



Addendum No. 3

The Regional Metropolitan Transit Authority of Omaha d/b/a Metro

Customer Service Contact Center Contract

Specification No. 08-25

Date Issued: May 6, 2025.

To: All Interested Parties

This Addendum forms a part of the Request for Proposals (RFP) dated **May 6, 2025**. The Proposer shall acknowledge receipt of this Addendum on Exhibit “D” *Acknowledgement of Addendum* provided in the RFP.

Failure to acknowledge receipt may subject the Proposer to disqualification.

This Addendum consists of the following:

- 1) Metro’s Responses to the Requests for Clarification received before the May 20, 2025, at 4:00 PM deadline.
- 2) Revised Exhibit A. Receipt of the Federal Clauses

Total Addendum Pages: twenty-five (25) Including Cover

REQUESTS FOR CLARIFICATION

Please note: Similar questions have been combined.

Question 1

What would an action plan look like if a KPI is missed? What is the remediation timeline Metro expects? What is the penalty after the threshold is met?

Metro Response:

There would be an agreed upon plan between Metro and the Contractor. The remediation timeline would depend on the severity of the deviation from the KPI. Metro's goal is to work with the Contractor to remedy potential issues early and avoid getting to later stages of missed performance. Meeting performance metrics and working with Metro to resolve concerns is significant to satisfactory contract performance and potential renewal.

Question 2

How do we track the accuracy of MOBY scheduled trips?

Metro Response:

The accuracy of MOBY scheduled trips will primarily be tracked by Metro. However, the Contractor should have quality assurance metrics in place to ensure agents book trips correctly, any errors are corrected quickly, and re-training or coaching, as appropriate, is completed. After trip booking is done for the day (after 4:30 p.m.), Metro's Paratransit Supervisors (Dispatch) review all booked trips for accuracy and screen for potential issues. The Contractor will be expected to review and correct any trips flagged by Metro Dispatch upon notification of such. Tracking and ensuring the accuracy of trip bookings will be a collaborative process.

Question 3

How often will Metro provide feedback on performance and reports?

Metro Response:

Feedback on performance will be shared at regular oversight meetings with designated Metro staff at a mutually agreed upon frequency. Currently Metro meets weekly for 30-45 minutes with the Contractor to discuss any issues and provide one another with updates. Other approaches to feedback may be mutually agreed upon by Metro and the Contractor.

Question 4

We are seeking clarification regarding the budget allocated for the Customer Service Contact Center Contract. Could you please provide detailed information on the budget for this project, including any specific allocations for different aspects of the contract?

What is the estimated budget for this contract? If unknown, please provide previous spending.

Can Metro please provide the current budget for the proposed program?

Metro Response:

Metro estimated \$50,000-\$80,000 per month for the new contract, with the variance based on optional hours and service provisions.

Question 5

Is this a new initiative or does Metro have an incumbent on this? If there is an incumbent, please disclose their names and if possible, provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing.

Who is the current Incumbent?

Is this new contract or a re-compete of an existing contract? If a re-compete, is the incumbent bidding on the contract as well? If not, will incumbent capture be available to the new contractor?

Who is the incumbent, and how long has the incumbent been providing the requested Services?

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

Metro Response:

The outcome of this solicitation will be a new contract. Metro currently contracts with a third-party vendor, IntelliRide by Transdev, for this service. The current contract started in 2021, but IntelliRide has been providing the requested services longer. The new contract terms will differ from the existing contract terms.

The current monthly rate for customer service services is \$43,655.16 and is billed monthly.

Metro will not know the names of final bidders until June 2 at 2:00 p.m. when proposals are due.

If a new provider is selected, Metro anticipates a 90-day transition period. The final plan for this transition will be determined and agreed upon by the designated individuals from Metro and the Contractor.

Question 6

How many agents are currently working under this contract?

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

What is the current headcount (english and bilingual)?

