Request for Proposals
Guaranteed Ride Home (GRH) Call Center Services
Questions & Answers

- **Has the current contract gone full term?**
  - Yes, the current contract is expected to go full term.

- **Have all options to extend the current contract been exercised?**
  - No, there was no option for an extension to the current contract. ARC's procurement policy requires a Request for Proposals (RFP) process for the next contract term.

- **Who is the incumbent, and how long has the incumbent been providing the requested services?**
  - The current contractor is B&F Call Center Solution, LLC and they have been providing service for us since March 1, 2023.

- **To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?**
  - The location or headquarters of the bidder will not have any bearing on being awarded. However, we would like the bidder to have knowledge of the Metro Atlanta region.

- **How are fees currently being billed by any incumbent(s), by category, and at what rates?**
  - We are currently billed for inbound calls, the inbound phone number, and outbound calls. For further information, feel free to submit an Open Records Request. Written open records requests should be made to ARC's designated Open Records Officer, Paul Donsky at pdonsky@atlantaregional.org or by mail at the following address:

    Attention: Paul Donsky
    Open Records Officer, Atlanta Regional Commission
    229 Peachtree ST NE, STE 100
    Atlanta, GA 30303

    Request submitted via email must include "Request for Proposal (RF)" in the subject line.

- **Is previous experience with any specific customer information systems, phone systems, or software required?**
    - The only requirement is that vendors have knowledge and experience working with Outlook project mailboxes, as call center agents will receive GRH requests via email through these mailboxes.

- **What is the minimum required total call capacity?**
    - The minimum required total call capacity is 75 calls per month.

- **What is the minimum simultaneous inbound call capacity?**
    - The minimum is five inbound calls simultaneously.

- **What is the maximum wait time?**
    - The maximum wait time is ten minutes.

- **What is the maximum hold time?**
    - The maximum hold time is one minute.

- **What percentage of calls must be resolved without a transfer, second call, or a return call?**
    - 100% of the calls must be resolved without a transfer, second call, or a return call.

- **What is the maximum percentage of calls that can be terminated by the caller without resolution?**
    - Calls must not be terminated without a resolution. If a call center agent is unable to answer a question, they are encouraged to provide the caller with our customer service phone number so their inquiry can be properly addressed.

- **Is there a minimum or maximum number of operators and supervisors?**
    - We do not require a minimum or maximum number of operators; we just request that the number of operators is enough to handle the volume of calls. We would like a minimum of one supervisor.

- **What are the call center's hours of operation?**
    - The call center’s hours of operation must be 24 hours, 7 days a week, in alignment with the hours of our GRH service.

- **What are the required language options?**
    - The required language options are English and Spanish.

- **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)?**
    - We do not require operators to be exclusively dedicated to this contract during their work hours. They are permitted to work on other contracts simultaneously.

- **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?**
    - A live operator must be the initial contact.

- **What was your average monthly call volume over the past year?**
    - The average monthly call volume over the past year has been around 150 calls, which includes both inbound and outbound calls.

- **What is the current number of seats for operators and supervisors at your existing call center?**
    - There are three operators and one supervisor at our current call center.

- **What is the current average wait time for phone calls?**
    - The current average wait time is seven minutes.

- **What is the current average handle time for phone calls and other types of communications?**
    - The current average handle time is a little over three minutes.

- **What is the current average after-call work time for operators?**
    - There is no after-call work time for operators.

- **Over the past year, what is the percentage of calls received in English versus non-English?**
    - 97% of calls received were in English.

- **Over the past year, what percentage of calls received were in Spanish?**
    - 3% of calls were received in Spanish.

- **What time of day, days of the week, or times of the year do calls typically peak?**
    - Calls typically peak Monday through Friday, from 3pm to 6 pm.

- **If there was a previous solicitation for these services, what was its title, number, release date, and due date?**
    - A Request for Quotes (RFQ) was issued in May 2022, with a submission deadline in June 2022. The RFQ was titled "Need for Service – Guaranteed Ride Home (GRH) Program, Call Center."

- **Why has this bid been released at this time?**
    - The bid has been released at this time to ensure a contractor is in place and ready to begin the new contract on January 1, 2026.

