



## Questions/Answers - Call Center & Fulfillment RFP

1. Can you break out what percentage of fulfillment activities and call center activities are geared to domestic U.S. vs. international? Please provide call volumes by country.

*Approximately 78% of publications are shipped domestically. Our current call center does not accept international phone calls. International orders are submitted through the website only.*

2. If project is expanded in scope, how does the agency plan to execute those changes and any related cost increases, i.e., through a process change form or some other mechanism?

*Yes, the agency will create a new scope of work detailing the scope expansion or related increase, etc.*

3. What are the volumes during the peak periods of the Commission's advertising campaign? In what months and on what days of the week are peak periods reached? Please confirm that the toll-free lines should be available by live operators from 8 a.m. - 7 p.m. during normal business hours of Monday through Friday.

*Peak call times are between 8 a.m. and 4 p.m., PST.*

*Peak days are Monday and Tuesday.*

*Our peak months are January, May and June.*

*The contractor must provide live operators a **minimum** of 13 hours a day from 7 a.m. to 8 p.m. PST.*

4. May we view the current data CTTC has gathered for the data entry capture piece?

One can find the data current data capture questions by visiting:  
<http://www.usa-800.com/rback/ca/ca1.asp>

5. Please provide confirmation that you will provide e-mail address and recipients' address information for requests received over the [www.visitcalifornia.com](http://www.visitcalifornia.com) website.

*CTTC will provide address information and e-mail addresses (when received) to the contractor for fulfillment purposes only.*

6. Will the Contractor be allowed to add a barcode to the reader responses during the initial outbound delivery to the recipient so that the backend processing of reader responses may be automated?

*Yes.*

7. What is the cycle time requirement for processing reader responses: 1.) Requirement for those received electronically and 2.) Requirement for those reader responses received in hard copy?

*CTTC would expect that the contractor would fulfill (send from their location) both electronic and hard copy reader responses within one business week.*

8. Please clarify the minimum balance as there appears to be a typo in the RFP, "...below zero 90),"?

*Yes, that is a typo. "90" should be deleted and the sentence should read, "...drops below zero, the Contractor shall..."*

9. Is there a current incumbent performing these functions or portion of these functions for the Commission? If so, is the contract available for review? (Page 8; 1.A.1)

*The mail is sorted by CTTC staff. The current fulfillment vendor enters this data and fulfills the publication requests. .*

10. Please elaborate on what type of database synchronization needs to occur between Contractor and Commission?

*The CTTC would need exports of order activity and collected data, and optionally high-level reports showing volume. This information should be synchronized with the CTTC's database electronically.*

11. Please provide what type of data needs to be synchronized.

*Any data captured during the phone or online order would need to be synchronized with the CTTC. It could include:*

- *Counts and detailed exports of individual and bulk orders made over the phone or by printed requests to the fulfillment company*

- *Call volume*
- *Types of calls*
- *Abandonment rate*
- *Time from ordering to fulfillment*

12. Was Section 1.I intentionally omitted from the RFP?

Yes.

13. Please clarify that the Commission is looking to store approximately 235 pallets worth of material in support of this fulfillment program.

*The amount of material that we store at any one time will probably be close to 150 pallets, but we there may be occasions where we need additional storage, up to 235 pallets.*

14. For the reader responses that are to be provided to the Contractor electronically, what file format will be used? Will it be a static file type, i.e. PDF or TIF; or will the responses be provided in a data format, i.e. CSV, XML, XLS, TXT?

*They will be provided in data format, generally either CSV or XLS.*