *Can you provide the # Agents, # of calls, and a description of what is being asked in the RFP?*

Response: See question #10

Question #157: *Will we be using the county's current system? If so, what system (website & CRM system) are we using for the applicable project?*

Response: No

Question #158: *On the business reference section on page 57, can we provide the statement of work and invoices to show past performance in lieu of reference names?*

Response: No, but they can be included.

Question #159: *On the reference of the major supplier section on page 58, the major suppliers for the contact centers are the software providers and the telephone utility service providers. Will these service provider references suffice? If yes, do you need 2 references or 3?*

Response: Three (3) is preferable.

Question #160: *Can this be a fully virtual/remote contact center or do you require a physical location in the county?*

Response: County will entertain both during the RFP submission.

Question #161: **Considering this is a 6 month contract, do you have any requirements for specific W-2 employment or will independent contractors suffice?**

Response: County will entertain both during the RFP submission.

Question #162: *Are we allowed to subcontract to similar minority businesses?*

Response: Yes. Minority participation is strongly encouraged as long as compliance to the contract is adhered to.

Question #163: *What is the average call length (talk time)?*

Response: 4 to 6 minutes

Question #164: *Can an IVR be utilized to respond to any of the inbound calls (self-service functionality)?*

Response: To be determined.

Question #165: *Are any specific languages required besides English and Spanish?*

Response: Hearing Impaired.

Question #166: Can we have similar woman-owned business subcontractors included in our proposal?

Response: These types of businesses are strongly encouraged, however, must abide by the contract and all of the proposal provisions in their entirety.

Question #167: What is the initial estimated call volume for both inbound and outbound? How many hours our agents will be needed to begin?

Response: See Question # 100

Question #168: Are there specific metrics that are expected to be maintained?

Response: Tasks will be goal oriented

Question #169: What forms of contact are needed?

Response: Verbal & written

Question #170: Will details be provided for the information needed in the training materials needed?

Response: County will offer guidance

Question #171: Will there be a knowledge base provided?

Response: County will offer guidance

Question #172: How long is the preparation period? How long is the agent's training period?

Response: Training is provided by the vendor

Question #173: Can we offer a discount on the lump sum if the contract (whole or partial) is paid within a certain number of days?

Response: Yes.

Question #174: Can you please provide tab instruction for the RSP?

Response: Please see question #9

Question #175: *Please confirm that the County is not acting in the capacity of a HIPAA Covered Entity for purposes of this RFP.*

Response: County is a facilitator.

Question #176: *In consideration of the ongoing COVID-19 pandemic requiring our workforce to be remote, would the County consider allowing Vendors to submit proposals electronically?*

Response: Please refer to the response to Question #60.

Question #177: *Please provide any required pricing form(s).*

Response: No proposal forms are included. Proposers can use their own.

Question #178: *Please confirm that bidders may submit hourly or per FTE pricing and that bidders may define the "unit" within unit-based pricing.*

Response: Please refer to the RFP.

Question #179: *Please confirm that Vendors are permitted to propose a virtual call center without a physical location in Galveston County.*

Response: County will entertain both.

Question #180: *Given the current pandemic and employees working remotely, will the County accept proposals that have electronic and not wet signatures?*

Response: Please refer to the response to Question #60.

Question #181: *Please provided the expected dates for:*
  - *Decisions*
  - *Contract Start*
  - *Operational Go-Live*

Response: To be determined.

Question #182: *Please provide estimated expected daily volume of inbound and outbound calls.*

Response: Call volumes fluctuate

Question #183: *Please provide estimated average call handle time for inbound and outbound calls.*

Response: 4 to 6 minutes

Question #184: *What scheduling system will the selected vendor have access to for registering callers for appointments?*

Response: Vendor to supply scheduling system.

Question #185: *On p. 57, the County is requesting references first from those "who can attest to the Proposer's capability to carry out the requirements set forth in this Proposal", and then on p. 58 the County seeks references "who can speak to the financial capability of the Proposer to carry out the requirements set forth in the proposal". Does the County seek references to be provided from both clients that we serve and also from financial institutions that the Proposer conducts business operations with – banks, lending institutions, etc.? For the Financial Capability references, would the County instead accept audited financial statements to demonstrate a Proposer's financial integrity and strength?*

Response: References to be provided from both.

Question #186: *Will the County accept a digital submittal of all required documents in the form of a searchable PFD file instead of a set of six hard copies (one unbound original and 5 copies) and one electronic copy on a cd or a flash drive given current COVID-19 protocols?*

Response: Please refer to the response to Question #60.

Question #187: *Will the County consider accepting official digital signatures on proposal submittals?*

Response: Please refer to the response to Question #60.

Question #188: *Is there a current vendor performing this work?*

Response: Yes

Question #189: *Will the County be including performance standards as part of this contract? Is yes, how will the performance standards be managed?*

Response: Yes

Question #190: *Will the County confirm hat "technical capability" means that the vendor will provide the complete call center solution including, but not limited to incoming and outgoing phone lines, IVR, scheduling system, facility, staffing, scripts, etc.*

Response: To be determined.

