CITY OF TUCKER

ACKNOWLEDGE RECEIPT OF ADDENDUM #1

RFP 2025-007
<u>CALL CENTER SERVICES</u>

Please complete this page and include this page only in bid submittal.

I hereby acknowledge receipt of the supplement pertaining to the above referenced bid.

COMPANY NAME: _____

CONTACT PERSON: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

PHONE: _____

EMAIL ADDRESS: _____

_____   _____
SIGNATURE   **DATE**

RFP 2025-007
ADDENDUM #1

	QUESTION	ANSWER
1	If you have a monthly breakdown of volume that would be helpful in identifying if there are peak seasons that may require additional staff	Please see the attached chart of activity.
2	Can you provide the average talk time for the 14,010 calls received in 2024?	Please see the attached chart of activity.
3	Does the City of Tucker currently provide multi-lingual services for in-bound calls? If so, what are the three most used language options by callers?	No
4	Who is currently answering the incoming calls? If this is an outside vendor, what have their annual fees been for the past two years?	Please see the attached chart of activity.
5	For the previous two years that are listed on page 4 for 2023 and 2024, can the city please provide a more granular breakdown of calls received, preferable by day of the week and busiest hours of the day.	Please see the attached chart of activity.
6	Is the expectation that the call center will be operating 24 hours per day, 365 days per year, or will holidays allow for reduced hours? If so, can the city list of the specific holidays that are observed and what hours are expected to be worked during these holidays (if any).	Saturdays and Sundays plus the following holidays: New Year's Day, Matin Luther King, Jr. Day, President's Day, Memorial Day, Juneteenth, Labor Day, Indigenous Peoples Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.
7	Is this a Telework opportunity.	Yes, Vendor is not expected to be onsite
8	If Telework is allowed must employees be residents of the state	No

9	Is a brick-and-mortar location in state required.	No
10	If a brick-and-mortar location is required does the city provide the facility	No
11	Is the current phone system a government setup/issued system.	Hardware to be provided by awarded vendor. Software is city provided Coredial
12	If phone system is not provided what are the system requirements the city is requesting.	The software is city provided Coredial.
13	For the current contract how many employees currently operate the call center including management/Supervisors.	Unknown
14	What are the expectations/standards currently in place for customer satisfaction. i.e., On hold time, abandon rate, etc.	Please see the attached chart of activity.
15	Is there currently a chat program in place.	Not currently but there has been in the past
16	Who is the current vendor? What are their current rates?	CCS. We will not disclose the current vendor rates in this addendum.
17	How does the City define "standard business hours?"	Monday through Friday, 9 a.m. to 5 p.m.
18	Is the City seeking services for 24x7x365 support inclusive of holidays and weekends?	Yes
19	Which holidays does the City observe where the Vendor would provide sole support?	Saturdays and Sundays plus the following holidays: New Year's Day, Matin Luther King, Jr. Day, President's Day, Memorial Day, Juneteenth, Labor Day, Indigenous Peoples Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.
20	What is the connectivity between the City and the Vendor for inquiries such as court dates and citations?	The City will provide access to the Court Calendar software.

21	What access does the City intend or anticipate to provide to the Vendor for managing chat functionality on the City's webpage?	If the webchat option is added, the vendor is expected to provide and support the platform that is then embedded to the City website.
22	Which information should be relayed to the City regarding call transfers, emergency issues, etc.?	Caller Name, number, address, email, reason for calling, how the call was handled (agent answered the question, warm transfer, transfer to voicemail, redirected caller to outside source, etc)
23	Will the City provide connectivity to their existing telephony platform for the provision of Receptionist services? a. Will the City provide additional technical details as to the flow of calls from connection to final disconnection? b. Are calls forwarded to the Vendor, integrated in the City's infrastructure, etc.?	We have a platform that is accessed via call forwarding. a)Yes B)Calls are forwarded
24	Will the City provide additional details on the definitions of "emergency public works issues?"	Yes, guidance will be provided, as an example: immediate right of way concern such as downed trees, blocked roads and flashing signals.

25	Will the City provide details as to how "emergency public works issues" are escalated?
	  a. What notification needs to go to the City?
	  b. What notification, if any, needs to go to an on-call or supervisor?
	  c. How should information be transmitted to the City?
	  d. How should information be transmitted to any responding personnel?
		Any call received after hours that is determined to be an emergency will be forwarded to a dedicated phone number that is monitored by staff 24/7.

