

Addendum No. 1 to IFB 20-61



**CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR**

To: All Parties on Record with the City of Somerville as Holding
IFB 20-61, 311 Phone Answering Services

From: Thupten Chukhatsang, Procurement Analyst

Date: February 27, 2020

Re: Questions and Answers

Addendum No. 1 to IFP 20-61

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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Questions and Answers:

1. What would you like for us to do for you? Please be specific.
 - a. Represent the City's 311 contact center agents during nights, weekends, holiday, limited coverage for scheduled events during business hours and emergency/overflow support during high volume events with professional, capable representatives on behalf of the City of Somerville. Our primary center is open 7-7*, M-F (7:30pm on Thursdays)
2. How many calls are you anticipating in a week?
 - a. Weekly average is around 300 calls, but range has been between 150-700 in recent years
3. What is the average length of a call?
 - a. For seasoned call takers average call times are around 2minutes and 30 seconds
4. Are you using your own CRM, or do you need one provided for you?
 - a. We require agents utilize our CRM system, as well as additional support tools for certain services
5. What type of reporting do you need? (Traffic report, call volume, calls recordings?)
 - a. Yes to all. We would prefer to be able to build/modify reports and have access to recordings as needed to save time
6. Will you need message summaries? (If so, would you need this daily, messaged from the night before?)
 - a. We would expect every engagement to have its own disposition summary within the notes each unique request logged into the CRM system
7. Are you open to use secure messaging for PHI?
 - a. N/A
8. What is your annual budget?
 - a. \$50k
9. How much is the current vendor charging for the same exact services?
 - a. \$0.80 per minute
10. What percentage of calls are Spanish bilingual?
 - a. 1%
11. What is the anticipated amount of texts and web chats?
 - a. No text. Zero chat this year, subsequent years - TBD
12. How long is the initial training anticipated to take?
 - a. 1 week or less