Metro Response:

The current contract requires eight dedicated agents and one dedicated lead. Currently one to two of the eight agents are bilingual.

Question 7

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

What is the estimated percentage of the calls needing Spanish language received?

If possible, can AHT be provided per queue and language (e.g., English vs. Spanish) to help us more accurately model staffing needs

Since the RFP outlines the requirement for Spanish-speaking agents, could Metro provide call volume data segmented by language (English vs. Spanish) for both the Bus and MOBY queues?

What is the historical call volume data by language?

What is the estimated percentage of the calls needing Spanish language received?

Metro Response:

Limited data is available for non-English calls. Calls offered to the Spanish queue from January through April 2025 are outlined in the table below. Currently the Spanish queue serves both bus/general and MOBY calls. The agents serving the Spanish queue are also assigned to the bus/general and MOBY queues.

Data about calls requiring language assistance beyond English and Spanish is not available. However, Metro is working collaboratively with community partners to increase awareness of language assistance through Customer Service and anticipates increased language assistance needs in the future. Language assistance through Customer Service is also an essential component of Metro's Title VI Program Plan. As a starting point, Metro recommends basing cost proposals on 125 Spanish calls per month and 25 calls requiring language assistance beyond English or Spanish.

	Number of Calls Offered to the Spanish Queue	Total Number of Calls Offered (All 3 Queues)	Spanish Queue Percent of Total Offered Calls
January 2025	117	13,342	0.88%
February 2025	69	12,612	0.55%
March 2025	82	12,773	0.64%
April 2025	81	12,604	0.64%

Question 8

Please specify the current average call handling time.

While AHT targets are mentioned for the Bus (<2 mins) and MOBY (<5 mins) queues, could Metro also provide actual historical AHT values for the past 3 months?

What is the current performance/FTE for each line of business?

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

Metro Response:

Please see the table below. Historical data for the Spanish queue is not available. The average handle time for the Spanish queue may be assumed to be consistent with the other queues, recognizing that the Spanish queue responds to bus/general and MOBY calls.

Average Call Handling Time (minutes: seconds)			
	Combined Queue	Bus Queue	MOBY Queue
April 2024	2:35	2:00	3:07
May 2024	2:34	1:59	2:44
June 2024	2:36	2:02	3:10
July 2024	2:47	2:16	3:16
August 2024	2:45	2:15	3:12
September 2024	2:45	2:08	3:15
October 2024	2:52	2:13	3:19
November 2024	2:42	2:02	3:11
December 2024	2:35	1:55	3:05
January 2025	2:36	1:52	2:51
February 2025	2:29	1:55	2:56
March 2025	2:40	1:59	3:09
April 2025	2:43	2:07	3:11

Question 9

What is the current average wait time for phone calls?

Metro Response:

Please see the table below.

Average Wait Time (minutes: seconds)			
	Combined Queue	Bus Queue	MOBY Queue
April 2024	0:52	0:47	0:56
May 2024	1:01	0:56	1:05
June 2024	0:58	0:55	1:01
July 2024	0:50	0:47	0:54
August 2024	1:04	1:00	1:08
September 2024	1:07	1:00	1:12
October 2024	1:04	0:55	1:10
November 2024	0:56	0:48	1:03
December 2024	0:48	0:41	0:54
January 2025	0:44	0:38	0:49
February 2025	0:42	0:41	0:43
March 2025	1:45	1:29	1:57
April 2025	1:46	1:26	2:01

Question 10

What is the current Average Speed to Answer?

What is the Average Speed to Answer (ASA) for inbound lines?

Metro Response:

Please see the table below.