26	Of the presented call volumes, how many of those are in languages other than English?	Not currently in place

27	Would the City be open to a Vendor submitting costs in a variable manner, but estimating the total cost also?	Yes, that is fine
28	Would you mind letting me know the answers to the following bullet points: all Volume • Average Handle Time • Any SLA & KPIs • Any Volume breakdown by day, month, week	Please see the attached chart of activity.
29	Do cover pages, cover letters, and tables of contents count towards the 10-page limit?	No
30	Can these positions be filled remotely? Do you require the workforce to be dedicated?	Remote is expected. A dedicated workforce is preferred but not required.
31	To better tailor our proposal to your needs, could you please provide information on your current call volume, including average monthly call counts and any seasonal fluctuations?	Please see the attached chart of activity.
32	What hours are considered the standard business hours for the city?	Monday through Friday, 9 a.m. to 5 p.m.
33	Do you have any data on the reasons people typical call during standard and after hours? If so, can you kindly provide that?	Please see the attached chart of activity.
34	Which unit or department within the City of Tucker will be responsible for supervising the services offered by the successful vendor?	Communications
35	Is the successful vendor expected to provide a telephony/PBX platform to receive, transfer or record phone calls? Or is there an existing one that	Yes. The awarded vendor shall provide necessary technology platforms to conduct level of services expected. Calls are forwarded from the main line via the city provided Coredial service.

	the successful vendor is expected to utilize?	
36	If one already exists, can you please provide information about it? * Name/Model of platform being used? * Deployment method – cloud or on-premises? * Telephony channels: are they SIP-based?	Coredial is the internal platform used by City staff. Cloudbased Yes they are SIP based.
37	Are there any information systems (such as a CRM, ticketing system or municipal platforms) that the agents are expected to use to retrieve or store information?	Vendor will be provided a knowledge base and the website for FAQ answers. To address specific court related calls, the vendor will have access to that software.
38	Are call recordings supposed to be transferred to any municipal systems OR the successful consultant will be responsible for making them available whenever requested within the retention period?	We are open to both options
39	Does the city have a preferred method/protocol for securely transferring call recordings and reports?	No
40	If multilingual translation services are desired, does the city have specific language priorities (e.g., Spanish)?	Spanish and Vietnamese
42	Will the staff be required to answer emergency calls (ie: 911)?	No
43	What are the City's standard business hours?	Monday through Friday, 9 a.m. to 5 p.m.
44	Are there scripts/templates for the staff?	There can be
45	What is the average length of the calls received?	Please see the attached chart of activity.
46	Are you happy with your current provider?	Yes

47	Why are you going out to bid?	To meet procurement requirements.
48	The RFP states that 8% of the calls received were after standard business hours. Does this include weekends and holidays?	Yes
49	Who is handling these calls today? Is this being done by a City employee currently, or is this work already being provided by an existing Call Center contractor?	Call Center contractor
50	What circumstances have prompted the City to examine alternative solutions to the current call-handling methods that are in-place today?	Current contract was short term and we are required to go out to bid for a longer term contract.
51	Are these calls currently being relayed to the appropriate city staff member in real time, or are calls being entered into some sort of workflow management system that assigns the issue to the appropriate city staff member and/or Department for further processing?	Currently being relayed to appropriate staff in real time.
52	The Project Objectives section of the RFP indicates that "Agents will provide information to callers concerning Court dates and citation information." Does the City (or other regulatory body) require the staff performing this work to meet Criminal Justice Information or other privacy requirements?	No
53	Is the City planning on providing the Contractor with a direct link to the system(s) that allow access to the required information identified in #4 above?	Yes

54	The RFP provides call volume data that indicates that 2024 experienced a 6.1% increase in call volume compared to 2023. Does the City anticipate the same annual call volume growth rate across each year of the Contract, or should a higher growth rate be planned for?	Same growth rate is expected
55	The RFP indicates that only 8% of the inbound calls take place outside of standard business hours. Is it correct to interpret this to conclude that in 2024 only 1,121 calls were received outside of standard business hours?	Please see the attached chart of activity.
56	What does the City consider your standard business hours to be?	Monday through Friday, 9 a.m. to 5 p.m.
57	Is there a requirement or City preference on whether calls are managed within or outside of the State of Georgia?	No
58	Does the City require a live Agent answering calls outside of standard business hours, or could an AI-Agent handle these calls and automatically refer them based on programmed AI decision trees? For example, could some of these after hours calls just be logged and forwarded at the start of the next business day, or do they all need to be handled in person and in real time, 24-hours per day, 7-days per week?	Live agent is expected 24 hours / 7 day a week.
59	The 2024 data implies that 92% of the calls were during normal business hours, which would be an average of 50 calls per day. Is this consistent with your current	Please see the attached chart of activity.

	impression of the total body of work?	
60	If the vendor is able to provide AI-assisted front-end call processing, would we be allowed to have the AI-Agent process and transfer the caller without a human Agent needing to be involved? This would allow simple calls to be handled quickly so that human Agents could focus on more complex calls.	No
61	If the vendor is able to provide AI-assisted Webchat functionality, is the City amenable to this also being an alternative for the public to get the information they need without needing to involve a human Agent?	Possibly
62	How much is the current vendor charging per month?	We will not disclose the current vendor rates in this addendum.
63	What is the average daily call volume? Are there certain days of the week that are busier?	Please see the attached chart of activity.
64	What percentage of calls are in a language other than English or Spanish?	Unknown
65	Can you please detail the scope, objectives, and requirements associated with the Phase In Period? Does the City expect the vendor to begin receiving calls during the Phase In Period or beginning on August 1?	The vendor is expected to provide the phase-in plan as their standard operating procedure.
66	Can you provide a summary of the current operating model? What is the current shift structure? How many call takers per shift? How many supervisors per shift? What support personnel currently exist	We do not know how the current vendor operates nor do we expect to set those parameters as long as the expected level of service is provided.

