



Request for Proposals
Workforce Innovation & Opportunity Act Human Resource Hotline Services
Updated 5/22/24 (new questions in italics)

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

As stated in the Request for Proposals (RFP), the due date for proposals is May 29, 2024, 3:00 p.m. PST.

2. What is the date by which you will answer these questions?

The answers to questions have been provided.

3. If there was a previous solicitation for these services, what was its title, number, release date, and due date?

There was no previous solicitation for these services.

4. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

It is preferred that the proposed services be provided directly by the proposer with no subcontractors.

5. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

As stated in the RFP, up to \$60,000 of funds will be available for total contracted human resource hotline services for a 12-month contract period. This figure is a planning estimate and provided as a guideline only. Proposers have been asked to submit a Quotation: A detailed and itemized estimated costs to deliver the system as outlined in the Scope of Services. The quote should also include a breakdown of the costs for system development, installation, and ongoing costs. All costs must be necessary, reasonable, allocable, and allowable under the Workforce Innovation and Opportunity Act. Total annual costs must not exceed \$60,000 per year. Proposers are being asked to follow the requirements in the RFP.

6. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

There is no current or recent vendor providing this service.

7. Has the current contract gone full term?

There is no current or recent vendor providing this service.

8. Have all options to extend the current contract been exercised?

There is no current or recent vendor providing this service.

9. Who is the incumbent, and how long has the incumbent been providing the requested services?

There is no incumbent providing this service.

10. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

The proposer's location or headquarters will not solely impact the award. However, the proposer is expected to comply with all requirements outlined in E. Technical Qualification of the RFP that includes but is not limited to, "If a corporation, certification that it is registered with the Secretary of State of the State of California and is in good standing." In addition, Section II. Scope of Services A. Program Design Features includes but is not limited to, "Knowledgeable of the local business community and identify method for maintaining accurate and up-to-date information about the local business community and employer trends and needs, on an ongoing basis."

11. How are fees currently being billed by any incumbent(s), by category, and at what rates?

There is no incumbent providing this service.

12. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

There is no incumbent providing this service.

13. Is previous experience with any specific customer information systems, phone systems, or software required?

As stated in the RFP, a minimum of three (3) years of effectively performing similar types of services and experiences in the public or private sector, three (3) references, including names and contact information, from organizations where these services were delivered, and familiar with WIOA is required. Strongest proposers will have demonstrated past experience serving workforce board clients.

14. What is the minimum required total call capacity?

As stated in the RFP, in the NOVAworks service area, it is estimated that there are approximately 18,000 businesses operating within the seven cities in northern Santa Clara County, specifically, the cities of Cupertino, Los Altos, Mountain View, Milpitas, Palo Alto, Santa Clara, and Sunnyvale. In addition, up to an estimated 22,000 businesses are operating in San Mateo County. It is expected that the call capacity will meet the needs of businesses in the NOVAworks service area.

15. What is the minimum simultaneous inbound call capacity?

It is expected that the simultaneous inbound call capacity will be sufficient to effectively meet the needs of the caller customers. All callers should be able to access the service when they call.

16. What is the maximum wait time?

It is expected that the wait time will be reasonable.

17. What is the maximum hold time?

It is expected that the hold time will be reasonable.

18. What percentage of inbound calls must be answered by a live operator?

It is expected that all calls will be answered by a live operator either immediately or after a brief hold.

19. What percentage of calls must be resolved without a transfer, second call, or a return call?

All calls should be resolved during the first call or during a return call if necessary that is completed in a timely manner.

20. What is the maximum percentage of calls that can be terminated by the caller without resolution?

The expectation is that all callers will receive a satisfactory resolution to their request. It is understood that some requests may not be applicable to the service and are not resolved; however these requests will be exceptions.

21. Is there a minimum or maximum number of operators and supervisors?

It is expected that there will be sufficient staffing to effectively deliver the services specified in II. Scope of Services.

22. What are the call center's hours of operation?

This will be determined at contract negotiations.

23. What are the required language options?

As stated in the RFP, the provision of services by multilingual staff is not required but is strongly encouraged. The languages may include but not be limited to Spanish, Vietnamese, and Chinese.

