



**REQUEST FOR PROPOSAL ADDENDUM
PURCHASING OFFICE
CITY OF AUSTIN, TEXAS**

**REQUEST FOR PROPOSAL: RMJ0306 ADDENDUM NO. 2
DATE OF ADDENDUM: February 10, 2016**

This addendum is to incorporate the following:

1. In section 0705 Price Proposal Sheet Section 2.0 note Respondents are required to provide the Overtime Markup Rate as detailed in Section 0600, Item K, ii, a. **is deleted in its entirety and replaced by** Respondents are required to provide the Overtime Markup Rate as detailed in Section 0600, Item 1.C. Price Proposal.

Q1. Who is the current incumbent?

A1. AppleOne.

Q2. What is the current contract annual value?

A2. Five million per year.

Q3. What are the current pay rates and bill rates for each of the contract positions?

A3. Please submit an open records request.

Q4. What is the current bi-lingual bill rate and monthly lump sum?

A4. One Hundred Fifty per month per bi-lingual. Please submit an open records request.

Q5. What are your current business pain points and the biggest staffing challenges you face?

A5. Locating staff that met the finical and vulnerable population requirements. Staff retention in a city flushed with call centers.

Q6. What are the end results you desire? What is your vision for success?

A6. A vendor who acquires and retains talent with minimal impact to cost and operations.

Q7. What is the number of current support staff, their positions and what are their current pay rates? Does any of the support staff exceed the living wage rate?

A7. Approximately 36. Unable to provide current rate of pay, please submit an open records request.

Q8. What is the monthly attrition rate for AE and 311? Can you break down positive and share the current drivers of negative attrition?

A8. 10% for AE and 311. The drivers are other positions, behavioral (attendance) or discipline.

Q9. What is average amount per year for recognition program?

A9. Three Thousand per site for events. Unable to discuss other portions of the recognition program.

Q10. Does your Training Curriculum need to be updated or refreshed? Are there any known gaps from training to floor?

A10. No.

Q11. Would the new partner assume staff or agents who are on any corrective action plans?

A11. This would need to be discussed at time of award.

Q12. What are you Quality assurance monitoring expectations around using new partners calibration forms and methods?

A12. We will share and partner to develop best practice.

Q13. Can you please clarify whether the bond provisions are applicable to the current solicitation RMJ0306?

A13. Yes, the current solicitation RMJ0306 requires a Bid Bond and Performance Bond.

Q14. Can you please provide a list of employee benefits that the City provides to its full-time Call Center staff?

A14. Please submit an open records request.

Q15. Does the City have a technology platform in place for Remote Work, or is the City seeking technology integration from the Contractor?

A15. We have an infrastructure at 311 to support a remote work program.

Q16. For the Remote Work Program, how does the City determine which employees are eligible? For example, are there established criteria to determine eligibility?

A16. 311 has a program. The guidelines for COA are different from contractors. 311 works with the vendor to create a program that supports the business need and goals of the program. If selected we will share current state and discuss best practices.

Q17. Per the Solicitation, the Contractor will provide an on-site company representative at each location where they staff 25 or more contract staff. How many locations on the current contract have 25 or more staff? Do any locations have 40 or more staff, which may require us to provide an additional on-site company representative?

A17. Both locations currently have more than 40 staff members. This is currently managed by 3 onsite representatives.

Q18. The RFP's Section 0815: Living Wages Contractor Certification form requires Contractors to list employees who are directly assigned to the contract that are "compensated at wage rates equal to or greater than \$13.03 per hour." Please clarify what is the City's definition of "employees of the Contractor who are directly assigned to this contract." Do these employees include each contractor's full-time employees (who will be assigned to manage the contract) or just the temporary staff?

A18. The Living Wage requirement applies to the Contractor's personnel who are: Named or identifiable in the contract, order, invoice or some other deliverable.

Q19. With regard to the City's Section 0300 – Standard Purchase Terms & Conditions, does Section 56. BUY AMERICAN ACT-SUPPLIES (Applicable to certain Federally funded requirements) apply to Call Center Temporary Staffing Services?

A19. No.

Q20. How many training classes are conducted per month and how many temporary employees per class?

A20. Average 4-5 training sessions at 311 per year and average 6-7 training sessions at AE per year.

Q21 How many new temporary employees start each month?