Average Speed to Answer (minutes: seconds)			
	Combined Queue	Bus Queue	MOBY Queue
April 2024	0:47	0:41	0:53
May 2024	0:54	0:47	1:01
June 2024	0:52	0:47	0:56
July 2024	0:45	0:40	0:50
August 2024	0:58	0:52	1:04
September 2024	0:59	0:50	1:07
October 2024	0:56	0:45	1:04
November 2024	0:47	0:37	0:55
December 2024	0:42	0:36	0:47
January 2025	0:42	0:37	0:46
February 2025	0:39	0:37	0:41
March 2025	1:28	1:09	1:42
April 2025	1:31	1:08	1:48

Question 11

What is the current Average Time to Abandon?

Metro Response:

This information is not available.

Question 12

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

Metro Response:

Appendices A, B, C, D, and E are intended to assist the Proposer in determining peak hours of service and possible call volume fluctuations. For Appendix B, it can be assumed that most fixed-route bus riders call shortly before, during, or shortly after their ride. Thus, ridership numbers can provide insight into anticipated call volume by time of day. Appendix C was provided for similar reasons. However, a known high demand

period for the MOBY queue is 3:00-5:00 p.m. daily as all MOBY trips must be scheduled by 4:30 p.m. the day prior to travel.

Question 13

Is Metro facing any issues under the current contract? If so, please specify.

Are you satisfied with the services being provided by the incumbent. Are there areas of opportunity the incumbent is struggling in that a new service provider would be able to assist with?

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

Metro Response:

The contract is currently in good standing. Oversight of the new contract will focus on quality assurance, which is why Metro will require the selected Contractor to provide a Quality Assurance Plan for Metro to review and approve.

Question 14

It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct?

Are remote agents acceptable?

Does Metro have a preference toward agents working in a physical CBE location, or are you open to agents who are working remotely?

Metro Response:

Metro is open to agents working remotely as long as all telecommunications and other requirements outlined in the solicitation can be met. Regardless of location, the Contractor must ensure calls are free of background noise to facilitate clear communication.

Question 15

Is it possible for the Metro to amend the proposal delivery mode from hard copy to email.

Metro Response:

No, this requirement cannot be amended.

Question 16

Does the vendor only need to have a phone line with a local Omaha area code, or is it also required to have a physical facility in Omaha or Nebraska to provide the services?

Metro Response:

Only a phone line with a local Omaha number is required. There is no requirement for a physical facility to be located in Omaha or in Nebraska.

Question 17

Please clarify whether it is mandatory for a non-DBE-certified vendor to subcontract with a Nebraska-certified DBE firm in order to be eligible for the award.

It is our understanding that Metro has not set a specific DBE subcontracting goal for this contract. However, according to <https://www.ometro.com/dbe-program>, the overall DBE subcontracting goal is 7.6%. Please confirm whether using a Nebraska-certified DBE subcontractor is required to be eligible for the award.

Metro Response:

This is not required. Subcontracting of services is not allowed for this contract.

Question 18

It is our understanding that the forms are excluded from the 50-page limit of the proposal. Is that correct?

Metro Response:

Yes.

Question 19

Can Metro provide 3 years of historical volume data (offered and answered) per queue (Bus and MOBY)? This will help us validate seasonal patterns, YOY growth, and long-term demand forecasting.

Metro Response:

Metro is not able to provide three years of data. Some of the data may be available as part of previous Board Agenda Packets, which include the previous month's minutes, or the Meeting Minutes. These are available on Metro's website: www.ometro.com/board-of-directors. The 2024 data provided in the appendices is consistent with prior years.

Question 20

Can you confirm if there are any known factors or expected events that may significantly impact future volume growth, such as service expansions, fare changes, or new technology rollouts?

Metro Response:

There are no known factors at this time that may significantly impact future volume growth. Proposers are welcome to review Metro's strategic plan through 2030, which is available online at www.ometro.com/metronext.

Question 21

Will the full list of Q&A be available to all bidders or will the responses be provided per bidder only?

Metro Response:

Yes, all questions and responses will be published and made available to all.

Question 22

Does the incumbent staff work remote or in a physical location?

Metro Response:

Some incumbent staff work remotely and some work in a physical location.

