FMPA UTILITY CALL CENTER SUPPORT SERVICES
FMPA RFP 2024-209
Questions & Answers – *Revision 2*
September 12, 2024

1Q. What is the anticipated volume that the potential partner look to receive? Monthly volume expectations would be best if possible.
1A. This is a new effort for some of our members and we do not have any metrics to provide at this time. It is anticipated that each member will have an individual relationship with the potential partner so call volume would vary according to the specific member's needs.

2Q. Is the work strictly overflow volume, or is there consistent schedules with staffing requirements going to be needed?
2A. It is anticipated that each member will have an individual relationship with the potential partner so call volume would vary according to the specific member's needs.

3Q. Does the work need to be conducted in the US, or are you considering bids from Nearshore or Offshore locations?
3A. It would be appropriate to offer options (if available). Each member may have their own requirements.

4Q. What type of pricing is being requested, per hour, per minute, etc.?
4A. Pricing structure is vendor specific. Please see page TC-6.

5Q. What is the date by which you will answer these questions?
5A. As early as possible.

6Q. If there was a previous solicitation for these services, what was its title, number, release date, and due date?
5A. We view this as a new solicitation.

7Q. When is the anticipated contract start date?
7A. That will be determined by the participating members. We anticipate by 1-1-25 but could be sooner if all parties agree.

8Q. 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?
8A. This would be Member specific. We would not have this information.

9Q.   Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?
9A.   The proposals will be reviewed and graded based on the criteria in the original RFP.

10Q.   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?
10A.   The RFP does not specify pricing format, but suggestions. It is expected each vendor will provide pricing that is most practical to fit their business model.

11Q.   Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
11A.   This would be Member specific. We would not have this information.

12Q.   Has the current contract gone full term?
12A.   Yes

13Q.   Have all options to extend the current contract been exercised?
13A.   No

14Q.   Who is the incumbent, and how long has the incumbent been providing the requested services?
14A.   This RFP has been updated and we do not perceive any incumbent to the current RFP.

15Q.   To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
15A.   To the extent that they can fulfil the requirements of the bid.

16Q.   How are fees currently being billed by any incumbent(s), by category, and at what rates?
16A.   Was provided in different formats depending on area of service.

17Q.   What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
17A.   We would not have this information.

18Q.   Is previous experience with any specific customer information systems, phone systems, or software required?
18A.   We would not have this information.

19Q.   What is the minimum required total call capacity?
19A.   We would not have this information.

20Q.   What is the minimum simultaneous inbound call capacity?
20A.   We would not have this information.

21Q.   What is the maximum wait time?
21A.   We would not have this information.

22Q.   What is the maximum hold time?
22A.   We would not have this information.

23Q.   What percentage of inbound calls must be answered by a live operator?

23A. We would not have this information.

24Q. What percentage of calls must be resolved without a transfer, second call, or a return call?
24A. We would not have this information.

25Q. What is the maximum percentage of calls that can be terminated by the caller without resolution?
25A. We would not have this information.

26Q. Is there a minimum or maximum number of operators and supervisors?
26A. We would not have this information.

27Q. What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?
27A. We would not have this information.

28Q. What is the required degree of dedication for the operators? (Can the operators work on other contracts at the same time as this one)?
28A. We would not have this information.

29Q. 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?
29A. We would not have this information.

30Q. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
30A. We would not have this information.

31Q. What are the recording and storage requirements for non-phone communications?
31A. We would not have this information.

32Q. What information is to be included in call logs?
32A. We would not have this information.

33Q. What was your average monthly call volume over the past year?
33A. We would not have this information.

34Q. What is the current number of seats for operators and supervisors at your existing call center?
34A. We would not have this information.

35Q. What is the current average wait time for phone calls?
35A. We would not have this information.

36Q. What is the current average handle time for phone calls and other types of communications?
36A. We would not have this information.

37Q. What is the current average after-call work time for operators?
37A. We would not have this information.

38Q. Over the past year, what is the percentage of calls received in English versus non-English?
38A. We would not have this information.

39Q. Over the past year, what percentage of calls received were in Spanish?

39A. We would not have this information.

40Q. What time of day, days of the week, or times of the year do calls typically peak? This would be member specific.

40A. We would not have this information.

41Q. Questions regarding "Provide a platform for Member's to access customer information collected by vendor"

In providing a portal for self-serve reporting to potentially any Member's customers, is/are there any existing portals for this service?

If there are any existing portals for this, will we be replacing these portals, taking them over, or integrating with them?

Do you have any specific requirements or detailed specifications for this portal?

41A. The current systems would be unique to each member. The existing portal configuration (if any) and desired transition would be assessed on an individual basis.

42Q. Questions regarding "Portals utilized by Member staff shall provide for single sign on using Microsoft ADFS or Microsoft Azure Active Directory"

Can the vendor award the contract use their own IDP and create member credentials within their environment on behalf of members?

When providing single sign on using Microsoft ADFS or Microsoft Azure Active Directory, with the varying potential Members, whose identity provider (IDP) will be used?

Will there be a need for any integrations with Member utility's current software/billing system such as Customer Information Systems (CSI), Outage Management Systems (OMS), and/or financial or billing systems?
If yes, can you provide the names of some or all of the systems to be integrated with?
Additionally, if there will be integrations, do you have integration specifications that can be shared at this time?

42A. Specific portal requirements will be member specific.