

3/16/17

TO: ALL OFFERRS

FROM: Emily Boyd
Deer and Furbearer Biologist

SUBJECT: ADDENDUM TO INVITATION TO BID - CONTRACT NO. NAT – 17 - 333 -
CALLCENTER Call Center for Hunter Registration

ADDENDUM #1

Answers to Questions about the Call Center for Hunter Registration RFP:

Question: What is the correct proposal due date?

Answer: The proposals are due 3/27/17. A revised RFP is now available on the bid solicitation website (http://bids.delaware.gov/bids_detail.asp?i=4308&DOT=N) and discrepancy has been corrected.

Question: Order fulfillment and receipt generation are listed as requirements. Is the call center contractor required to process payments or credit cards?

Answer: Invoices will be submitted monthly to the State of Delaware. Payments can be made via charge card or payment processing. This detail will be addressed when the final contract is awarded to the selected bidder.

Question: What is the required ticket information?

Question: What is the current escalation process?

Question: What ticketing system/process is currently in use?

Answer: Tickets reference issues that may develop with the Hunter Trapper Registration that is developed by the state of Delaware. Should an issue develop with the system, the call center will contact a Point of Contact with the Division of Fish and Wildlife with a detailed description of the issue (internet browser used, time, date, contact, error etc) and work with the State of Delaware and the Division of Fish and Wildlife to ensure that the issue is resolved. This is the current escalation process/ticketing system.

Question: Can the government provide a call volume history by hour, day and month?

If there are a limited number of calls at late PM and early AM hours, will the government consider a non-24/7 requirement with an 8-hour customer call back window?

Question: If there are a limited number of calls at late PM and early AM hours, will the government consider a non-24/7 requirement with an 8-hour customer call back window?

Answer:

Here is a breakdown of previous call volume by month:

	# calls	minutes
January	1,586	6,009
February	135	643
March	54	232
April	29	119
May	10	45
June	9	53
July	188	268
August	707	976
September	1,733	2,510
October	3,070	4,791
November	6,783	10,320
December	1,019	1,702

The State of Delaware will not consider a non 24/7 option as that will not meet our needs. Peak call periods are late morning and early evening after sunset. As shown by the monthly call log, calls will mostly occur from September through January with a peak period during two weeks in the middle November.

Questions:

Can this work be performed offshore?

Can this work be done in any contiguous state?

Do you currently use another vendor to provide these services?

Will companies who are minority owned receive preference?

Will companies located in the Delaware receive preference?

Answer: The State of Delaware does not have any preferences related to the location of where our contracts are awarded nor where they are carried out. Nor does the State of Delaware give preference to minority owned companies. We will evaluate bids based on the evaluation criteria supplied on page 20 of the RFP. Yes – we currently have a call center on contract for these services.

Questions:

1. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

2. Whether we need to come over there for meetings?

3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

4. Can we submit the proposals via email?

Answer:

The State of Delaware does not have any preferences related to the location of where our contracts are awarded nor where they are carried out. The need for meetings will be determined once the bids have been evaluated. Proposals may be submitted via email.

All other terms and conditions remain the same.

If you have any questions, please contact me at 302-735-3600 ext 2 or emily.boyd@state.de.us.