Question 23

What is the anticipated go-live date?

Metro Response:

The go-live date will depend on the transition, if needed. The goal is to have the transition fully complete no later than November 1, 2025.

Question 24

What is Metro's current CRM?

Metro Response:

Metro currently uses Ecolane for both paratransit trip scheduling and management and as a CRM.

Question 25

How does Metro's CRM integrate with the telephony system?

Metro Response:

To Metro's awareness, the CRM does not integrate with the telephony system.

Question 26

Can we be provided the field format for the current CRM?

Does Metro currently use a CRM software? If so, could Metro provide the fields used and reporting?

Metro Response:

Below is a screenshot of the current feedback entry that Customer Service uses to log complaints or follow-up requests. The current format works best for feedback connected to MOBY trips. For this reason, Metro is exploring alternative options that might be a better fit for all services, which is why Metro may consider adopting the Contractor's CRM. Metro would also like a more comprehensive understanding of the reasons for calls to better inform education and outreach efforts.

Please see the required information outlined in 1.2.1.2.b.iii. as those are the fields that would be needed to ensure customer feedback about specific occurrences is complete and accurate.

New feedback record

General

Date * 23 May 2024 Time * 08:01

Relation * Issued by

☐ Anonymous Select value

Feedback

Category * Type * Status *

Select value Select value Select value

Details

Contact

☐ Response requested

Trip

Trip ID Negotiated pick-up

Client name Client number

Vehicle Provider Driver Employee number

None

Question 27

Is there a current knowledge base? Is this embedded in the CRM?

Metro Response:

No, but one is being built in preparation for new contract training. No.

Question 28

What is the supervisor to agent ratio?

Metro Response:

The ratio is not specified, but the Contractor must ensure a supervisor is readily available to handle any calls that are escalated during all Contact Center operating hours.

Question 29

Are there any specific system requirements to consider if a bidder were to propose migration to a new CRM?

Metro Response:

No.

Question 30

Will the mailing forms be required in different languages? If so, what languages are required?

Metro Response:

Yes, but the forms will be provided to the Contractor in the necessary languages. The Contractor will not be responsible for translating written material.

Question 31

What is the historical volume of mailing forms by type?

Please provide the volume Route Schedules that are mailed monthly.

Please provide the volume MOBY Applications that are mailed monthly.

Please provide the volume Half-Fare Applications that are mailed monthly.

Please provide the volume Discrimination Complaint Forms that are mailed monthly.

Please provide the volume of any other mail that is mailed monthly.

Can Metro share historical volume metrics for mailings of paper route schedules, MOBY applications, half-fare applications, discrimination complaint forms, and other requested Metro forms?

Metro Response:

Approximately 5 route schedules, 100 MOBY applications, 10 half-fare applications, and 0-1 discrimination complaint or other forms are mailed per month.

Question 32

Is there any historical data available for outbound calls referenced in letter G under MOBY Services (pg 11)?

Metro Response:

Historical data for outbound calls is not available. Metro recommends planning for 25-30 outbound calls per day based on current activity. Accurately scheduled trips reduces the demand for outbound calls. Outbound calls may increase when assistance is needed for inclement weather response.

Question 33

Are T1 PRI circuits a requirement?

Metro Response:

No, as long as equivalent call quality is achieved. VoIP call routing is also acceptable. Proposers may propose an alternative that meets or exceeds the requirements outlined in the solicitation. This should be done when filling out Appendix F: Requirements Matrix.

Question 34

Will a cloud platform with multiple failover locations be acceptable as the telephony solution?

Metro Response:

Yes.

Question 35

Can you provide access to January 2025 call volume to compare with Appendix A January 2024 volume?

Metro Response:

Please see the table below for the 2025 incoming call volume January through April.