	(e.g. Trainers, WorkForce Manager, Quality Personnel)?	
67	What are the call metric SLAs for the call center (e.g. ASA, AHT, call duration, abandon rate)?	Please see the attached chart of activity.
68	Can you provide data regarding call center metrics/performance for the past six (6) months?	Please see the attached chart of activity.
69	Can you provide a summary of the technology platforms and software used by the incumbent vendor? What technology is provided by the City and what technology is provided by the incumbent vendor?	Unknown. The software is city provided: Coredial. No technology provided by incumbent.
70	Will the awarded vendor utilize City provided telephony and call processing technology?	No
71	Can you please detail the technology currently used for recording and storing calls, and please provide the retention requirements associated with the call center?	We do not record but it is an expectation of the vendor. There is no required retention so that will be decided between the City and the awarded vendor.
72	What 3rd party applications are utilized and accessed by the call takers for addressing inquiries such as court dates, citation information, and public works?	JusticeOne
73	Is there a requirement for bi-lingual agents, and if so, in support of what languages? Is there a translation service currently in use in the call center such as Language Line, and if so is this furnished by the City of the incumbent vendor?	None currently in use.
74	Will the City provide detailed training documentation, or will the	The City will provide a knowledge base and FAQ

	vendor be expected to develop additional materials?	
75	Are there peak call times or seasonal fluctuations in call volume beyond the provided annual totals?	Please see the attached chart of activity.
76	Have all contract extensions been executed on the current contract?	No
77	Is the current vendor in good standing?	Yes
78	This agreement is listed as being for 3 years, are there any option to extend beyond that period?	Yes,
79	Are there any significant deficiencies in the current program that we should know about?	No.
80	What was the actual expenditure for the last 12 months of the current contract.	The current contract was effective January 1, 2025. We will not disclose the current vendor rates in this addendum.
81	What is the anticipated available yearly budget for this contract over the first 12 months?	The City does not disclose project budgets.
82	What is your preferred training method? E.g: Train the trainer, direct training with agents	Train the trainer
83	What are the required Quality Auditing practices?	Tracked metrics and monthly check-ins
84	Is there a required percentage (%) of quality audits/call screening performed on each agent per month?	Whatever is standard for your company to ensure level of service is met.
85	Does the city have an existing QA grading form and pass/fail thresholds on scores?	no
86	Is the use of automated quality monitoring, sentiment analysis, or other AI powered tools acceptable?	Live agents are expected

87	Will the vendor be utilizing the city's phone system to answer calls?	Calls are forwarded to agents via Coredial
88	Are there any City systems/databases/technologies that agents will need to access?	Court software called JusticeOne
89	Are all agents required to be dedicated full-time on this program?	No
90	Are remote agents acceptable as long as they are located in the US?	Yes
91	What is the average call handle time?	Please see the attached chart of activity.
92	What is the estimated after-call work time?	Please see the attached chart of activity.
93	What are the defined call service level targets?	Please see the attached chart of activity.
94	Is the vendor expected to make any outbound calls? to whom?	No
95	What is the % of calls that are transferred back to the city depts?	Please see the attached chart of activity.
96	What is the percentage of non-English calls and what languages would be required?	Unknown
97	What is the variation in call volume from month to month?	Please see the attached chart of activity.
98	Are weekends busier than weekdays?	No
99	Can you provide a typical call arrival pattern by hour and by day of the week?	Please see the attached chart of activity.

RFP 2025-007
ADDENDUM #1

100	What type of background checks are required.	The City requires all vendors adhere to Everify standards
101	What are your goals for this project?	To find a vendor to successfully answer all calls and FAQs.
102	Is there a sample timeline for deliverables?	We expect a month to transition
103	What knowledge base tools are available for staff?	The City will provide a full knowledge base and FAQ
104	What software programs are used to interact with customers?	JusticeOne
105	Will there be access to a court calendar so that we can provide answers to court dates, schedules, etc.?	Yes
106	Are rules provided about citations to be enforced in the city?	Not applicable
107	What experience does the City of Tucker have outsourcing?	The City has participated in public/private partnerships the entirety of existence.
108	What technology do you leverage to ensure excellent customer communication and experience?	That is up to the awarded vendor.
109	What are the performance metrics for calls and chat?	Please see the attached chart of activity.
110	What KPIs do you track and report?	Please see the attached chart of activity.
111	Describe your approach to change management?	The City expects to collaborate with the vendor for any transition
112	Describe your training process?	The City provides a comprehensive knowledge base and FAQ for the vendor to use for their training.
113	What is the City of Tucker approach to continuous improvement and innovation?	The City is open to all improvement and innovation as provided by the vendor.
114	Is training provided for emergency public works issues?	Vendor will be provided parameters of what constitutes after hours emergencies.

