

**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
BID PROPOSAL FOR LIVE OPERATOR SERVICES**

PURPOSE:

A. Background:

DER is consistent with

The Environmental Protection Agency seeks a vendor to provide a technologically advanced Call Center service to be used to answer calls and gather information regarding the cleaning and testing of residential units south of Canal Street and the Manhattan Bridge approach. The vendor shall have the technological ability to seamlessly manage large volumes of calls either directly or ~~forwarded from a separate Integrated Voice Response system (managed by a vendor contracted by the Agency)~~. The vendor shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below.

The vendor shall in a courteous and professional manner solicit from the public responses to a set of questions regarding the testing and cleaning of their residences. The vendor may also receive caller questions about health concerns and specific actions being taken by the Agency. Vendor staff should have access to the Agency Web site, where information, in Frequently Asked Questions (FAQs) form, will be available to answer these questions. If asked a question(s) for which there is no prepared answer, vendor staff shall email the question to a designated person at EPA for response. Such questions and their answers will be added to the FAQs database and the vendor notified of the new

information. The vendor shall forward the answer to the querying resident by postal or email.

Remote

~~This system must be maintained and serviced by the vendor at a location remote to 290 Broadway. However, a location that is within 120 miles, or 2 hours, of NYC is preferred. Call Center must be available for operation prior to May 30, 2002.~~

B. Anticipated Contract Term:

*MAY
JUNE
MAY 30, 2002*

It is anticipated that the term of the contract will be until ~~December 31, 2002~~, with a renewal option. The agency reserves the right to determine the length of the initial

~~Contract term and each option to renew, if any~~

SCOPE OF SERVICES: *Why is this blank?*

TASKS

AGENCY GOALS AND OBJECTIVES:

The Agency's goals and objectives are to maintain live operator services which allow the Department to:

- Receive and maintain records on callers

EPA to E/Rod

- Maximize its ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

A. AGENCY ASSUMPTIONS REGARDING CONTRACTOR APPROACH

Agency's assumptions regarding which approach will best achieve the goals and objectives set out above are as follows:

The contractor would have:

- A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- B. Experience in the maintenance of live operator services.

TASKS

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 400 calls per day between the hours of 10AM
Sundays — 10-5
 — 8 PM, *Sundays* Monday through Friday.
- 2) Ensure no busy signals, and call pick-up within *five* three rings.
- 3) Ensure that no caller should wait in a "queue" for more than one minute

- 4) Provide additional operators within 24 hours notice should call volume increase.
- 5) Equip operators with specified scripts prepared by the Agency and have the technological ability to easily access the appropriate script from the Agency Web site. (Need Access to website)
- 6) Immediately alert/train operators of changes in script upon notification by ~~EPA~~ ^{DEP/EPA} ~~EPA~~.
- 7) Provide the Department a toll-free or local NYC lead number at no cost to ~~EPA~~ ^{DEP}.
- 8) Provide operator service in English, Spanish, Chinese and other languages upon request
- 9) Provide TTY provisions for the hearing impaired.
- 10) Use computers connected together via a Local Area Network and such network should be connected to the Internet via a high speed link.
- 11) Provide a static IP address or range of IP addresses within their subnet so as to allow secure access to the EPA database, which is protected by the EPA firewall for security purposes
- 12) Demonstrate that they have security measures in place to protect the confidentiality and integrity of the data. The data shall not be made available to the public unless authorized by EPA to release the information.

- 13) Record the information generated by the script (Attachment 1) in a database to be created and maintained (other than data entry) by the Agency. *EPA → report prepared*

14) Contractor required to Data Base the interface

- 14) Provide data and statistics regarding call volume and nature of requests, daily in an electronic format, on the information recorded in the database before noon next business day.

as identified by USEPA

→ to be specified by EPA

- 15) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.

- 16) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.

- ? 17) Provide quality assurance that technology, information dispensed, and customer service ?

↓ standards are maintained. as specified by USEPA
calls monitor

DEP → to put

Responses

- 18) Provide outgoing call services as needed, i.e., follow-up [↑] to questions posed by callers. *that are not covered in*

- 19) Distribute by mail or fax, EPA written information to callers, as requested. (Materials will be provided by EPA.). *10 - 12 pages*

- 16
- (20) Ensure that 90% of all calls are responded to in 5 rings or less. The Agency reserves the right to deduct 5% of the contractor's total payment should this condition not be met.

- 21) Need to determine how we handle calls answered before June 1st. Contract will need to reflect this. How do we handle repeat calls (before and after June 1st).