A21. Average 4-5 training sessions at 311 – 16 start. Average 6-7 training sessions at AE per year – 12 start.

Q22. Are temporary employees assigned a shift or must they continue to be flexible to work any shift after training is complete?

A22. A shift bid is conducted based on their ranking. Majority fall into mid to overnight.

Q23. Could you provide the tenure of temporary employees currently on assignment?

A23. Tenure ranges from new hire to 8 years.

Q24 What is the cost of badges issued to temporary employees?

A24. Badge cost \$15.00 (replacement).

Q25. Presently it is necessary to call cell phones to achieve a representative sample for general population (RDD) surveys. This is a more expensive undertaking than just calling landlines. So that bidders prices can be fairly compared, can you tell us what percentage of surveys you expect to be completed among cell phones? We suggest using the current industry standard of 50% cell phones, 50% landlines?

A25. We do not have quotas for cell phone and landline survey completes.

Q26. Typically Industry standard is 1 On-Site Rep for every 100 to 150 contractors. You mentioned you have 3 On-Sites – does the City pay for the additional Reps?

A26. City of Austin does not pay for the additional onsite Reps.

Q27. May we look at the historical data of Attrition for the Call Center and the amount of Credits that have been paid back to the City or amount of times the credits have to be exercised due to attrition?

A27. Please submit an open records request.

Q28. What is the main reason for changing services i.e. problems, challenges?

A28. Contract expiration.

Q29. Is the drug testing and fingerprinting/backgrounds billable to the City?

A29. No.

Q30. What is the average of openings on a weekly basis with the City?

A30. Please submit an open records request as this is all COA departments.

Q31. Is there a need for Direct Hires in this contract?

A31. No need at this time for Direct Hires.

Q32. You mentioned using a web tool for ordering, timekeeping etc. and that you currently have your own tool. Will you be using the City's tool going forward in the new Contract or are you asking us to propose the use of our web tool as there are additional costs associated with using ours?

A32. Current contractor payroll, timekeeping, and invoice tool is proprietary. Contractor will need to supply their own web tool included in the proposal.

Q33. In your pricing sheet it asks for pay rates however, we don't have them so applying a markup and then listing the bill rates in the bill rate column would be impossible without pay rates. Can you tell us if the pay rates will be coming to us so that we can appropriately provide pricing to you?

A33. Contractor should supply pay rate applicable to the market and industry in which services are being supplied. If you are interested in the current rates of pay you will need to submit an open records request.

Q34. Can you please further clarify your bond requirements?

A34. See Section 0400 paragraph 3 Bid Bond is required. If a proposal is received without a bid bond that proposal will be deem non-responsive. On the Performance Bond section 0400 paragraph 4, will be required within 14 calendar days after award notification. The bond requirements will not be waived or lower.

Q35. If government-mandated costs or expenses are enacted during the contract term, will Contractors be allowed to request rate increases to cover these higher rates?

A35. An adjustments to the contract will need to be discussed by both parties prior to implementation of an addendum.

Q36. With respect to Affordable Care Act (ACA) costs, would the City prefer these charges as a separate line item on the invoices, or instead incorporated directly into each Contractor's mark-up/bill rates? Please clarify.

A36. At this time the invoice does reflect this as a separate line item. If selected a copy of an invoice will be provided to the vendor for future invoicing.

Q37. Could the City provide a list detailing the laws, regulations, statues and ordinances that regulate the performance of the resultant contract (i.e., Living Wage Ordinance, Prevailing Wage, SCA, ACA, etc.)?

A37. Please see the link provided for a list of all City of Austin Ordinances
<https://www.municode.com/library/tx/austin>

Q38. With regard to the RFP's Section 3. Evaluation Factors and Award, B. Evaluation Factors, f. Local Business Presence (reference 2A) – 10 points within Section 0600 Proposal Preparation Instructions and Evaluation Factors, how does the City determine the "Team's Local Business Presence" percentage?

A38. Per Section 0200, part 12C: "Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors per the below evaluation criteria. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of goods and/or services as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. For Local Business Presence to be considered a completed Section 0605 must be returned with the Offer."