115	What is a successful customer journey to your organization?	Calls answered immediately, agent addresses questions or forwards to the requested City staff member.
116	Do you conduct quarterly business reviews with vendors?	We prefer monthly
117	Please provide a list of "self-service" tools or resources that are available after training.	Comprehensive knowledge base and FAQ
118	How do you manage customer requests, complaints, concerns, and feedback?	Via email for immediate needs, via the monthly check-in for non-emergent needs.
119	Is your organization GDPR compliant?	We are not subject to GDPR Compliance
120	Where do you host your software and customer data?	Not applicable
121	Have you experienced downtime in the last two years? If so, how long were customers impacted?	Not tracked
122	How are incoming calls received and routed?	Forwarded via Coredial
123	What numbers are used to receive calls?	Our main line
124	What are the percent of call inflow by day?	Please see the attached chart of activity
125	How are calls handled when receptionists or hunt groups are busy?	Currently handled by our call center
126	How long do call recordings need to be retained?	This is not regulated and will be decided jointly between the City and the awarded vendor
127	Does the City of Tucker already have a WebChat service platform or is the respondent responsible for providing the platform? If so, does the platform need to be FedRAMP authorized?	No, there is not one currently in use and no we do not require FedRAMP certification.
	QUESTION	**ANSWER**
128	The DOAS/Georgia Procurement Registry	All information regarding this RFP can also be found on The City of Tucker Website

	This Link is not working at our end, kindly help on it	
129	Will there be **facility** or option to **join in remotely** for the **opening** of the **proposal.**	No.
130	What is the current or targeted **Average Handling Time for calls** (separately for daytime and after-hours)?	Please see the attached chart of activity.
131	Please share **peak hours** and call volume fluctuations (e.g., seasonal spikes or day-of-week patterns).	Please see the attached chart of activity.
132	For the 8% after-hours calls, what are the **typical emergencies** that require **immediate triage?**	Please see the attached chart of activity.
133	**What will be the Working hours definition of an Agent -** Can you please define the standard working hours during which agents would be considered "business hours" (e.g., shifts 8 AM–5 PM, Days Monday–Friday, Monthly 176 hours.)	City business hours are Monday through Friday, 9 a.m. to 5 p.m.
134	As it is mentioned as 24/7 service requirement, Please define **standard business hours and expected after-hours**, weekend, and holiday coverage requirements.	City business hours are Monday through Friday, 9 a.m. to 5 p.m. Everything else is after hours with expectation of coverage on all weekends and holidays.
135	What **core skills or qualifications** are expected from **call center agents** receiving incoming calls	Professionalism, City knowledge and business phone etiquette
136	Based on the historical data and expected service levels, Please **specify the total number of seats (agents) required** to be deployed for this project or any staffing model the City expects (**separately for daytime and after-hours** shifts, weekends, and holidays, if applicable.)?	That is up to the vendor to determine in order to provide the expected level of service. Dedicated staff to this project is preferred for consistency.
137	We understand that **"Staff" refers to the City team**, please confirm	Yes

138	Are **outbound calls also expected** (e.g., call back, follow-ups, surveys)?	No
139	Court Information: Will **agents have access to live court systems** or databases to provide citation/court information, or **will a static knowledge base be provided?**	Agents will have access to live court systems
140	What **languages** should the **contact center agents** be proficient in for **calling services**? Which languages need to be supported?	English. Primary language of received calls is unknown.
141	What level of **quality assurance** is expected for calls and customer interactions?	Please see the attached chart of activity.
142	What are the specific **Service Level Agreements (SLAs) expected** for: First Response Time, Average Handle Time, Hold Time, Abandonment Rate?	Please see the attached chart of activity.
143	Are there **penalties clauses?**	No. But there is a right to terminate clause.
144	Will the City provide **access to its existing telephony, IVR, CRM, or ticketing systems,** or is the **vendor expected to provide and propose** their own solutions? Additionally, will **integration** with any existing municipal systems be **required?**	The City utilizes Coredial which forwards calls to the main line to the agents. Agents will have access to JusticeOne software to help with court related questions.
145	What is the r**equired retention period for call recordings,** and what method will be used for accessing these recordings when needed?	That is not regulated and will be determined between the City and the awarded vendor.
146	Where will the **contact center be located?** Are there any geographical restrictions (e.g., must be within Georgia or U.S.-based), **or can it be located in any other country?**	US based is required, onsite is not expected