- **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?**
    - Bidders have the opportunity to create their own pricing categories.

- **Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.**
    - We have been satisfied with the work of our current vendor.

- **Call Volume & Staffing: Can ARC clarify the expected daily call volume for the GRH Call Center, and whether ARC recommends a specific number of representatives to ensure full daily coverage?**
    - The daily call volume is around ten outbound calls and five inbound calls. One representative should be enough to ensure full daily coverage.

- **Coverage Hours: Will the GRH program require live agent coverage 24/7/365, or only during specified program hours (e.g., standard business hours)?**
    - The GRH service will require a live agent 24/7/365.

- **Phone System: Will ARC provide the inbound call line and call handling software, or is the contractor expected to provision a system (e.g., RingCentral)?**
    - The contractor is expected to provision a call handling software or system.

- **Training: The RFP specifies $10/hour training reimbursement. Is there a cap on reimbursable training hours per staff member?**
    - The cap on reimbursable training is two training sessions, totaling two hours per staff member.

- **Budget Scope: The maximum of $30,000 annually — does this figure include all costs (labor, technology, reporting, and overhead), or are certain technology/office costs reimbursable separately?**
    - The annual figure includes all costs.

- **Call Recording Retention: Beyond the 7-year CMAQ documentation requirement, are there additional retention or cybersecurity compliance standards ARC expects (e.g., FedRAMP, SOC 2)?**
    - We do not require any documents beyond those outlined in the RFP. However, we encourage vendors to include additional materials, such as cybersecurity compliance standards, if available.

- **DBE Participation: If a respondent is not yet DBE-certified but is actively pursuing GDOT certification, will a documented good-faith effort plan meet ARC's DBE utilization requirements?**
    - A documented good-faith effort plan will meet the requirement, provided the vendor is on track to obtain certification by the start of the contract.

- **Alternative Dispatch: If Uber Central experiences downtime, should the contractor be prepared to provide a backup dispatch solution (e.g., Lyft Business, taxi service), or will ARC provide direction in those cases?**
    - In the event that the Uber Central platform is down, we will provide clear directions on how to move forward.

- **Reporting Templates: Will ARC provide reporting templates, or is the contractor expected to develop and maintain reporting formats?**
    - The contractor is expected to develop and maintain reporting formats.

- **Email Volume: How many inbound emails do you anticipate receiving each month?**
    - Inbound emails are Guaranteed Ride Home Requests from our Ride System. We anticipate around 110 inbound emails a month.

- **Call Volume: How many inbound calls do you anticipate receiving per month?**
    - On average we anticipate around 40 inbound calls a month.

- **Outbound Calls: How many outbound calls do you anticipate making per month?**
    - On average we anticipate around 110 outbound calls a month.

- **Operator Time: On average, how many minutes of operator/agent time are logged per month?**
    - Agents average 7.5 hours of logged time per month.

- **Historical Data: Can you provide a 12-month breakdown of inbound calls, outbound calls, and emails received?**
    - During the last 12 months there have been around 500 inbound calls, 1,400 outbound calls, and 1,400 emails.

- **Budget Contingency: Is there an alternative budget plan if professional services exceed the projected amount?**
    - If services exceed the projected amount, we have the flexibility to amend the budget and allocate additional funds as needed.

- **Current Vendor: Who is your current vendor providing these services?**
    - B&F Call Center Solution LLC.

- **Reporting: Can you provide a sample monthly report for review?**
    - We can provide a sample monthly report upon selection of a vendor. The monthly report includes the phone numbers for both inbound and outbound

calls, along with the corresponding dates, timestamps, and the duration of each call.

- **Please provide historical workload for the last 12 months:**
    - **Number of emails received each month.**
        - Average of 110 emails received each month.
    - **Number of inbound calls received each month.**
        - Average of 40 inbound calls received each month.
    - **Number of outbound calls handled per month.**
        - Average of 110 outbound calls handled each month.
    - **Number of rides scheduled, changed, or cancelled each month.**
        - Average of 20 rides scheduled, changed, or cancelled each month.

- **Is there an alternate/backup to the Uber Central platform? (If the platform is down, for any reason, is there an alternative method of scheduling rides?)**
    - No, in the event that the Uber Central platform is down, we will provide clear directions on how to move forward.