O = Offered

A = Answered

2025	Bus and MOBY Queue	Bus Queue	MOBY Queue
January	O: 13,223 A: 11,449	O: 5,876 A: 4,662	O: 7,347 A: 6,787
February	O: 12,543 A: 11,743	O: 5,672 A: 5,257	O: 6,871 A: 6,496
March	O: 12,773 A: 10,719	O: 5,442 A: 4,435	O: 7,249 A: 6,246
April	O: 12,523 A: 10,686	O: 5,554 A: 4,661	O: 6,969 A: 6,025

Question 36

What is the average lead time for the additional hours? Is it ad hoc (hours, days, weeks)? Or is Metro planning to increase hours permanently or seasonally? If the additional hours are ad hoc, are there any call volumes associated that we could have?

Metro Response:

If any of the additional hours options are exercised, the additional hours would be permanent. The lead time for holiday coverage may be negotiated.

Question 37

Is there a standard PC configuration/image for this project?

Metro Response:

Contractors are required to provide the software and hardware necessary to meet the requirements outlined in the Scope of Services, with the exception of the CRM and paratransit scheduling software, so no standard configuration is required so long as it is powerful enough for the agents to do their job within the provided metrics.

Question 38

Is there a workstation setup requirement (one monitor, two monitors, etc)?

Metro Response:

No.

Question 39

What is the process to login to the current CRM?

Metro Response:

The login process for the current CRM is facilitated through a web browser and requires a username and password. Metro would set up accounts for the Contractor staff.

Question 40

What is the process to login to additional Metro systems? Is MFA required for any access?

Metro Response:

Ecolane is the only system currently utilized for Customer Service. MFA is not currently required.

Question 41

Page 17, section xi.1.a, indicates Metro will perform Quality audits. Is there a quality criteria guide that is used by Metro that could be shared?

What quality assurance call auditing metrics are being used?

Metro Response:

The quality criteria guide or metrics are not yet available. However, the assessment would be based on the expectations outlined in 1.2.1.3.

Question 42

Is there a not-to-exceed amount for pricing?

Metro Response:

No.

Question 43

On page 13, section v, it mentions the contractor should monitor the online system for outages. Does the contractor get advanced notification of outages or does the notification come at the same time the customers are notified via the system?

Metro Response:

Metro will provide multi-day detours and other updates to the Contractor as needed and with advance notice when possible. Many notices require quick publication from staff in varying departments. Metro requires the Contractor to monitor digital notices available to the public to reduce communication gaps.

Question 44

Page 41, section 2.6.1, Page 49, section 3.5B, can/will contractors present in person? Or will this be a virtual format?

Metro Response:

Virtual format for the presentations and interviews will be acceptable.

Question 45

Can you provide the historical call volume of TDD contacts?

Metro Response:

This data is not available but call frequency has historically been low (less than five per month). However, having accessible and functioning alternative communication options is important to Metro and is a civil rights compliance requirement.

Question 46

What is the background screening process and are there specific security requirements for this contact?

Metro Response:

Metro does not require a specific background screening process or specific security requirements beyond what is required in the federal clauses.

Question 47

For the pricing information, if the telephony contract is a 3-year agreement, what is the process if there is a price increase for the two remaining option years?

Metro Response:

Per Exhibit B, the price is a firm fixed price per year based on the monthly amount submitted in the RFP. If price increases are anticipated for the two remaining option years, that increase should be accounted for in Exhibit B.

Question 48

Do you have an estimate of how much storage you currently use for recorded calls or anticipate needing over time?

Metro Response:

No, but this may be estimated based on the call volume (answered) and average handle time.

Question 49

If the microtransit pilot expands during the contract term, will that become part of the Contractor's scope?

Metro Response:

Potentially, but if it does, a change order would be required.

Question 50

Are there any financial penalties or incentives tied to SLA performance (e.g., service level, abandonment rate)?

Metro Response:

No, however, such performance will factor in Metro's determination of satisfactory contract performance and consideration of contract extension.