147	Is hybrid coverage **(onsite + remote) acceptable** for service delivery?	100% remote is expected
148	Are there any known transition-related challenges or **performance issues with the Current vendor?** It will help to prepare our proposal and strategies better.	No
149	In addition to agents and the **Project Manager**, please **confirm if support staff such as supervisors, quality assurance, and trainers are also required.** Also, advise if their costs should be included with agent costs in the yearly pricing?	That is not a requirement of the City and is up to the vendor to determine the best way to provide the expected level of service.
150	Will the City **require periodic onsite visits** from vendor leadership or supervisors **or can it be done remotely also?**	Remote
151	Will City staff conduct **live training sessions** during onboarding and transition (July 1 – July 31, 2025)?	Yes
152	What is the **expected duration** of the **knowledge transfer and training phase?**	One month. As stated in the bid manual. July 1 – July 30 is transition. Live calls begin August 1.
153	Will the City provide resources like a **knowledge base, FAQs,** or workshops to **support the agents** during training and calls?	Yes, the City will provide a comprehensive knowledge base and FAQ
154	Is the **training phase billable,** or will it be covered as part of the overall project cost?	Part of the overall project coast
155	Are there specific d**ata protection/privacy regulations** we must comply with?	No
156	Are **background checks** or security clearances required for staff?	Only to comply with E-Verify regulations.
157	Does the **City have** a preferred **webchat platform,** or **should the vendor propose one?**	Vendor should propose one
158	Will the City's IT/web team assist with integration into the existing	Webchat will be expected to be handled outside of the City website completely by the vendor

	website, or is full integration the vendor's responsibility?	
159	Should webchat be available 24/7 like calls, or only during **specific business hours?**	24/7
160	Should webchat sessions be handled by the same call center agents or by a separate dedicated team and what are the **expected Number of agents required?**	Same agents are fine
161	Is there an **estimated monthly volume** of **webchat interactions** based on past data or future expectations? It will help in preparing the pricing.	Please see the attached chart of activity.
162	Will webchat require multilingual capabilities, or is English-only acceptable initially?	Undetermined at this time
163	Are there any specific SLAs for chat response times that vendors must meet?	Undetermined at this time
164	We understand that these services refer to **Third-party real-time interpreters,** in which when a non-English speaker calls, the **agent connects the call to a professional interpreter** and then the interpreter joins the call live and **helps translate** between the caller and the agent, kindly confirm.	Confirmed
165	What is the **estimated percentage of calls needing multilingual translation support** currently or expected future trend? And what are the **expected Number of agents required?**	Please see the attached chart of activity.
166	**Which specific languages** must be supported	English.
167	Does the City prefer live bilingual agents, or third-party real-time interpreters	No preference

168	We understand that the **Start Up / Phase-In Costs July 1 – July 31, 2025** are the **"One-time costs to get ready to go live** which mostly c**overs the set up activities** such as below: * Recruitment and onboarding of agents and support staff * Training costs (trainers, materials, sessions) * Setup of infrastructure (computers, headsets, internet etc.) * Initial knowledge transfer and documentation creation * Project management and planning * Process creation (SOPs, escalation matrix, reporting templates) * Testing and piloting systems before go-live * Licensing and software setup for telephony, CRM, ticketing, etc.) *(If Applicable)* * Background checks *(If Applicable)* * Any initial travel costs *(if applicable)* **WE REQUEST YOU TO PLEASE CONFIRM ON OUR UNDERSTANDING**	Confirmed. As stated in the bid manual.
169	As the **Optional Add-On Services Cost Proposal** will n**ot be considered during the evaluation and scoring** of the Cost Proposal, we understand that the **Start-Up / Phase-In Costs** for the period of July 1 – July 31, 2025, should **include only the start-up costs** related to the **calling services** (excluding Webchat and Translation services). Kindly confirm if our understanding is correct.	Confirmed.

170	We understand that the **Fiscal year 2026 Costs August 1, 2025 – June 30, 2026** are the **"Ongoing monthly/annual operational costs after the service is live** which mostly **covers** the below activities: * Salaries/wages for agents and support staff * Operational costs (rent, utilities, internet, maintenance) * Management and supervision * Reporting and analytics * Quality assurance activities * Ongoing training and refreshers * Regular technology upkeep * Any performance incentives or SLA bonuses/penalties * Software licenses *(renewal if applicable)* **WE REQUEST YOU TO PLEASE CONFIRM ON OUR UNDERSTANDING**	Confirmed. As stated.
171	Is there any **expected % for the Annual renewals** like 5%, 10% etc.	Please provide your best pricing for the renewal years as defined in Exhibit B - Cost Proposal
172	Will the **Start-Up / Phase-In Costs** be **paid prior** to the official **Go-Live** date?	Monthly invoices may not be submitted for work not yet completed.
173	What is the **Estimated Total Contract Value** for the three-year period?	The City does not disclose project budgets.
174	What are the **standard payment terms for payment frequency** (monthly, quarterly) and the invoice approval process.	Monthly invoices are paid Net/30. Electronic payments (ACH) are strongly encouraged but not required. ACH requires transferring funds to a financial institution within the U.S. If ACH is not elected, paper checks will be issued.
175	We understand that the **cost proposal** is t**o be submitted exclusive of taxes** . Please confirm.	The City of Tucker is exempt from Sales Tax.
176	Will there be **provisions for adjustments** to the contract value **if call/chat volumes** significantly **increase or decrease?**	Not in the initial contract. If the awarded vendor chooses to request a change order to the contract based on increased volume, such a request will be considered and will require a contract amendment.

