

RFQ #28416

HR Benefits Call Center Services

Addendum #1

Questions & Answers

Except to remove vendor names and addresses, questions are provided exactly as submitted.

#		Section	Question / Answer
1	Q		Whether companies from Outside USA can apply for this? (like,from India or Canada)
1	A		<i>Companies from outside the United States can submit a proposal.</i>
2	Q		Whether we need to come over there for meetings?
2	A		<i>An in-person presentation would be preferred if selected for a finalist presentation, but would not necessarily be required.</i>
3	Q		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
3	A		Yes.
4	Q		Can we submit the proposals via email?
4	A		Emailed proposals are not acceptable. Proposals must be submitted as indicated in Section 4.6 PROPOSAL SUBMISSIONS of the RFP.
5	Q	2.1	What is the estimated overflow volume that the vendor would need to handle on a daily/monthly basis?
5	A		<i>Approximately 1,000-2,000 minutes per month of overflow calls. There are certain times of the year that have higher call volumes than other times of the year (e.g., open enrollment for benefits).</i>
6	Q	2.1	What is the average call length?
6	A		<i>Unknown, but estimated at 1-3 minutes.</i>
7	Q	1.2	Do you currently use another vendor to provide these services? If yes, why is this out for bid at this time and what rate do you currently pay this vendor?
7	A		<i>Yes. We began using this model in January knowing that we would need to go through the procurement process for FY2018.</i>
8	Q		Who is the incumbent vendor?
8	A		<i>Answering Advantage.</i>
9	Q		What was the spend last year for these services?
9	A		<i>\$4,000 for the first three months of CY2017.</i>

10	Q		Were there any issues or frustrations with previous vendors?
10	A		<i>No.</i>
11	Q	2.1	What documents will be given to help the call center agents answer policy related questions (i.e. database, policy documents, general FAQ sheets)?
11	A		<i>Policies, FAQ's and any mutually agreed-upon training.</i>
12	Q	2.1	What is considered to be minimal wait time?
12	A		<i>Thirty seconds or less.</i>
13	Q	3.2	What call volume would you expect (daily, weekly, monthly)?
13	A		<i>Approximately 1,000-2,000 minutes per month of overflow calls. There are certain times of the year that have higher call volumes than other times of the year (e.g., open enrollment for benefits).</i>
14	Q	3.2	Would there be events, such as open enrollment, mailings, etc., that would cause a spike in call volume?
14	A		<i>Yes, these types of events and/or changes to benefits and processes tend to cause increases in call volumes.</i>
15	Q	3.2	Would the HRD give advance notice if they anticipated something to produce a higher than normal call volume?
15	A		<i>Yes.</i>
16	Q	Section 2.1, Page 4	Is the Customer Service Management System supplied by the City of Memphis re access by the Proposer OR does the Proposer use their own Customer Service Management System with capability to transmit messages to City of Memphis electronically?
16	A		<i>The Benefits Department is planning on implementing a CSM to create service tickets for the City agents.</i>
17	Q	Section 2.1, Page 4	Can City of Memphis advise what type of messages (subject matter) are likely to be received by the Proposer?
17	A		<i>Questions about employee and retiree benefits ranging from routine to complex.</i>
18	Q	Section 2.1, Page 4	Is there a priority level associated to the various types of messages (subject matter) i.e. Urgent, Mid-Level, and Low Priority?
18	A		<i>Not currently.</i>
19	Q	Section 2.1, Page 4	What is the average call handling time for customer service representatives taking these messages currently?
19	A		<i>Unknown, but estimated at 1-3 minutes.</i>
20	Q	Section 2.1, Page 4	Can you provide the Average Call Handling time per month for the last full 12 months
20	A		<i>That data is not available.</i>

21	Q	Section 2.1, Page 4	Is there a service level target applied to average answer time for calls in seconds? If so, what is the target
21	A		<i>Not currently.</i>
22	Q	Section 2.1, Page 4	Can you provide total monthly calls and weekly call volumes offered for the last full 12 months
22	A		<i>That data is not available. Overflow call volume over the first three months of CY2017 has ranged from 1,000-2,000 minutes.</i>
23	Q	Section 2.1, Page 4	Can you provide day of week call distribution?
23	A		<i>No.</i>
24	Q	Section 2.1, Page 4	Do the opening days of the service include Public Holidays?
24	A		<i>Not currently.</i>
25	Q	Section 2.1, Page 4	Can you provide average daily intraday distribution on half hourly basis?
25	A		<i>No.</i>
26	Q	Section 2.1, Page 4	Is there a service level target applied to customer satisfaction? If so, what is the target
26	A		<i>Not currently.</i>
27	Q	Section 2.1, Page 4	Do the opening days of the service include Public Holidays?
27	A		<i>Not currently.</i>
28	Q	Section 2.1, Page 4	Is the requirement to support Inbound Calls only?
28	A		<i>The requirement is to support inbound calls to the Benefits Department.</i>
29	Q	Section 2.1, Page 5	Is there a need to supply Outbound calls and Digital Channel support i.e. Web chat, Email, Social Media, Fax?
29	A		<i>Not currently.</i>
30	Q	Section 2.1, Page 5	If there is a need to supply Outbound call and Digital Channel support, can you supply monthly volumes for that last 12 full months
30	A		<i>Not currently. Call volume is answered in #22.</i>
31	Q	Section 2.1, Page 5	Outside of reporting on Types of Inquiries, Call Volumes and Call Handling Times, what other Measures does the City of Memphis require to be reported on?
31	A		<i>In addition to those, the City would be interested in finding out what additional measures proposers are capable of reporting on.</i>

