

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY BID PROPOSAL FOR LIVE OPERATOR SERVICES

PURPOSE:

A. Background :

The Environmental Protection Agency seeks a vendor to provide a technologically advanced Call Center service to be used to answer calls regarding the cleaning and testing of residential units south of Canal Street. 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 provide the public with courteous and professional responses to sets of questions regarding public health risks and concerns. The vendor may also receive caller questions about specific actions being taken by the Agency for which information will be subject to change on a daily or more frequent basis. 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.

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:

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
- 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:

- History of at least one implementation of a similar contract providing live operator services in a large urban setting.
- 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.
- 2) Ensure no busy signals, and call pick-up within 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 of information to relay to callers and have the technological ability to easily access the appropriate script.
- 6) Immediately update scripts and alert/train operators of changes in script upon notification by EPA. Modification of actual scripts would occur within two hours of notification by EPA.
- 7) Provide the Department a toll-free or local NYC lead number at no cost to EPA
- 8) Provide operator service in English, Spanish, Chinese and other languages upon request
- 9) Provide TTY provisions for the hearing impaired.
- 10) Maintain a database, which would record the information included in Attachment 1.
- 11) Provide data and statistics regarding call volume and nature of calls, daily in an electronic format, on the information recorded in the database before noon next business day. Database will be developed by EPA and will be delivered to the contractor.
- 12) Provide supervisors to manage operators, including the handling of difficult calls from the public, and to act as liaison to USEPA/DEP staff.
- 13) 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.

- 14) Provide quality assurance that technology, information dispensed, and customer service standards are maintained.
- 15) Provide outgoing call services as needed, i.e., follow-up to questions posed by callers.
- 16) Distribute by mail or fax, EPA written information to callers, as requested. (Materials will be provided by EPA.).
- 17) 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.