177	Since **no Start-Up/Phase-In costs** have been **requested for the Optional Add-On Services Cost Proposal**, kindly clarify **how the Start-Up costs, if any, should be handled if we are qualified** to provide these services.	To be negotiated with awarded vendor prior to contract approval.
178	Please confirm if the **(Optional Add-On Services) costs** for Fiscal Year 2026 should be calculated starting from August 1, 2025, through June 30, 2026, **without any adjustment for initial setup efforts or needs to factored in separately.**	Confirmed.
178	Kindly clarify the **preferred costing model** for submitting pricing for **Webchat and Translation services.** Should the **pricing** be based on a flat monthly/yearly rate, or on a per-interaction/per-minute basis? Hence **estimated volume details or agent count required per service are needed for preparing the pricing.**	Flat yearly rate.
179	What is the **qualification process** for the **Optional Add-On Services -** Webchat and Multi-lingual Translation Services for Inbound Calls	Experience.
180	We understand that the **proposal should be submitted in a document format** (e.g., Word document converted to PDF) adhering to the 8½" x 11" single-sided page size, and not in a PowerPoint format. Please confirm.	Confirmed. As stated in the bid manual, the proposal is to be in PDF format.
181	Please confirm if there **are any geographical restrictions for setting up the Call Center Services** (e.g., must the center be located within Georgia or the U.S.), or if operations from another country would also be acceptable.	US location is required.

182	Kindly clarify whether detailed information for each project personnel must be submitted as part of the Bid Submission or only after being selected as a successful proposer? If it is required at the bid stage, **please advise how many agent profiles are expected to be included in the proposal?**	Personnel information for the Project Manager that will be assigned to the City of Tucker is the minimum requirement. A summary of the qualifications or hiring criteria of the call center staff is acceptable.
183	We are a MSME (Micro, Small, and Medium Enterprises.) so should we provide the Certificate as well for reference.	If you choose for that to be included in your proposal.
184	Insurance Requirements We understand that this has to be **done at a later stage, and not at bid submission time.** please confirm	A current certificate of insurance meeting the stated requirements in the bid manual is required as part of the proposal submission. The insurance will be verified as part of the verification to deem proposals "responsible".
185	As ▓▓▓▓▓▓▓ **is an Indian-registered company** with an office presence in the USA, we seek your guidance on the appropriate tax form submission. **Please confirm whether we are still required to submit Form W-9.** Alternatively, given that **our primary registration is in India**, should we instead complete and s**ubmit Form W-8BEN-E(8 PAGES)**, which is intended **for foreign entities?**	A W-9 with a U.S. Federal ID number is required.
186	Since all service delivery will be performed offshore from India with no U.S.-based employees, we seek **clarification** on whether the **E-Verify requirement applies to our company?**	US base is required. Yes. Any contract with a government agency greater than $2499 requires an E-Verify registration.
187	In this case, can **we submit** the affidavit stating **E-Verify is "Not Applicable,"** along with a **declaration** explaining our India-based operational structure **or we**	A US Base is required and thus a US based E-Verify registration is required.

	can mention our company's registration number and date in the affidavit? **Please confirm.**	
188	Can the Georgia Security and Immigration Compliance Act affidavit be **notarized by a licensed Indian notary**, or is notarization by a U.S. notary (preferably from Georgia) is required for compliance? **Please confirm.**	U.S. Notary is required.
189	OATH OF NON-COLLUSION We understand that we as ▮▮▮ ▮▮▮▮▮▮▮▮ need to fill this form and submit, please confirm	Yes. This is a required submittal document as stated in the bid manual.
190	Can the Oath of Non-Collusion be **notarized by a licensed Indian notary**, or is notarization by a U.S. notary (preferably from Georgia) is required for compliance?" **Please confirm**	U.S. Notary is required.
191	For the Oath of Non-Collusion, please confirm if only the **authorized signatory (CEO, Founder) signs will be sufficient ?**	Confirmed.
192	Also, if no additional officers are involved in the bidding, is it sufficient for the authorized signatory alone to sign as both "Individual and Representative Affiant"? Please confirm.	Confirmed.
193	How many reps are currently working, if any?	Unknown
194	What type of schedule is required? 6am-2pm, 2pm-10pm,10pm-6am? OR 7am-7pm, 7pm-7aam	That is up to the vendor to determine based on our expected level of 24 hour service.
195	What is the number of full-time and part-time reps per shift? Is there a preferred schedule? Day shift? Night shift?	That is up to the vendor to determine based on our expected level of service.