Question 51

If Metro decides to include digital channels (chat/SMS), what is the timeline for rollout and are additional costs expected?

What are Metro's current required customer contact channels beyond voice (e.g., SMS, web chat, mobile apps), and how do you prioritize implementation of new ones? Is Metro open to a phased approach for rolling out additional channels (e.g., chat or social media) based on performance in voice support?

Metro Response:

Metro's priority for the transition is voice calls. If Metro decides to adopt digital or other channels, Metro will work with the Contractor to determinate an appropriate timeline for rollout. Additional costs should be included in the Cost Proposal.

Question 52

Are supplemental attachments submitted by the bidder subject to the proposal's 50-page limit?

Metro Response:

No

Question 53

For Exhibit A – Receipt of Federal Clauses, Specification No. 25-24 Security Service Contract 2025–2026 is referenced in the document. Kindly confirm whether this reference is accurate.

Additionally, for the same Exhibit A, please clarify what specific information is required from the bidder in the blank following the phrase, "for which.

Metro Response:

The reference is inaccurate. The reference should be "Spec #:08-25 Customer Service Contact Center Contract 2025-2027". An addendum with the correction will be issued.

The Proposer should input their business name in the blank following the phrase, "for which".

Question 54

Does the proposer need to fill out and submit Append F "Requirements Matrix"?

Please confirm if we need to submit Appendix F: Requirements Matrix? If so, where should it be submitted? Does this count toward the page limit.

Metro Response:

Yes, Appendix F is required. It should be submitted along with the Proposal. It does not count towards the page limit.

Question 55

What is the billing structure for the services provided under this contract? Is it based on hourly rates, per call, or a fixed monthly fee?

Are all of the optional costs additional hours on a per hour basis?

Metro Response:

The billing structure will be a fixed monthly fee for core hours, per item cost for mailing, and hourly cost for any holiday coverage. If additional hours options are exercised, those would be added to the fixed monthly fee.

Question 56

Are the Mobilization costs associated with the "transition-in" period?

Metro Response:

Yes, these are to cover initial setup and any other cost prior to "go-live" monthly fees.

Question 57

Regarding the CRM, is this for the monthly licensing only? Do you want the bidder to provide language line pricing per the minute?

Metro Response:

If a Proposer is requesting their CRM to be used, any associated costs should be included in the Cost Proposal. For language assistance, a per minute fee is acceptable.

Question 58

Will agents be allowed to be cross skilled or are they required to be dedicated to a specific skill (i.e. General vs MOBY)?

Metro Response:

Metro recommends agents be cross-skilled.

Question 59

What is the average duration of the CSR-specific classroom training?

Metro Response:

The average duration will depend on the Contractor's requirements and how long it takes the Contractor to get a CSR trained to proficiency and meet all requirements outlined in the Scope of Services.

Question 60

Are there periodic trainings that need to be provided to representatives related to ADA compliance, etc. beyond the training period?

Metro Response:

The Contractor shall ensure that all personnel assigned to the project remain trained to proficiency as appropriate to their duties. The Contractor may determine what is needed for staff to remain trained to proficiency but must provide a retraining program for incidents of noncompliance with Metro's policies and procedures. Metro will provide the Contractor with any necessary updates to Metro policies or procedures, including how Metro meets ADA and other civil rights compliance requirements.

Question 61

Does the agency have any onboarding deadlines or specific timelines for completing all pre-hire steps (2 weeks new hire roster submitted prior to training date)?

Is there a required time period ofr agent training?

Metro Response:

No.

Question 62

What are the requirements regarding background checks and/or drug screenings for new hires?

Metro Response:

Metro does not have specific requirements for background checks or drug screenings for Contractor new hires.

Question 63

How are "urgent safety or security concerns" defined, and what is the expected response protocol when such calls are received?