Question #191: *Will any language requirements other than English be required?*

Response: Spanish and Hearing Impaired.

Question #192: *Will the County provide anticipated call volumes and anticipated length of calls? Is there a required number of agents the vendor must have available to support this requirement?*

Response: Call volume fluctuate. Call last generally 4 to 6 minutes.

Question #193: *Will our system need to connect to any County system? If yes, will a VDI connection be acceptable?*

Response: No.

Question #194: *Will the County provide initial training, either directly to agent representatives or through train-the-trainer? If yes, how will the training be provided – in person? Virtual classroom? Online?*

Response: Vendor to provide training. County will offer guidance.

Question #195: *May the vendor perform the scope of work required by the RFP using the vendor's contact system? If not, what contact system/IVR will the County require and make available to the vendor to use? Please provide a list of system features that will be required and utilized to perform this work.*

Response: Vendor will be required to provide a system.

Question #196: *If the County does not have a preference on for whether or not either system/IVR is used, then will the County view either options more advantageous to the County? If yes, why?*

Response: No

Question #197: *What inbound call volumes does the County anticipate the vendor will need to staff for in order to handle the volume? Also, please include anticipated call duration.*

Response: Call volumes fluctuate. Current staffing is 20 agents. Durations are between 4 to 6 minutes.

Question #198: *What types of inquiries are the County currently receiving? Does the County expect the vendor will receive the same inquiries? If not, what additional inquiries should the vendor be prepared to handle?*

Response: Appointment and information requested.

Question #199: *What outbound call will the vendor be required to make and when? What is the anticipated outbound call duration?*

Response: Appointment making. 4 to 6 minutes

Question #200: *Under what timeframe does the County expect the vendor to have implemented all contract start-up activities and be fully operational to receive inbound and make outbound calls?*

Response: Upon a fully executed contract.

Question #201: *Does the County have any call metrics such as calls per hour, calls per day etc?*

Response: call volumes fluctuate

Question #202: *Does the County anticipate the 6-month contract term will be extended? If yes, why and for how long?*

Response: To be determined.

Question #203: *Are there any other services the County would like to see offered or bundled with this call center inquiry effort, e.g. vaccine scheduling and tracking? If yes, what scheduling system will the County require be utilized? Would the County or the vendor prove the scheduling system?*

Response: County would entertain hearing about other services that the vendor could supply.

Question #204: *RFP Section 12, page 11, states "Proposals will be either lump sum or unit prices as shown on the proposal sheet". What proposal sheet must bidders us to enter and submit their pricing offer?*

Response: Proposal sheet not supplied.

Question #205: *Does the County have a pricing methodology requirement or preference, e.g. price per seat, price per hour, etc.?*

Response: PPM can be utilized.

Question #206: *Based on the current RFP schedule, does the County anticipate extending to the current due date past the 25th? Please note mailing hardcopy proposals would require shipping completed proposals on the 22nd.*

Response: No

Question #207: Due to the limited time remaining after questions have been submitted on the 15th and answered/released to prospective vendors, may bidders submit their proposals electronically?

Response: Please refer to the response to Question #60.

Question #208: May bidders submit forms signed digital signatures in lieu of manual signatures?

Response: Please refer to the response to Question #60.

Question #209: What does anticipated call volume (inbound/outbound) look like?

Response: Call volumes fluctuate.

Question #210: Can the County provide any historical call volume data?

Response: Call volumes fluctuate

Question #211: What is the current average handle time (AHT)?

Response: 4 to 6 minutes

Question #212: Can the County provide any historical AHT data?

Response: No

Question #213: What languages need to be supported? Can the County provide the percentage/number of calls for each language?

Response: English, Spanish and Hearing Impaired.

Question #214: What is the anticipated headcount for this opportunity?

Response: Average is 20

Question #215: How quickly is the vendor expected to ramp headcount up or down?

Response: To be determined.

Question #216: Who will conduct training, the vendor or (client)?

Response: Vendor

Question #217: *What is the estimated timeline for training? Will the County provide ongoing training or will the vendor provide training after the initial training?*

Response: Vendor to provide training.

Question #218: *What is the desired implementation date?*

Response: Upon a fully executed contract.

Question #219: *What systems will the County provide to support the scope of work?*

Response: None

Question #220: *On page 41 of the RFP, it notes the vendor's staff will "update the interaction and or information in appropriate system". What are the systems? Are the systems provided by the County external-facing websites or do they require a network connection into the County's infrastructure?*

Response: Vendor to provide system.

Question #221: *How is performance measured?*

Response: Goal Oriented.

Question #222: *What is the preferred method of connecting with the County's internal business systems (site-to-site VPN or some other path)?*

Response: To be determined.