196	Will the contractor be responsible for providing a Supervisor or will the city provide one (i.e., escalations)?	Contractor is responsible
197	Who is to provide the training?	The City will provide information for the vendor to train their staff.
198	Understanding the Project Manager (PM) will assist with determining materials and launch dates, is the city flexible if it is determined the training may take longer to develop than the launch date allows?	Due to current contract, the City is not flexible on launch date.
199	Can training be virtual, or must it be onsite? If onsite, what is the location address?	Training will be virtual.
200	Who are escalations directed to currently?	Designated City staff members
201	Are Escalations and SME (Subject Matter Experts) considered all in one? If not, what is the breakdown in hierarchy?	Yes
202	Can you offer a breakdown in the scope of work per role? Customer Service Rep (CSR) Receptionist (if not the CSR) Escalation's role Subject Matter Expert	Please see the attached chart of activity.
203	Can you provide the scope of calls that are received by the city, in relation to this RFP?	Please see the attached chart of activity.
204	Can you share any metrics you have on types of calls, call duration, calls transferred to certain lines/departments?	Please see the attached chart of activity.
205	What are the timeframes for the incoming calls after hours?	5:01 p.m. to 8:59 a.m.
206	Do you find all after-hours calls between a certain timeframe, for example, 5:00pm to 11:00pm? Or sporadic throughout the night?	Sporadic

207	Any calls between midnight and 7:00am?	Yes
208	Receptionist service, is this a separate line?	No
209	Do you currently house standard Q&A data this information somewhere for all agents to use?	We will provide an excel document of the knowledge base and FAQ.
210	The city will provide a complete knowledge base and website Is this something we will need to create training material from?	That is for the vendor to determine
211	Can you share what platform is being used today for agents? Is it proprietary?	City does not have access to the platform our current provider uses for their staff.
212	Any clearances needed due to sensitive information?	No
213	How many users are allotted to use the platform?	We do not provide a platform
214	Who will provide the equipment used to manage the center? Computers Headsets Etc.	Vendor
215	Is there a current webchat option on the city's website? If so, what is it? Webchat: how important is this to the city?	No, there is no webchat option on the website currently. It is important enough to request it as an option.
216	What specific date/day of the month will the vendor have to meet with City Staff to review the key performance indicators to address needs, clarifications, issues? Approximately how may hours does the monthly meeting last?	The specific day and time of the monthly meeting will be determined by city staff and the awarded vendor based on what works best for both. Each monthly meeting will be scheduled for an hour.
217	On client site or remote site support solution required. Can support be provided offshore?	US based business and agents are required.
218	Does supplier use client phone system or supplier phone hardware/software support?	Vendor will supply their own hardware

219	What phone center systems are utilized today to manage calls? Are resources supporting system today in house or outsourced?	Cloud based Coredial that our current vendor access via call forwarding
220	What call data trend volume reporting can client provide for analytics of after hour call volume flow?	Please see the attached chart of activity.
221	Are you currently using a multi-lingual translation solution or interpreter service?	No
222	If operation is currently on-site, how many associates are supporting this function?	All call center functions are offsite
223	Is there standard training specific to the information that will be needed for supporting both the Receptionist and Agent role? If so, is that training provided by the City of Tucker and how many hours are dedicated to that training?	We will provide an excel document of the knowledge base and FAQ. The vendor is expected to train their staff.
224	What is the system that agents will use to access information such as Court Dates and Citation information?	The software is called JusticeOne
225	Do you currently have live chat software on your web site that meets your requirements? If so, can you provide the current solution name or vendor?	We do not
226	Do buyers prefer pricing structure for services coverage hours or by calls volume?	Please provide annual cost price structure – see Exhibit B
227	Could you please provide the Average Call Handling Time?	Please see the attached chart of activity.
228	What is the average number of webchat interactions handled monthly?	Please see the attached chart of activity.
229	What is the average number of calls requiring translation services each month?	Unknown

230	What is the current Average Hold time?	Please see the attached chart of activity.
231	Is there an existing IVR Flow in place today or do all calls go directly to an agent?	Calls are forwarded to agent via Coredial.
232	Upon looking at the website, we were only able to determine there are two Toll based numbers (687-597-9040, and 470-481-0205) published. Are there any additional phone numbers (Toll or Toll-Free) tied to the call center?	No
233	Will an address book, or contact list be shared for receptionist services? Exhibit	Yes, it will be an excel spreadsheet
234	What format will the Knowledge base be in? Will it be a CSV format, a website, or something else? Will this knowledge base be maintained and updated by vendor or the city?	It will be in an excel document and it is up to the vendor to maintain it on their end with updates from city staff.
235	Is there a preference or requirement for where agents are physically located (e.g., on-site in Georgia, within the U.S., or is a remote/work-from-home model acceptable)?	US Base is required.
236	What specific call center performance metrics is the City most focused on improving? (e.g., average handle time, first call resolution, time to resolution, abandonment rate, customer satisfaction scores, etc.)	Please see the attached chart of activity.
237	Is the City currently tracking these metrics with the incumbent vendor? If so, could baseline data be shared for context?	Please see the attached chart of activity.
238	Can you provide a breakdown of monthly or seasonal call volume trends over the past two years? Is the 8% after-hours call rate consistent year-round, or are there seasonal spikes?	Please see the attached chart of activity.

