CALL CENTER CUSTOMER SERVICE REQUEST FOR PROPOSALS
Questions & Answers
May 22, 2020

1. **Go live is listed as on or around 5/27 with the award also happening on or about 5/27. With the potential need to set up multiple systems (including IVRs, CRMs, and procuring phone numbers), what is the maximum delay between vendor selection and go live date?**
Due to the emergency nature of this program and the rapid timeline for deployment, the selected vendor should be able to provide immediate service, within one day of contract. Immediate services can be at a basic level, from the materials and resources provided by IFA. Plans should then be in place to fully train staff as quickly as possible.

2. **Given the unknown call volumes at this time, can bilingual Spanish calls be handled in part or whole by a language line service?**
Yes, Spanish and other non-English calls may be handled by a language line service, so long as the service and process for serving Spanish-speaking callers is detailed in the firm's response.

3. **Due to NDAs with clients, are we able to omit some current/recent names? Will a description of their industry and/or the service provided suffice?**
Yes, a description of the industries and services provided will suffice.

4. **Can up to date resumes be included to meet the requirements for 4.2.4 (in addition to a brief narrative)?**
Yes, resumes and a brief description will meet the requirements.

5. **Reporting with detailed information on key metrics to measure effectiveness of service is required. Are there service level targets being requested that should be factored into our pricing and staffing?**
IFA is requesting that firms provide suggested key metrics, based on their expertise, that will most adequately detail trends and services provided.

6. **Will IVR recordings be required in more than 1 language? If so, which ones are required?**
Recordings are only required in English, so long as services are provided to non-English speakers.

7. **Is there a definition for "level of technical experience" that should be used? Or just a statement about the types of technology we typically deploy for engagements such as this?**
The firm should provide an overview of technical experience and capacity that demonstrates their ability to technically support IFA's customer service support needs.

8. **In order to predict staffing needs, what does the announcement of the program to the public look like? Date, media used, etc.**
   The level of visibility of the public launch of the program has not yet been determined, although we expect a high level of interest.

9. **Will there be a requirement to be open on holidays during the contract period?**
   No, the firm is only required to be open Monday-Friday, excluding holidays.

10. **Who makes the determination that extra hours will be staffed? Is it directed by CLIENT, determined by VENDOR, or mutually agreed upon by both parties?**
    The need for extended hours will be mutually agreed upon by both parties with consideration of current call levels.

11. **Is the CLIENT providing any ticketing systems for escalations, or will these need to be provided by the vendor?**
    No, IFA will not be providing a ticketing system for escalations. This is expected to be provided by the selected firm.

12. **Is a blended implementation rate acceptable, or does the 4.2.4.3 requirement mean all roles must be listed and billed separately?**
    A blended implementation rate is acceptable. The proposed budget should detail how the costs for service may fluctuate lower, with the level of actual calls. However, the cost may not exceed the price submitted in the proposal.

13. **Is there a need or desire to create alternate contact channels, such as webchat or email?**
    At this time, there is not a desire to create alternate contact channels. IFA will have an email address that will be handled internally.

14. **What does the change management cycle for the FAQs look like from the CLIENT? Will they be updated to the website in real time, or will electronic copies be sent to the VENDOR after each change and the vendor must update internal systems?**
    A revised FAQ will be sent to the vendor on a routine basis and after each significant change. Two-way communication will be key between IFA and the vendor throughout the contract to ensure new question topics are adequately and consistently being addressed.

15. **Will FAQs be posted on the website in multiple languages.**
    The webpage, including the FAQs, will be able to be converted to any language through browser translate settings.