Question #223: *Does the County have an IVR that handles calls and then passes the calls to the vendor's telephony platform when the calls are ready to queue or will the calls come directly to the vendor's telephony platform?*

Response: Directly to the vendor.

Question #224: *Is the County does not have an IVR, does the vendor need to build an IVR to handle calls?*

Response: To be determined.

Question #225: Will outbound calls be based on an automated dialing campaign or will they be one-off return phone calls to customers?

Response: At present it is a ne off return call.

Question #226: How should calls be handled after business hours? For example, should callers be played a message with the standard hours of operations? Should callers be given an opportunity leave a message?

Response: To be determined.

Question #227: Does the County have a toll-free number (TFN) or other phone number that will be routed to the vendor's telephony platform? If not, is the expectation the vendor will provide a TFN?

Response: Vendor will provide.

Question #228: Is there an expectation that calls will be recorded? If calls are to be recorded, what is the expected call recording retention time period?

Response: To be determined.

Question #229: Are there any call statistic reporting requirements?

Response: NAP

Question #230: Does the County expect a narrative to accompany the requested proposal forms:

Response: Yes.

Question #231: Does Galveston have a preferred format for the contractors response document?

Response: Please refer to the RFP.

Question #232: Can Galveston clarify the expected format of the response document?

Response: Please refer to the RFP.

Question #233: Is this single source or multi source?

Response: If referencing contractors, the Commissioners' Court seeks to engage a single contractor, however, retains the option to contract with more, whatever is most advantageous.

Question #234: *What other systems would the call center need to integrate with?*

Response: To be determined.

Question #235: *Do you have a CRM system? IF not, does one need to be provided?*

Response: To be determined.

Question #236: *If you don't have a CRM system are you looking to integrate into a unified communication system?*

Response: To be determined.

Question #237: *What are the operating hours of the call center?*

Response: Currently 8:00 a.m. – 5:00 p.m. CST

Question #238: *Are there any other parties involved in the call center? If so can you provide a list?*

Response: No

Question #239: *Is there currently a call center in place?*

Response: Yes

Question #240: *What is the nature of the incoming calls?*

Response: Appointments and information

Question #241: *What type of technology do you require for every agent? (lab top, etc) is the state providing equipment or are contractors expected to source?*

Response: Contractor to provide equipment.

Question #242: *Do you want to automate outbound calls or have an agent?*

Response: Preferably an agent, but will entertain automation

Question #243: What would be the total resource count required?

Response: To be determined.

Question #244: How will Galveston County determine the success?

Response: Goal oriented

Question #245: How many days advance notice will the Client provide the contractor for a request to increase or decrease of staffing levels?

Response: To be determined.

Question #246: Please provide required and/or anticipated staffing levels for Tier 1 and Tier 2 Agents?

Response: Current agent level is 20

Question #247: The Client indicates that is requires maximum flexibility on staffing levels to meet variable needs. What is the Client's expected time frame for scaling staff up and down by the hour (intraday), by the day, or by the week? Please provide clarity regarding how much advance notice the Client will provide to the Contractor regarding expected changes.

Response: To be determined.

Question #248: Can you please provide call volume reporting (i.e. by day or interval reporting)?

Response: Call volume fluctuate

Question #249: What is the anticipated volume of inbound/outbound calls?

Response: Call volume fluctuate

Question #250: 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?

Response: Tiered pricing is acceptable, but not necessary.

Question #251: Budget and Pricing: What are your expectations around cost to budget?

Response: To be determined.

Question #252: Can you share current budget?

Response: No

Question #253: Does the Client have a pricing table or form they prefer offerors to submit?

Response: No

Question #254: Pricing: Will the Client be providing a template for pricing?

Response: No

Question #255: Can vendors provide the all-inclusive hourly bill rates?

Response: No

Question #256: Total number of daily or monthly calls?

Response: Call volumes fluctuate.

Question #257: Average call duration?

Response: 4 to 6 minutes.

Question #258: Top 3 use cases (For example FAQs, pin reset, etc)?

Response: Appointment and information

Question #259: Total number of daily or monthly website visits?

Response: N/A

Question #260: Total number of daily or monthly unique website visitors?

Response: N/A

Question #261: Is multi-lingual support required? If so, what languages should the system be supporting?

Response: Yes, English, Spanish, Hearing Impaired

Question #262: Is IVR setup required?

Response: To be determined.

Question #263: What other communication channels are required other than call? (text/email)

Response: To be determined

Question #264: Total number of daily or monthly unique callers:
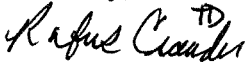
Response: Call volumes fluctuate.

As a reminder, all questions regarding this proposal must be submitted in writing to:

Rufus G. Crowder, CPPO CPPB
Galveston County Purchasing Agent
722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
E-mail: purchasing.bids@co.galveston.tx.us

If you have any further questions regarding this bid, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, via e-mail at purchasing.bids@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,

Rufus Crowder

Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County