

PRE-PROPOSAL CONFERENCE QUESTIONS & ANSWERS

1. I UNDERSTAND THIS TO BE A TWO (2) YEAR PROJECT/PROCESS, IS THIS CORRECT?

THIS IS A ONE (1) YEAR PROJECT/PROCESS, WITH AN OPTION TO EXTEND FOR AN ADDITIONAL YEAR, IF NEEDED TO GO BEYOND THE INITIAL YEAR.

2. THE BENEFITS STRUCTURE IS, I BELIEVE, A SYSTEM THAT HAS SOME DATA HELD ELSEWHERE FOR CALCULATIONS, SUCH AS TREASURY AND OTHER AGENCIES AROUND THE CITY (TEACHER'S FLOWS, ETC.). DO YOU THINK THIS PROJECT WILL INCLUDE LOOKING AT THOSE PROCEDURES?

YES, BUT WE DRAW THE LINE TO RE-ENGINEERING THEIR PROCESSES. THEY DO IMPACT OUR ABILITIES, AND WE MAY BE LOOKING FOR RECOMMENDATIONS ON INFORMATION EXCHANGE AND TIMING, BUT IT IS NOT IN THE SCOPE OF THIS RFP TO INCLUDE THEIR PROCESSES.

3. IS THERE AN INCUMBENT?

NO, THIS IS A NEW PROJECT. IT IS JUST US.

4. IS THERE A BUDGET CEILING OR MAX AMOUNT?

THERE IS NO SET CEILING, BUT IN REALITY, YES THERE IS A MAXIMUM AMOUNT, BUT I CAN'T TELL YOU WHAT THAT IS.

5. IN REGARDS TO BENCH MARKING, PERFORMANCE BENCHMARKING, DO YOU WANT THE VENDOR TO HELP SET PARAMETERS AND THEN HELP MEASURE AGAINST THEM?

YES, BUT IT'S NOT REQUIRED. WE WANT PERFORMANCE MEASURES IN PLACE TO MONITOR PERFORMANCE OF OUR PROCESS. WE ARE LOOKING FOR A VENDOR TO RECOMMEND PERFORMANCE MEASURES.

6. SO PARAMETERS AROUND CALL TIMES, STAFF PERFORMANCE ON CALLS, TYPICAL ISSUES/REASONS FOR CALLS PLACED, HOW MANY CALLS TO HAVE ISSUES RESOLVED/QUESTIONS ANSWERED?

YES, PLUS TYPICAL RETIREMENT TIMES, HOW LONG TO GET BENEFITS PAID, ETC.

7. CAN YOU ELABORATE AROUND ITEM 4 (FREED CAPACITY), IN SECTION 2.4, ON PAGE 6?

MEANING, ARE WE ABLE TO FREE UP SOME EXTRA CAPACITY IN STAFFING. WE ARE NOT LOOKING TO DOWNSIZE IN STAFFING, BUT RATHER TO GAIN EFFICIENCIES IN CURRENT STAFFING. SO, OPTIMIZATION OF STAFF? YES, CORRECT. EFFECTIVENESS AND ENHANCEMENT OF STAFF AND CUSTOMER SERVICE PROVIDED.

8. FOR ITEM 5 (CUSTOMER SATISFACTION RATINGS - FROM SAME SECTION: 2.4, ON PAGE 6), HAS DATA BEEN CAPTURED?

SOME PORTIONS OF THE RFP BORDERS ON FANTASY AS OPPOSED TO REALITY! IN SERIOUSNESS, WE DO HAVE SOME DATA AROUND THIS, BUT WE NEED MORE. WE ARE LOOKING TO THE VENDOR TO DETERMINE OPTIONAL MEASURES.

9. HAVE CUSTOMER REQUIREMENTS BEEN IDENTIFIED?

NOT FORMALLY.

10. ON PAGE 8, ITEM 3 (REPORTING TOOL TO BE DETERMINED BY CLIENT), WILL YOU DETERMINE, OR IS THIS JUST A FORMATTING ISSUE?

WE JUST NEED REGULAR REPORTS. IF A VENDOR HAS A FORMAT TO SUGGEST, THAT IS FINE. AS LONG AS WE CAN ALL REACH AN AGREEMENT ON WHAT THAT FORMAT SHOULD BE.