

Efficiency Maine

Responses To Questions

Call Center RFP EM-017-2024

Last Revised 2/1/2024 at 2:00 p.m.

Q1: Why has this bid been released at this time?

A1: As stated in the RFP, "The Efficiency Maine Trust (the Trust) seeks a qualified contractor or team of contractors to provide call center services for three years starting 7/1/2024." Our current contract expires on 6/30/2024.

Q2: Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

A2: We have no expectations of categories of small or disadvantaged businesses.

Q3: 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?

A3: Deviations and alternate fee structures will not be considered. Please see the pricing page on our [website](#).

Q4: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

A4: We do not feel it is appropriate to comment publicly on our satisfaction with the current vendor. That said, the current vendor has provided Efficiency Maine with call center services since June 2015.

Q5: Has the current contract gone full term?

A5: Our current contract for call center services ends on 6/30/2024.

Q6: Have all options to extend the current contract been exercised?

A6: Yes.

Q7: Who is the incumbent, and how long has the incumbent been providing the requested services?

A7: The incumbent is SaviLinx, LLC. They have been providing the requested services since June 2015.

Q8: How are fees currently being billed by any incumbent(s), by category, and at what rates?

A8: Team Lead/Supervisor = \$32.56/hour. Agent =\$29.51/hour, \$500/month for literature storage. \$40/month data storage, supplies, supplies, postage, agent CRM software license, and PO Box costs passed through without mark up.

Q9: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A9: Last year's total expenses were about \$275,000.

Q10: Is previous experience with any specific customer information systems, phone systems, or software required?

A10: No.

Q11: What is the minimum required total call capacity?

A11: Please refer to the RFP for required service levels (#11 on page 9).

Q12: What is the minimum simultaneous inbound call capacity?

A12: This isn't specified. Please refer to the RFP for all required service levels (#11 on page 9).

Q13: What is the maximum hold time?

A13: Please refer to the RFP for required service levels (#11 on page 9).

Q14: What percentage of inbound calls must be answered by a live operator?

A14: 100% during business hours.

Q15: What percentage of calls must be resolved without a transfer, second call, or a return call?

A15: This is not a metric we use. Calls are handled based on the caller's interest. Most calls are forwarded.

Q16: What is the maximum percentage of calls that can be terminated by the caller without resolution?

A16: This is not a metric we use.

Q17: Is there a minimum or maximum number of operators and supervisors?

A17: No.

Q18: What are the required language options?

A18: English.

Q19: What is the required degree of dedication for the call center? Can call centers work on other contracts at the same time as this one?

A19: This is not a metric we use. Agents can work on other contracts at the same time as this one as long as they handle our calls well.

Q20: Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

A20: We want all calls to hear a recording that notifies them that they are on a recorded call and then be transferred to a live agent.

Q21: What is the current number of seats for operators and supervisors at your existing call center?

A21: As stated in the RFP, "The work is currently being handled by four full-time equivalent agents.

Q22: What is the current average wait time for phone calls?

A22: As stated in the RFP, our required service level is over 90% of calls answered in under 20 seconds. Our current team performs better than this.

Q23: What is the current average handle time for phone calls and other types of communications?

A23: About two minutes.

Q24: What is the current average after-call work time for operators?

A24: We do not track this.

Q25: Over the past year, what is the percentage of calls received in English versus non-English?

A25: 100% of calls are in English.

Q26: Over the past year, what percentage of calls received were in Spanish?

A26: Few, if any.

Q27: What time of day, days of the week, or times of the year do calls typically peak?

A27: We do not have this information.

Q28: Is there an incumbent vendor providing the call center support? For how long has the incumbent been providing the service? Do the four call center agents also service the physical mail and respond to the emails as well? Where does the incumbent maintain its facility? Has the incumbent consistently met the service level standards outlined in the RFP? Has Efficiency Maine Trust been satisfied with the level of service provided? Has Efficiency Maine Trust been the provider of the call center agents? What service levels have the in-house agents been able to maintain?

A28: Our call center is currently run by SaviLinx LLC. We do not feel it is appropriate to comment publicly on our satisfaction with the current vendor. That said, the current vendor has provided Efficiency Maine with call center services since June 2015. Their agents handle mail, calls, and email. They are based in Brunswick, Maine, halfway between our Westbrook and Augusta Maine offices. They have consistently met our

service level standards. They recruit, hire, train, and manage their own agents. Over 90% of calls are answered in under 20 seconds.

Q29: Will Efficiency Maine give preference to RFP respondents that partner with Minority Business or Women-owned Enterprises (MBWEs)?

A29: No.

Q30: Will Efficiency Maine negotiate changes to the standard terms and conditions in the contract?

A30: Only if necessary. If bidders have any concerns with our standard terms and conditions, they should outline the concerns as part of their bid. Preference will be given to those who are willing to accept our standard terms and conditions.

Q31: Are you satisfied with your current vendor?

A31: See question #4 (Q4).

Q32: Are there any performance improvements you would like to see made?

A32: No.

Q33: What is the average handle time of “fully handled” calls?

A33: Average call duration is about 2 minutes. Most calls are forwarded, not fully handled during the initial conversation.

Q34: Do you have a breakdown of handled calls vs. forwarded calls?

A34: No, but nearly all calls are forwarded.

Q35: Will you need additional language support beyond English?

A35: No.

Q36: If other languages are required, what is their percentage of the total call volume?

A36: We are only looking for English.

Q37: Regarding Literature Fulfillment: How frequent are the receivings (sic)? How many items/masters(sic) per receiving (sic)?

A37: We receive about 50 requests for brochures per month.

Q38: Regarding brochure stock: Can we assume about 170 pieces per request? How are they shipping today? If USPS, who is Indicia?

A38: A total of 7,000 pieces are typically mailed each month by US Postal Service using SaviLinx's indicia to fulfill 50 requests. That's roughly 150 brochures per request and they are mostly in shrink wrapped sets of 50.

Q39: Regarding sign stock: What size? How are they shipping today?

A39: The sizes of the signs varies from business-card sized (for labeling store shelves) to rolled up banners (for end-caps in retail stores). They are shipped by US Postal Service. We reimburse 100% of postage and shipping supplies.

Q40: Regarding direct mail campaigns: Color or black and white? Will the records come through in a file format (Excel, csv, etc.)?

A40: Direct mailings would be black and white, and the records come through in Excel.