



Request for Information 2023-062

Call Center Services

ADDENDUM No. 1

ISSUE DATE: June 9, 2023

Responding Submitters on this project are hereby notified that this Addendum shall be made a part of the above named RFI document.

The following items add to, modify, and/or clarify the RFI documents and shall have the full force and effect of the original Documents.

Delete/Add/Replace Section

1. **Section 4.1 Overview, Paragraph #3**

Delete: Union County Waters' current afterhours service answers between 150-250 inbound calls from customers per month

Replace with: Union County Waters' current afterhours service answers on average 645 inbound calls from customers per month.

During the month of April 2023:

457 calls were answered from 12:15 pm -1:30 pm, Monday through Friday

82 calls were answered from 5 pm – 7:59 am, Monday through Friday

72 calls were answered on Saturday and Sunday

Question/Answers Section

1. **Question:** Does the county envision direct citizen access or input to a website, customer portal, or dashboard in addition to the after-hours call-in services?

Answer: Yes. The county expects to have a customer portal online by the end of the year.

2. **Question:** Is this function only for county and departmental employee use?

Answer: This function will be county/customer use only.

3. **Question:** Is the county currently using customer relationship management (CRM) software or a database to manage information and contacts during normal business hours?
If so, what is it?

Answer: Yes. We use Harris (Northstar) to manage our information during normal business hours. We would like to explore providing access to the after-hours call center to use. Currently, our provider does not have access to our system.

4. **Question:** Should we offer any programming-related costs?

Answer: We don't believe this is necessary as the options we are considering is the after-hours call center will service our customers through its own interface or we would provide them access to our CIS.

5. **Question:** Other than Spanish and English, are there any other languages a caller may speak?

Answer: Portuguese and Russian

6. **Question:** Will we need to use your CRM to document calls/messages, or will we be dispatching through our own system and sending messages through text, e-mail, and/or phone?

Answer: Currently, our provider uses their own system to send messages, however, we would like to explore the option of the call-center placing workorders and logging calls in our CIS.

7. **Question:** When are you looking to start services? When does your current contract with your existing provider expire?

Answer: We are currently on a month-to-month basis with our current provider. We would like to begin in calendar year 2023.

8. **Question:** Please describe your level of satisfaction with your current or recent vendors for the same purchasing activity (if applicable).

Answer: N/A

9. **Question:** Is this after hours call center currently being maintained in house or to a vendor?

Answer: Vendor

10. **Question:** Under section 4.1, the ROI states that call center services are to be provided on an "as needed" basis. How many days out of a calendar year does the County expect the after-hours call center to be operational?

Answer: 365 Days per year

11. **Question:** Is there a current billing model in place? If so, could you outline that model?

Answer: Month to month, base charge with included minutes of 800 monthly. With overage cost of \$.84 per minute.

12. **Question:** What estimated or actual dollars were paid last in the last month to any incumbent(s)?

Answer: \$1,620.17

13. **Question:** What is the minimum simultaneous inbound call capacity?

Answer: 20

14. **Question:** What percentage of inbound calls must be answered by a live operator?

Answer: 100%

15. **Question:** Does Union County currently have a training program in place for call center employees?

Answer: Yes

16. **Question:** What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Answer: 3-year minimum

17. **Question:** What are the recording and storage requirements for non-phone communications?

Answer: 3-year minimum

18. **Question:** What is the current number of seats for operators and supervisors at your existing call center?

Answer: 1 supervisor and 16 operators.

19. **Question:** What is the current average speed of answer for phone calls?

Answer: Unknown – prefer within 2 minutes

20. **Question:** What languages are serviced in Union County?

Answer: English, Spanish, Russian, Portuguese

21. **Question:** What time of day, days of the week, or times of the year do calls typically peak?

Answer: June – September
November – February

22. **Question:** Is there an existing security process in place?

Answer: No

23. **Question:** What is the expected response time for the County to respond to an email?

Answer: 24 Hours

24. **Question:** What is defined as an “emergency” under the scope of this RFI?

Answer: No water/Low water pressure
Sewer backing up in home
Water leak – faster than a water hose
Toilet overflowing
Sewer leak/odor/Alarm
Leaking hydrant
Manhole water leak
Sewer Treatment Plan odor
Pump Station Issue

25. **Question:** Approximately what percentage of calls in the last calendar year were considered an “emergency”?

Answer: Estimated 20%

26. **Question:** Is Union County looking for respondents to provide their own telephony solutions?

Answer: Yes

End of Addendum No. 1