32	Q	Section 2.1, Page 5	Is this service currently in existence and if so, how many customer service representatives are in place to support the service?
32	A		<i>The service is currently in place, but the number of customer service representatives providing overflow support is unknown.</i>
33	Q	Section 2.1, Page 5	What is the current telephony system in place? Do you want to continue with same telephony or use our telephony solution
33	A		<i>We plan to utilize the current telephony system, but Nortel (Avaya) CS1000m with Callpilot and Symposium is the system currently in place.</i>
34	Q	Section 2.1, Page 5	What is/are the Inbound contact number or numbers for the service?
34	A		<i>901-636-6800</i>
35	Q	Section 2.1, Page 5	Is there an IVR in place and if so, what are the options a caller can use?
35	A		<i>Yes, with an option for active employees and an option for retirees so the calls can be routed for our internal team.</i>
36	Q	Section 2.1, Page 5	What are the range and descriptions of the various inquiries the service would receive?
36	A		<i>Questions about employee and retiree benefits ranging from routine to complex on topics such as insurance questions, premiums, retirement payments, etc.</i>
37	Q	Section 2.1, Page 5	Does the service have to be supplied in the City of Memphis or can it be supplied elsewhere in the USA or Offshore from the USA?
37	A		<i>The service can be supplied from anywhere.</i>
38	Q	Section 3.2, Page 6	Can City of Memphis describe what first and second line benefit inquiries are re subject matter and approximate Average Handling Time for these call types.
38	A		<i>An average handling time for these types of calls is unknown. First level inquiries would be considered routine questions (e.g., "Who is my dental insurance with?"), while second level inquiries may require greater knowledge or research (e.g., "Is this procedure covered by my dental insurance?").</i>
39	Q	Section 3.2, Page 6	What percentage of total calls over a 12 month period would be First and Second line calls compared to the Message handling call types handled by the Proposer?
39	A		<i>Unknown.</i>
40	Q	Section 3.2, Page 6	What is the amount of training days used for new employee's providing this service?
40	A		<i>Due to long-tenured staff, there is not a set training schedule for our internal agents at this time.</i>

41	Q	Section 3.2, Page 6	Does the City Of Memphis have a Training Program/Material to be used by the supplier?
41	A		<i>The City would provide policies, FAQ's and mutually agreed upon training to the chosen vendor.</i>
42	Q	Section 3.2, Page 6	If the City of Memphis does have the Training Program/Material does the college have a Train The Trainer plan to up skill supplier nominated trainer/s?
42	A		<i>No formal training program is currently in place.</i>
43	Q	2.1 Scope of Work	Does the City of Memphis's Human Resources Division benefits department, currently track the number of inbound calls it receives from employees and retirees?
43	A		No.
44	Q	2.1 Scope of Work	What is the average daily/weekly/monthly call volume?
44	A		Unknown. Since we began using a call center for overflow calls, we do have some data on those overflow calls, which is referenced in question 13.
45	Q	2.1 Scope of Work	What was the total annual call volume for the years 2015 and 2016?
45	A		Unknown.
46	Q	2.1 Scope of Work	What is the current average hold time for someone calling the department for information about their benefits?
46	A		Unknown, but estimated to be minimal (less than 30 seconds).
47	Q	2.1 Scope of Work	What is the average handle time (AHT) for benefits calls received by agents in the department now?
47	A		Unknown, but estimated to be less than 10 minutes.
48	Q	2.1 Scope of Work	What are the peak call volume periods during the year?
48	A		Estimated to be during annual open enrollment for benefits and then fielding calls following the start of the plan year, so from late-September through January.
49	Q	2.1 Scope of Work	What are the peak call volume hours during the day?
49	A		Anecdotally, the peak hours for calls during the day are from 9:00 a.m. to 2:00 p.m. Central.
50	Q	2.1 Scope of Work	Monday through Friday, what are the busiest (highest volume) days?
50	A		Anecdotally, Monday through Wednesday tend to be the highest call volume days.
51	Q	2.1 Scope of Work	What are the "triggering events" that can lead to an unforeseen spike in call volume?
51	A		Changes to benefits plans, annual open enrollment for benefits, enrollment

			changes that may have affected customers' coverage.
52	Q	2.1 Scope of Work	How many City agents does the HRD benefits department currently employ to handle inbound calls?
52	A		Six.
53	Q	2.1 Scope of Work	Will the City's HRD provide a script for (company name) customer service agents to follow?
53	A		Yes.
54	Q	2.1 Scope of Work	Will the City provide initial training for (company name) agents so we are following your exact protocol?
54	A		Yes.
55	Q	2.1 Scope of Work	Will the HRD provide the winning proposer an employee training manual & Benefits Department policy manual?
55	A		The City will develop materials and provide policies for use.
56	Q	2.1 Scope of Work	What service level metrics do you track to measure customer satisfaction, call quality and agent productivity?
56	A		
57	Q		How many call center agents work in the benefits call center?
57	A		Six.
58	Q		When is a called considered overflow, when someone is not available to answer immediately or after so many seconds?
58	A		When an agent is not available to answer the call, it rolls to the overflow.
59	Q		When is your peak time for calls open enrollment season?
59	A		See #48.
60	Q		What is your average handle time per call? How about wrap up time?
60	A		See # 47.
61	Q		What is your call breakdown by month for the year?
61	A		Unknown.
62	Q		What is your normal peak hour per day?
62	A		See #49.
63	Q		How many abandon calls do you average per month?
63	A		Unknown.