

Efficiency Maine

Call Center RFP # EM-008-2021

Responses To Bidder Questions

Posted 3/11/21

1. **QUESTION:** Would we be able to have a Maine PO box setup to forward to Florida in order to scan and direct the mail to appropriate department?

ANSWER: Handling mail in a timely manner is important. As noted on Page 9 of the RFP, “Efficiency Maine strongly prefers a call center located near an Efficiency Maine Trust office (Augusta or Westbrook) in order to facilitate site visits.”
2. **QUESTION:** What does the call distribution look like?

ANSWER: Call volume is very uneven, but the daily volumes mentioned in the RFP section 2.2 Background and Context (100 inbound calls, 40 inbound emails, 80 pieces of postal mail, 0-100 outbound phone survey calls and 0-10 literature requests) are handled by four agents meeting a service level of 90% answered within 20 seconds.
3. **QUESTION:** Do you require the awarded vendor to have a physical call center site in Maine or would a Work-From-Home model in Maine be sufficient?

ANSWER: Though we might consider a work-from-home approach if all agents were in Maine, we would strongly prefer a physical office in Maine. We have found a great deal of value from spending time in-person observing agents and being available for them to ask questions and share feedback with us informally. Efficiency Maine tries to be customer-focused and feedback from call center agents (individually and as a group) can give us critical insights. Please see section 3.2, item 14: “Facility – Efficiency Maine prefers that agents work together in a shared office where they can see and talk with one another” and “Location – Efficiency Maine strongly prefers a call center located near an Efficiency Maine Trust office (Augusta or Westbrook) in order to facilitate site visits.” Also note that the scoring criteria includes “Proximity to Efficiency Maine Office,” worth 10 of the 100 points.
4. **QUESTION:** What historical issues has led Efficiency Maine Trust to release this RFP?

ANSWER: We procure call center services on 3-year cycles. Our current contract expires 6/30/2021 and we procure through competitive bidding.
5. **QUESTION:** Who is the incumbent vendor and are there performance elements on which you wish to improve?

ANSWER: SaviLinx currently provides our call center services now. We always seek opportunities for continuous improvement, but there are no specific performance elements we’re looking to improve.

6. **QUESTION:** Please define errors for the Web testing requirement.

ANSWER: The web testing that is part of this RFP is user-oriented testing of customer tools on our website. The tools include ways to find a vendor or estimate your home's efficiency. Steps to follow are outlined and expected outcomes are listed. Call center representatives will periodically test these tools and answer questions such as "Did you get a list of vendors?" and "Did you get a congratulatory note with your percentage of energy used?" We are looking for significant failures, not coding glitches. Training on the testing protocols takes roughly an hour.