239	Will the City provide the telephony or call-routing infrastructure, or is the vendor expected to provide a complete hosted solution?	The awarded vendor will provide their staff with needed hardware and software to field forwarded calls from the City main line.
240	Are there any preferred or existing integrations (e.g., CRM, knowledge base, ticketing systems) that the vendor should anticipate supporting?	No
241	Will the knowledge base provided by the City be structured and digital (e.g., indexed documents, searchable portals), or will the vendor be expected to assist with digitization and structuring?	The City will provide an excel spreadsheet of the comprehensive knowledge base and FAQ. The vendor can utilize that to customize their software as they see fit.
242	Regarding webchat: Is the City looking for a live-agent model or AI-assisted chatbot (or hybrid)?	Live Agent
243	What are the typical categories of calls that require escalation to City staff?	Please see the attached chart of activity.
244	Is there an existing process or workflow the City prefers to be mirrored by the vendor?	Yes, and will be provided to the awarded vendor.
245	Does the City welcome vendor recommendations for additional enhancements or transformative approaches beyond the stated scope (e.g., proactive outbound communication, integration with community engagement tools, or use of AI for smarter triaging)? If so, is there a preferred section or format in the proposal where such suggestions should be included?	Feel free to add what you like within the parameters defined in the bid document.

CALL CENTER ACTIVITY CHART EXAMPLE

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total
Total Calls - INBOUND - Offered	1471	1320	1366	1419	1270	1106	1281	1302	1118	1392	1060	1023	15128
Total Calls - INBOUND - Accepted	1439	1304	1310	1361	1192	979	1203	1262	1101	1378	1050	1013	14592
Avg Calls/Day	47.45	45.52	44.06	45.77	40.97	36.87	41.32	42.00	37.27	44.90	35.33	33.00	494.47
Average Talk Time mm:ss	03:13	03:11	03:34	03:35	03:24	03:25	02:58	03:10	02:56	03:07	03:23	03:14	03:16
Average Speed of Answer	00:34	00:28	01:01	01:02	01:17	01:39	01:15	00:56	00:35	00:28	00:29	00:27	00:51
Service Level %	89%	93%	77%	76%	73%	60%	70%	78%	87%	91%	91%	92%	81%
Abandoned Calls - Short Abandoned	75	56	96	88	98	125	85	95	43	89	77	46	973
Abandoned Calls - Long Abandoned	32	16	56	58	78	127	78	40	17	14	10	10	536
Abandoned %	2%	1%	4%	4%	6%	11%	6%	3%	2%	1%	1%	1%	4%
Total Calls - OUTBOUND - Attempt	29	30	14	17	16	14	13	16	25	23	17	10	224
Total Calls - OUTBOUND - Accepted	27	28	10	17	16	13	12	15	25	22	16	9	210
Total Calls - TRANSFERRED	936	769	640	820	732	569	684	767	571	667	564	600	8319
Total Case Count	1427	1267	1257	1312	1162	925	1127	1196	1028	1344	996	969	14010
Total Chats - Offered	20	9	9	2	7	11	12	11	12	19	3	13	128
Total Emails - Offered	12	7	19	17	16	12	11	13	11	35	21	15	189
Non-Request | AUTOMATION/SOLICITOR	5	6	8	8	5	13	8	20	3	9	5	5	95
Non-Request | CALLER DISCONNECTS	48	38	36	44	29	35	23	36	45	56	48	38	476
Non-Request | CLIENT CALL BACK	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Request | CLIENT EMAIL AND RESPONSES	0	0	0	0	1	1	0	0	2	2	0	0	6
Non-Request | DEAD AIR	21	16	14	22	18	14	23	16	11	14	17	13	199
Non-Request | DUPLICATE CHAT/EMAIL	5	1	4	1	2	8	4	2	8	3	0	3	41
Non-Request | LINE TESTING	2	2	0	1	4	2	0	1	4	1	3	0	20
Non-Request | MISSED CALL	0	6	3	10	4	15	6	5	2	4	4	4	63
Non-Request | WRONG NUMBER	2	5	16	5	8	7	3	12	22	11	6	7	104

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total
Business Hours	1326	1169	1155	1205	1064	828	1032	1110	945	1246	895	889	12864
After Hours	101	98	102	107	98	97	95	86	83	98	101	80	1146
Total	1427	1267	1257	1312	1162	925	1127	1196	1028	1344	996	969	

Average	Talk Time	Speed of Answer	Abandoned%
TARGET	2 minutes	90 seconds	< 10%