Metro Response:

Urgent safety or security concerns would be anything that would rise to the level of a risk to the safety of the riders or the public, such as alleged unsafe driving or escalated conflicts. The response protocol will be provided to the Contractor.

Question 64

Scope cites two 23 channel PRI Circuits - Are there times when all 46 circuits are busy? How frequently does this occur?

What is the minimum required total call capacity?

What is the minimum simultaneous inbound call capacity?

Metro Response:

Proposers may include an alternative that meets or exceeds the requirement in Appendix F: Requirements Matrix. Meeting the requirement may include a different number of circuits based on the Proposer's recommendation. Metro prefers the Contractor to have the ability to simultaneously handle a total of 40 to 50 inbound calls, inclusive of both answered and queued, at any time and is open to alternative technology recommendations that can accomplish this volume.

Question 65

Could you please let us know how many concurrent agent seats Metro requires for this implementation?

Metro Response:

Metro is not requiring a specific number of concurrent agent seats. The Contractor may determine the appropriate number of agents and may fluctuate the active personnel needed to meet and maintain service levels.

Question 66

How long is training?

Metro Response:

The length of training for Contractor staff may be determined by the Contractor so long as the training meets the requirements outlined in the solicitation document. Metro will conduct a training workshop prior to the start of the contract consisting of up to four (4) six-hour (6-hour) sessions for the Project Manager and other Contractor Trainer staff to be named by the Contractor.

Question 67

What is the average call volume by day?

Metro Response:

Please see Appendix E and summate the daily total as needed.

Question 68

Are there any specific data hosting, compliance, or cybersecurity certifications required (e.g., HIPAA, SOC 2)?

Metro Response:

No.

Question 69

Please clarify if Metro will pay for initial and ongoing training.

Metro Response:

Initial and ongoing training should be factored into the Cost Proposal. Initial Contractor training should be included as part of mobilization costs.

Question 70

Is Metro open to ancillary support staff (Workforce Management or QA) being located outside of the United States?

Metro Response:

Yes, so long as all service and contract requirements, including federal clauses, can be met.

Question 71

Has the current contract gone full term?

Have all options to extend the current contract been exercised?

Metro Response:

The contract is approaching full term. Yes, all options to extend have been exercised.

Question 72

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

Metro Response:

No.

Question 73

What is the maximum hold time?

Metro Response:

Hold time performance metrics by queue are outlined in 1.2.1.4. Hold times greater than five minutes may be viewed as excessive and require further review.

Question 74

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

Metro Response:

100%

Question 75

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

Metro Response:

There is not a set percentage at this time. However, excessive transfers, second calls, or return calls may indicate a quality assurance concern.

Question 76

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

Metro Response:

There is not a minimum or maximum number of operators so long as performance metrics are met. At least one supervisor must be available for escalated calls during all operating hours.

Question 77

What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?

Metro Response:

There is not a required degree of dedication; however, performance metrics and quality assurance must be maintained.

Question 78

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

Metro Response:

Unknown.

Question 79

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

Metro Response:

All proposals must be completed and submitted by June 2nd, 2025, by 2:00pm Central Time.

Question 80

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

Metro Response:

There was not a previous solicitation.

Question 81

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?

Metro Response:

Please complete Exhibit B: Pricing Schedule/Company Information. If Proposers have an alternate method to pricing their services, it may be included with the Proposal. Metro may contact the Proposer for clarification if needed.

EXHIBIT A
RECEIPT OF FEDERAL CLAUSES

Project: CUSTOMER SERVICE CONTACT CENTER

Date _____

Project No.

Specification No. 08:25

I have reviewed the attached Federal Clauses for Procurement of Professional Services in conjunction with Metro's procurement of **Spec #: 08-25 Customer Service Contact Center** for which _____ has provided qualifications for

(Company Name)

consideration and hereby affirm that _____ shall

(Company Name)

conform to and abide by all aforementioned requirements as set forth and any amendments thereto.

Authorized Representative

Title

Company Name

Date