↓
Lyons

**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
BID PROPOSAL FOR LIVE OPERATOR SERVICES**

PURPOSE:

A. Background :

The New York City Department of Environmental Protection (DEP) seeks a vendor to work with the United States Environmental Protection Agency (EPA) to provide a technologically advanced Call Center service to be used to answer calls and gather information regarding the cleaning and testing of residential units located south of Canal Street and the Manhattan Bridge approach. The vendor shall have the technological ability to seamlessly manage large volumes of calls and shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below.

The vendor shall in a courteous and professional manner solicit from the public responses to a set of questions regarding the testing and cleaning of their residences. The vendor may also receive caller questions about health concerns and specific actions being taken by the Agency. Vendor staff should have access to the Agency Web site, where information, in Frequently Asked Questions (FAQs) form, will be available to answer these questions. If asked a question(s) for which there is no prepared answer, vendor staff shall email the question to a designated person at EPA for response. Such questions and their answers will be added to the FAQs database and the vendor notified of the new

information. The vendor shall forward the answer to the querying resident by postal or email.

This system must be maintained and serviced by the vendor at a location remote to 290 Broadway. Call Center must be available for operation prior to May 30, 2002.

B. Anticipated Contract Term:

It is anticipated that the term of the contract will be until June 1, 2003. The Department reserves the right to determine the length of the initial contract term.

DEPARTMENT TASKS:

DEP/EPA's tasks are to maintain live operator services which allow the Agency to:

- Gather information regarding the testing and cleaning needs of residents of Lower Manhattan and enter this information in a database of EPA's design.
- Maximize EPA's ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

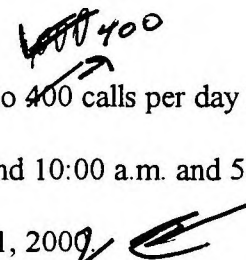
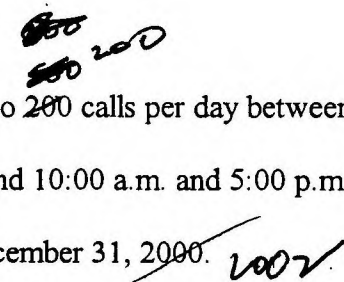
A. AGENCY ASSUMPTIONS REGARDING CONTRACTOR APPROACH

Agency's assumptions regarding which approach will best achieve the tasks set out above are as follows:

The contractor would have:

- A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- B. Experience in the maintenance of live operator services.

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to ~~400~~ 400 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from June 1, 2002 through August 31, 2000. 
- 2) Provide live operator assistance to handle up to ~~200~~ 200 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday and 10:00 a.m. and 5:00 p.m. Saturdays and Sundays from September 1, 2002 through December 31, 2000. 
- 3) Provide live operator assistance to handle up to 50 calls per day between the hours of 10:00 a.m. and 8:00 p.m., Monday through from January 1, 2003 through May 31 31, 2000.

- 4) Ensure no busy signals, and call pick-up within five rings.
- 5) Ensure that no caller should wait in a "queue" for more than one minute
- 6) Provide additional operators within 24 hours notice should call volume increase.
- 7) Equip operators with specified scripts prepared by the Agency and have the technological ability to easily access the appropriate script from the Agency Web site.
- 8) Immediately alert/train operators of changes in script upon notification by EPA.
- 9) Provide the Department a toll-free or local NYC lead number at no cost to DEP.
- 10) Provide operator service in English, Spanish, Chinese and other languages upon request
- 11) Provide TTY provisions for the hearing impaired.
- 12) Use computers connected together via a Local Area Network and such network should be connected to the Internet via a high speed link.
- 13) Provide a static IP address or range of IP addresses within their subnet so as to allow secure access to the EPA database, which is protected by the EPA firewall for security purposes

- 14) Demonstrate that they have security measures in place to protect the confidentiality and integrity of the data. The data shall not be made available to the public unless authorized by EPA to release the information.
- 15) Record the information generated by the script (Attachment 1) in a database to be created and maintained (other than data entry) by the Agency.
- 16) Respond to caller questions with answers made available in a Frequently Asked Questions (FAQs) format on EPA's Web site. Convey to EPA (via e-mail) questions for which there are no FAQs answers and, when a response is generated by EPA, convey that information back to the original requestor. [Note: These new Q&As will be added to the bank of FAQs on the Agency Website.]
- 17) Provide data and statistics regarding call volume and nature of requests, daily in an electronic format to be specified, on the information recorded in the database before noon next business day.
- 18) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.
- 19) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.

- 20) Provide quality assurance that technology, information dispensed, and customer service standards are maintained through random call monitoring.
- 21) Distribute by mail or fax, health and cleanup information (approximately 12 pages, to be provided by EPA).
- 22) Contact by telephone people (on a list generated by EPA) who have called prior to June 1, 2002 to request cleaning or testing of their residences.

