

FMPA UTILITY CALL CENTER SERVICES
FMPA RFP 2024-209
Questions & Answers

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.