24. What is the required degree of dedication for the call center? (Can the call center working on this contract work on other contracts at the same time as this one)?

It is expected that the proposed staffing for this service will effectively address the needs of the services proposed as specified in section II. Scope of Services.

25. What is the required degree of dedication for the operators? (Can operators working on this contract work on other contracts at the same time as this one)?

It is expected that the proposed staffing for this service will effectively address the needs of the services proposed as specified in section II. Scope of Services.

26. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

Live operator will need to be available, not a voicemail system.

27. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

This will be determined at contract negotiations.

28. What are the recording and storage requirements for non-phone communications?

There is not expected to be non-phone communications.

29. What information is to be included in call logs?

This will be determined at contract negotiations.

30. What was your average monthly call volume over the past year?

This information cannot be provided as there is no current call center.

31. What is the current number of seats for operators and supervisors at your existing call center?

This information cannot be provided as there is no current call center.

32. What is the current average wait time for phone calls?

This information cannot be provided as there is no current call center.

33. What is the current average handle time for phone calls and other types of communications?

This information cannot be provided as there is no current call center.

34. What is the current average after-call work time for operators?

This information cannot be provided as there is no current call center.

35. Over the past year, what is the percentage of calls received in English versus non-English?

This information cannot be provided as there is no current call center.

36. Over the past year, what percentage of calls received were in Spanish?

This information cannot be provided as there is no current call center.

37. What time of day, days of the week, or times of the year do calls typically peak?

This information cannot be provided as there is no current call center.

38. Please let us know whether you have received this email, and when and how answers will be provided.

The email has been received and the answers to these questions have been provided via email. In addition, as stated in the RFP, any questions with corresponding responses will be posted on the NOVAworks website at: <https://novaworks.org/about/rfp>.

39. *Is this correct that the annual spend for this project is not to exceed \$60K annually?*

Up to \$60,000 of funds will be available for total contracted human resource hotline services for a 12-month contract period.

40. *Regarding the \$60K annual spend, is that to include the agents as well as any technology necessary to support these services?*

The up to \$60,000 of funds available includes all costs necessary to provide the services outlined in section II. Scope of Services.

41. The request mentioned the support can be done from a remote location and assume that means it can be work from home?

The Request of Proposals (RFP) document does not specify the location. It states that proposers must demonstrate the capacity to deliver proposed services remotely.

42. Does this work need to be supported from California?

The proposer's location or headquarters will not solely impact the award. However, the proposer is expected to comply with all requirements outlined in E. Technical Qualification of the RFP that includes but is not limited to, "If a corporation, certification that it is registered with the Secretary of State of the State of California and is in good standing." In addition, Section II. Scope of Services A. Program Design Features includes but is not limited to, "Knowledgeable of the local business community and identify method for maintaining accurate and up-to-date information about the local business community and employer trends and needs, on an ongoing basis."

43. Can this work be supported offshore (outside of the United States)?

The proposer must operate in the United States. Please refer to the response to the above question #4 for more information.

44. What are the additional language support requirements outside of English?

As stated in the RFP, the provision of services by multilingual staff is not required but is strongly encouraged. The languages may include but not be limited to Spanish, Vietnamese, and Chinese.

45. What are the hours of operation needed for the live support?

This will be determined at contract negotiations.

46. Do you have historical call arrival patterns that can be shared?

This information cannot be provided as there is no current human resource hotline.

47. What is the typical training duration for this program?

There will be no training provided for this program. As stated in the RFP, a minimum of three (3) years of effectively performing similar types of services and experiences in the public or private sector, three (3) references, including names and contact information, from organizations where these services were delivered, and familiar with WIOA is required. Strongest proposers will have demonstrated past experience serving workforce board clients.

48. Is this training curriculum already developed to be provided to the partner?

There will be no training curriculum provided to the proposer.

49. Is there a minimum number of agents required to support the call center?

It is expected that the proposed staffing for this service will effectively address the needs of the services proposed as specified in section II. Scope of Services.

Reminder: Please submit your questions to rfprelease@novaworks.org.

Deadline to submit questions is May 22, 2024 by 3:00 p.m. PST