5/13/02

**UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
BID PROPOSAL FOR LIVE OPERATOR SERVICES**

PURPOSE:

A. Background :

The Environmental Protection Agency ^{DEP} seeks a vendor to provide a technologically advanced Call Center service to be used to answer calls and gather information regarding the cleaning and testing of residential units south of Canal Street and the Manhattan Bridge approach. The vendor shall have the technological ability to seamlessly manage large volumes of calls either directly or ~~forwarded from a separate Integrated Voice Response system (managed by a vendor contracted by the Agency)~~. The vendor shall also have automation support allowing the capture and reporting of data pertinent to the calls, as described below.

The vendor shall in a courteous and professional manner solicit from the public responses to a set of questions regarding the testing and cleaning of their residences. The vendor may also receive caller questions about health concerns and specific actions being taken by the Agency. Vendor staff should have access to the Agency Web site, where information, in Frequently Asked Questions (FAQs) form, will be available to answer these questions. If asked a question(s) for which there is no prepared answer, vendor staff shall email the question to a designated person at EPA for response. Such questions and their answers will be added to the FAQs database and the vendor notified of the new

information. The vendor shall forward the answer to the querying resident by postal or email.

This system must be maintained and serviced by the vendor at a location remote to 290 Broadway. However, a location that is within 120 miles, ~~or 2 hours~~, of NYC is preferred. Call Center must be available for operation prior to May 30, 2002.

B. Anticipated Contract Term:

It is anticipated that the term of the contract will be until December 31, 2002, with a renewal option. The agency reserves the right to determine the length of the initial contract term and each option to renew, if any.

SCOPE OF SERVICES: **Why is this blank?**

AGENCY GOALS AND OBJECTIVES: *Tasks:*

The Agency's goals and objectives are to maintain live operator services which allow the Department to:

- Receive and maintain records on callers

- Maximize its ability to provide accurate, up-to-date information to the public regarding public health issues for indoor air concerns.

A. AGENCY ASSUMPTIONS REGARDING CONTRACTOR APPROACH

Agency's assumptions regarding which approach will best achieve the goals and objectives set out above are as follows:

The contractor would have:

- A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- B. Experience in the maintenance of live operator services.

The contractor would perform the following services:

- 1) Provide live operator assistance to handle up to 400 calls per day between the hours of 10AM – 8 PM, ~~Monday through Friday.~~ *10 am - 8 pm weekdays*
7 days a week
- 2) Ensure no busy signals, and call pick-up within three rings. *6*
Isolated Damage
(20)
- 3) Ensure that no caller should wait in a "queue" for more than one minute

- 4) Provide additional operators within 24 hours notice should call volume increase.
- 5) Equip operators with specified scripts prepared by the Agency and have the technological ability to easily access the appropriate script from the Agency Web site.
- 6) Immediately alert/train operators of changes in script upon notification by EPA.
- 7) Provide the Department a toll-free or local NYC lead number at no cost to EPA *del*
- 8) Provide operator service in English, Spanish, Chinese and other languages upon request
- 9) Provide TTY provisions for the hearing impaired.
- 10) Use computers connected together via a Local Area Network and such network should be connected to the Internet via a high speed link.
- 11) Provide a static IP address or range of IP addresses within their subnet so as to allow secure access to the EPA database, which is protected by the EPA firewall for security purposes
- 12) Demonstrate that they have security measures in place to protect the confidentiality and integrity of the data. The data shall not be made available to the public unless authorized by EPA to release the information.

- 13) Record the information generated by the script (Attachment 1) in a database to be created

and maintained ^(other than data entry) ~~(other than data entry)~~ by the Agency.

*(other than data entry)
identity?*

liaison database administrator

- 14) Provide data and statistics regarding call volume and nature of requests, daily in an

electronic format, on the information recorded in the database before noon next business day.

to be specified by EPA

- 15) Provide supervisors to manage operators, including the handling of difficult calls from the

public, and to act as liaison to USEPA/DEP staff.

- 16) Allow DEP/EPA staff to visit premises or be stationed at the site to conduct quality

assurance, i.e. serve as resource/provide supervisors or operators with training and information updates.

*(self-supervised)
monitored
to ensure quality*

- 17) Provide quality assurance that technology, information dispensed, and customer service

standards are maintained.

- 18) Provide outgoing call services as needed, i.e., follow-up to questions posed by callers.

- 19) Distribute by mail or fax, EPA written information to callers, as requested. (Materials

will be provided by EPA.)

*(approx. 12 pages) universe
approx. 3,000 to be mailed*

- 20) Ensure that 90% of all calls are responded to in 5 rings or less. The Agency reserves the right to deduct 5% of the contractor's total payment should this condition not be met.

- 21) **Need to determine how we handle calls answered before June 1st. Contract will need to reflect this. How do we handle repeat calls (before and after June 1st).**