Q39. According to the RFP's Section 1. Proposal Format, J. Exceptions within Section 0600 Proposal Preparation Instructions and Evaluation Factors, Contractors must "clearly indicate each specific exception taken, ... and include any proposed language for any alternative term as a separate attachment to the Proposal, ..." Please confirm if any submitted exceptions must be separately sealed away from the entire proposal response and if so, how many copies of the exceptions are required to be submitted?

A39. All exception taken are submitted as part of the proposal and all in the same seal envelope with proper amount of copies required per the solicitation.

Q40. Are the separately sealed exceptions also to be included within the electronic copy of the response?

A40. The proposal submitted electronically either by CD or flash drive needs to contain all the documents required by the original paper copy submitted. So in other words there only one copy electronically submitted and 1 original and 6 copies (paper). See the bottom of the RFP Offer Sheet page 1.

Q41. Would Contractors be disqualified or adversely impacted during the evaluation process if they were to submit exceptions?

A41. Read section 0600 1. J. Exceptions.

Q42 Please confirm that there are no MBE/WBE subcontracting requirements for this solicitation?

A42. There no MBE/WBE goals identified.

Q43. Per Section G. Training Credits of the RFP's Section 0500 – Scope of Work, is Military Assignment the only absolute acceptable exception to the 29-day completion of the training evaluation period?

A43. Yes.

Q44 With regard to the City's Section 0300 – Standard Purchase Terms & Conditions, does Section 56. BUY AMERICAN ACT-SUPPLIES (Applicable to certain Federally funded requirements) apply to Call Center Temporary Staffing Services?

A44. No.

Q45. Section 0200 – Solicitation Instructions mentions that "Offerors shall sign and return with their Offer, the Non-Discrimination Certification contained in the Solicitation." However, Section 0800 – Non-Discrimination Certification on the City's website does not have any form fields for signature. Is this document required to be included in proposals or is it only included in the RFP to reference as part of the final contract documents upon award?

A45. A separate submittal is not required. By signing the Offer Sheet, the Offeror agrees to the documents incorporated by reference, including Section 0800.

Q46 Section B. Mailing, subsection i. within Section 0200 – Solicitation Instructions includes "Compliance Plan" requirements. Is a Compliance Plan applicable for this solicitation?

A46. No.

Q47 Section 0700: Reference Sheet requires Contractors to provide at least three (3) complete and verifiable references, but there are spaces for a total of five (5) companies. What is the correct total number for required references?

A47. Read section 0600 1.G. Now if the proposal wants to provide more there is no problem with that.

Q48. Is the Conflict of Interest Questionnaire form required to be submitted with the proposal responses or is this form provided to the City by the awarded Contractor only upon contract execution?

A48. No, only after contract execution.

Q49. Please confirm the cost of the "on-site representatives" are included in our markup?

A49. On-site representatives are at the cost of the vendor, not the COA.

Q50. Are the temporary staff mixed with Austin employees to form teams on the call center floor?

A50. Yes.

Q51. Are temporary staff assigned to an Austin employee Supervisor?

A51. Yes, for quality not for behavioral.

Q52. What is the average length of call for each center?

A52. Less than 5 minutes.

Q53. What is your current payment terms for submitted invoices?

A53. Read section 0400 paragraph 7.

Q54. Page 7 of 30 indicates that personnel scheduled to work less than 40 hours per week shall be considered "part time". Please verify the 40-hour requirement as the Affordable Care Act defines full time at 30 hours per week.

A54. Part time employees are not permitted today.

Q55. On page 10 of 30 they reference a remote work program and working offsite. Do both sites currently utilize these programs?

A55. 311 uses the program today / potential for AE in the future.

Q55a. If so, how much and do they want to expand?

A55a. 311 will look to 50% of the workforce by end of fiscal year 2016.

Q56. Does the incumbent company currently provide staff for both call centers?

A56. Yes

Q57. Does the Account Manager need to be located in Austin?

A57. Meetings are held weekly with the Account Manager. It is our preference to have these in person.

Q58. What is the desired bilingual percentage of the work force?

A58. 50%.

Q59. Are pay rates and benefits the same for both call centers

A59. Yes.

Q60. Are any current associates covered by a collective bargaining agreement?

A60. Please submit an open records request.

Q61. For the price proposal, several of the positions include "W/Tech" which indicates an additional or different rate. Should there be a separate rate listed on the cost proposal for these positions or is it just one blended, average rate?

A61. These positions are the same.

