

Gilsenan, Michael

From: Smyth, Virginia
Sent: Tuesday, May 14, 2002 2:33 PM
To: 'Stapleton.Richard@epamail.epa.gov'; 'RBergman@health.nyc.gov';
 'JMandel@health.nyc.gov'
Cc: Gilsenan, Michael
Subject: Call Center Scope and Estimated Budget

Attached is our (hopefully final) version of the Scope of Work for the Call Center. Also, I am attaching a copy of the proposed budget. This form will also be used as a bid sheet, with dollar amounts deleted of course. Any final comments or input would be greatly appreciated. We will begin the bid process tomorrow morning.


 wtccall.wpd


 call center
 budget.xls

Call Center Estimated Cost

Item Description	Unit Price	Unit	Estimated Quantity	Annual Budget
Toll-free response center (2 numbers)	\$500	month	12	\$ 6,000.00
Maintenance for phone lines	\$1,700	month	12	\$ 20,400.00
Program Design/ IT / Script Updates	\$95	per hour	55	\$ 5,225.00
Operator Training	\$25	per hour	100	\$ 2,500.00
Account Management	\$60	per hour	250	\$ 15,000.00
Account Coordinator	\$45	per hour	150	\$ 6,750.00
Administrative (Call Center Supervisor)	\$25	per hour	1000	\$ 25,000.00
Inbound/Outbound Calls	\$1.27	per call	70,000	\$ 88,900.00
Weekend operators usage	\$35	per hour	3,000	\$ 105,000.00
Weekend Manager usage	\$60	per hour	500	\$ 30,000.00
Distribution of materials	\$1.50	per mailing	2,000	\$ 3,000.00
Total				\$ 307,775.00

**N.Y.C. DEPARTMENT OF ENVIRONMENTAL PROTECTION
UNITED STATES ENVIRONMENTAL PROTECTION AGENCY**

**SCOPE OF WORK
FOR LIVE OPERATOR SERVICES**

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, where there may be a concern about residue from the World Trade Center disaster. DEP/EPA's purpose is to maintain live operator services which allow the Agency (USEPA) 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.

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 (USEPA). 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 E-mail 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 telephone, postal services or E-mail.

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

A Mandatory Pre-bid Conference will be held via conference call on Friday, May 17, 2002 at 1:30 P.M. EST. Bidders must contact at By 11:30 A.M. to register for the conference with the name & telephone number of the firm's participant. USEPA will make the necessary connections for the conference and representatives of NYC DEP and USEPA will be available to answer questions.

B. Contract Term:

The term of the contract will be for a period of 365 consecutive calendar days. There is no minimum amount of work guaranteed under this contract and the Department reserves the right to terminate services upon 10 days written notice to the Contractor.

C. Qualification Requirements:

A. History of at least one implementation of a similar contract providing live operator services in a large urban setting.

B. A minimum of three years experience in the maintenance of live operator services.

D. 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 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, 2002.
- 2) Provide live operator assistance to handle up to 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, 2002.
- 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 29, 2003.
- 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.