- **How many hours of training, per agent will GRH provide/pay for?**
    - We will provide two training sessions, totaling two hours per agent.

- **Please clarify the budget/fee schedule. Is the contractor supposed to provide a fee schedule in addition to the budget? Or, is the contractor's annual budget going to be divided into 12 equal payments?**
    - The contractor is supposed to provide a fee schedule in addition to the budget.

- **For clarification, is the maximum allowable BID amount for this project $30,000 per year?**
    - This is not the maximum allowable bid for the project; however, it reflects the budget currently allocated for it.

- **Can you please confirm the Guaranteed Ride Home Program's hours of operation?**
    - The GRH program is a 24 hour, 7 days a week, 365-day service. This also includes regular operation during national holidays.

- **Can ARC share who the incumbent provider is?**
    - B&F Call Center Solution LLC.

- **Are there any pain points or service level issues that ARC would like the awardee to address?**
    - No, there are currently no pain points or issues that we have experienced.
- **What is the current volume of the project inbox in the last 30 days? Last 6 months? Last 12 months?**
    - The current volume of requests sent to the project box over the last 30 days has been around 110 requests, in the last 6 months there have been 675 requests, and over the last 12 months there have been around 1,400 requests.

- **What is the current volume of outbound calls being made in the last 30 days? Last 6 months? Last 12 months?**
    - The current volume of outbound calls over the last 30 days has been around 110; 675 over the last 6 months; and around 1,400 over the last year.

- **What is the current volume of inbound calls received in the last 30 days? Last 6 months? Last 12 months?**
    - The current volume of inbound calls in the last 30 days has been around 40; 250 over the last 6 months; and around 500 over the last 12 months.

- **Is certification through ARC's Disadvantaged Business Enterprise Program a requirement for this project?**
    - DBE Goal is an agency goal and ARC's encourages teams who propose to include a DBE firm to meet our agency goal.

- **Is a Work From Home (WFH) staffing model permissible for this contract, provided all compliance, data security, training, and quality assurance requirements are met?**
    - Yes, this model is permissible for this contract.

- **Under the requirement to maintain and monitor a "project inbox" for GRH ride requests, can ARC confirm whether this inbox will be provided and managed through ARC's system, or if the selected contractor is expected to create and manage their own dedicated inbox (with login credentials shared with ARC)?**
    - The inbox will be provided and managed through ARC's system.

- **How long will the anticipated training period last?**
    - The training period should last a maximum of a week.

- **How many agent logins will ARC provide for Uber Central? And will there be any limitations on concurrent users?**
    - We will provide five agent logins for Uber Central. There are no limitations on concurrent users.

- **Where it is stated on page 2, "ARC will provide training at a rate of $10.00 per hour", what is exactly being referred to? Is this the amount the contract can bill per hour for each employee that is being trained? Or will ARC be billing the contractor for the training provided to the contractor?**
    - This is the amount the contractor can bill per hour for each employee that is being trained.

- **What is the current monthly and annual budget that is being paid for this work?**
    - The average monthly budget is $2,200 and the annual budget is $30,000.

- **Are there any pre-hiring requirements set forth by ARC for contractor staff prior to employment?**
    - There are no pre-hiring requirements set forth by ARC.

- **What is the typical daily volume for GRH activity — average ride-request emails and inbound adjustment/cancellation calls — and how does it vary by day of week or season?**
    - On a typical day, approximately 10 requests are received via the inbox, 10 outbound calls are made, and around 5 inbound calls are received to adjust or cancel scheduled rides. Peak activity generally occurs Monday through Friday, between 3:00 PM and 6:00 PM.

- **What hours should agents be available for same-day GRH support? Are there defined coverage windows or is it strictly triggered by inbound requests as they come in? The GRH service operates 24 hours a day, 7 days a week, 365 days a year.**
    - We expect an agent to actively monitor the inbox throughout each day to ensure timely response to incoming requests.

- **For Uber Central access, will ARC provision individual agent accounts, and are there any additional security requirements (for example, MFA) we should plan for?**
    - ARC will provide login information for individual agent accounts to access the Uber Central platform.