Q62. Will the invoice be paid based upon the actual payroll rate for each employee or is it based upon the rate indicated on the price proposal sheet? For example – There are (2) billing specialists. One has experience and earns \$20 per hour while the other is a new hire and earns \$15 per hour. The blended rate on the price proposal is \$17.50. How will these payroll hours be processed for the invoice? Both at \$17.50 + the markup or actual rate + markup?

A62. Each person is line item on the invoice.

Q63. On the price proposal sheet, line 2.01. Please review the formula for "Total estimated overtime price." Is the Overtime Markup% in addition to the "Billing Markup" or independent of it? In other words, what should do in the "Overtime Markup %" field?

A63. Vendor proposal.

Q64. What space is available to Contractor on-site at AE and 311 facilities?

A64. Cubes.

Q65. Does this section D.2 mean each candidate is applying for a specific schedule?

A65. Staff is placed into schedules based on business need.

Q66. Section E.1.f. Pre-assignment Package, what does "Financial" mean?

A66. Please reference the below links.

<http://cityspace.ci.austin.tx.us/departments/hrm/policies-procedures/procedures/CBI-Vulnerable-Populations.pdf>

<http://cityspace.ci.austin.tx.us/departments/hrm/policies-procedures/procedures/CBI-Financial-Responsibilities.pdf>

Q67. Please confirm that AE and 311 staff conduct the training classes?

A67. AE and 311 conduct the training.

Q68. Please confirm that amounts to be reimbursed for training credits are a percentage of the Contractor's Billing Markup (i.e. % of margin) only?

A68. Training credits are the amount invoiced including mark up.

Q69. Service Level Agreement: Is the current contractor evaluated on these factors? If so, please provide Performance Scoresheet for last 4 quarters (12 months)?

A69. Please submit an open records request.

Q70. Is there an automated payroll system or do we provide the system for our employees? If so, what is it?

A70. Vendor provides the system.

Q71. Avaya was mentioned. Can you provide the Avaya product, services and versions used?

A71. Avaya upgrade project is currently in process with updates projected over the next year. Selected vendor will have onsite access to the agent information.

Q72. Besides Avaya are there any more services providing dashboard information?

A72. Not at this time.

Q73 What AE/311 system dashboards can the contractor access?

A73. Avaya.

Q74. What workforce management software is used?

A74. Avaya / Witness.

Q75. Does the contractor have access to view the schedule?

A75. Yes.

Q76. Per Section G. Training Credits of the RFP's Section 0500 – Scope of Work, is Military Assignment the only absolute acceptable exception to the 29-day completion of the training evaluation period?

A76. Yes.

Q77. What will be the Implementation Time line?

A77. From the time the contract gets executed 30-60 days for mobilization/start up, which will be negotiated.

Q78. Without providing identifying information, are you able to give us a list of each current contractor's current number of hours logged towards their next vacation and/or holiday pay and their corresponding pay rate and their hire date?

A78. Please submit an open records request.

Q79. Is an audited financial statements the only way to show a proposer's Financial Viability?

A79. Yes, no other form of financial statements will be consider.

Q80. In regards to the minimum living wage requirement. I understand that all must be paid at least 13.03 per hour so if someone at 11.10 they will be bumped to 13.03 with the new contract. Will any of those that are, as an example: being paid 12.80 because of their tenure be bumped up higher than 13.03 to compensate for their tenure?

A80. 13.03 will be the based rate. Any increases can be addressed in the proposal.

Example: Agent making 14.50 an hour at conversion may be eligible at x tenure for an additional .25 increase.

Q81. Are there any salaried employees under this contract?

A81. Not at this time.

Q82. In regards to health insurance as required by the affordable care act. What is the percentage enrolled with the current provider?

A82. Please submit an open records request.

Q83. Are the costs being passed on to the City of Austin as employees enroll or they built in to the mark up?

A83. All costs associated to maintenance of the contract is built into the mark up unless noted otherwise in the scope of work.

Q84. Can you provide the 2015 attrition rate referenced in section 0500 metric # 3?

A84. 10% for AE and 311 - Drivers are other positions, behavioral (attendance), or discipline.

Q85. Can you provide the 2015 metric referenced in section 0500 #?

A85. Please submit an open records request.

Q86. Do you have a "lessons learned" database we can use if we are selected?

A86. Currently this database is not managed by the COA.

