

## List of Questions And Answers Regarding The Third Judicial Circuit of Michigan's Request for Proposals for Wayne County Friend of the Court Customer Service Call Center

RFP Page	RFP Section	Question and Answer
3	3	<p>Please provide the average handle times for calls, including any associated wrap time.</p> <p><i>Average talk time has been 315 seconds. Wrap time is unknown.</i></p>
3	3	<p>Is the contractor required to print and mail any documents, notices, or any other mailings? If so, what is the expected volume of such mailings?</p> <p><i>If a caller requests a standard form and cannot access or print the form from our website, the call center will print and mail the form. The call center also sends out account statements. The volume is approximately 700 mailings per month.</i></p>
3	3	<p>Is there a requirement to send and track referrals to the FOC? If yes, please provide an example of a referral the call center would make to the FOC.</p> <p><i>Yes. Examples are reports of a new employer for the payer of support and requests for an Order to Show Cause.</i></p>
3	3	<p>What is the average monthly volume of address changes the contractor is required to complete?</p> <p><i>Approximately 1,800 per month.</i></p>
3	3	<p>What information would a CSR be expected to verify before disclosing any information to a caller?</p> <p><i>Full name, Social Security number, address, date of birth.</i></p>
3	3	<p>How frequently would a CSR have to utilize both systems (Odyssey and MiCSES as outlined in Part III Section A. paragraph 3) to successfully assist a caller?</p> <p><i>MiCSES for every call, Odyssey to see images of orders and pleadings, and to track the legal status of the case.</i></p>

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3	3	<p>Is the contractor expected to make changes and updates to callers' information during the call or is that done by the caseworkers?</p> <p><b>The contractor will update verified address information in MiCSES and Odyssey.</b></p>
3	3	<p>Does the contractor need to make collection attempts or collect any additional information from the caller?</p> <p><b>Yes. If a payer with back child support calls, the contractor will suggest a payment toward child support. The contractor will always update address and contact information. If income withholding is not operating, the contractor will ask for employment information.</b></p>
3.A	4	<p>Will calls into the special service numbers still route through the FOC IVR or will parties call directly in to these numbers? If the latter, should these be local numbers or toll-free?</p> <p><b>The special service numbers are direct lines, outside of the IVR. It is not required to be a toll free line.</b></p>
3.A	4	<p>What are the expected call volumes from the special service numbers?</p> <p><b>The paternity establishment line receives 280 calls per month.</b></p>
3.A	4	<p>Is the Contractor required to establish a special service number for paternity calls? How many special service numbers will be required?</p> <p><b>Yes. Currently we have only the paternity establishment line, but we contemplate additional lines for future special projects.</b></p>
3.A	4	<p>Is there any additional information you will need from or supplies to the caller that would be needed to be reported or supplied to the FOC as a report?</p> <p><b>If a caller requests the FOC to take action in their case, the contractor should obtain and relay the information necessary to handle the request.</b></p>

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3.A	4	<p>Regarding RFP statement: “The system shall provide an automatic callback option.” Can the Court please further define what “the system” is? Is that the State IVR system or the Contractor’s telephone system? Can the Court please provide further details on its expectations for the automatic call-back option?</p> <p>The call back option should allow a caller an alternative to waiting on hold. The contractor’s telephone system would have the facility to queue incoming calls and return each caller’s call in order of receipt when an employee was available to talk to them.</p>
2	Part 2, A	<p>The RFP states “[t]he Proposal shall use 12-point un-reduced Times New Roman font.” Does this include tables, graphics, headers, footers, and appendices or is the 12-point un-reduced Times New Roman font just the text of the proposal?</p> <p>The requirement only applies to the text of the proposal.</p>
3	Part 3	<p>The RFP states the FOC Call Center answers between 1,500 and 1,600 calls each day.</p> <ul style="list-style-type: none"> <li>• Do these calls include calls answered and responded to by the IVR?</li> <li>• If so, how many of the calls are handled by a CSR?</li> </ul> <p>For 2014, the annual totals were:</p> <p>Calls to Call Center 213,032  Calls Abandoned 71,412  Calls Answered 141,611</p>

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3	Part 3	<p>Please provide the following call volume statistics for the past 12 months by month:</p> <ul style="list-style-type: none"> <li>• Average daily call volumes;</li> <li>• Average weekly call volumes;</li> <li>• Monthly call volumes;</li> <li>• Busy Hour Traffic (the number of calls there are during the busiest hour of operation of the telephone system);</li> <li>• Average answer time;</li> <li>• Average hold time;</li> <li>• Average call duration;</li> <li>• Average talk time; and</li> <li>• Average wrap up time.</li> </ul> <p>The statistics we have for 2014:</p> <table style="margin-left: 40px;"> <tr> <td>Calls to ACD</td> <td style="text-align: right;">213,023</td> </tr> <tr> <td>Calls Abandoned</td> <td style="text-align: right;">71,412</td> </tr> <tr> <td>Calls Answered</td> <td style="text-align: right;">141,611</td> </tr> <tr> <td>Average Hold time</td> <td style="text-align: right;">1,063 seconds</td> </tr> <tr> <td>Average talk time</td> <td style="text-align: right;">315 seconds</td> </tr> </table>	Calls to ACD	213,023	Calls Abandoned	71,412	Calls Answered	141,611	Average Hold time	1,063 seconds	Average talk time	315 seconds
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3	Part 3	<p>For the past 12 months, how many voice mails/messages are left by customers each month?</p> <p>Only the paternity establishment hotline takes voice mail messages. The line averages 280 calls per month</p>										

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3	Part 3, A	<p>Document Imaging</p> <ul style="list-style-type: none"> <li>• What document imaging systems does the FOC Call Center use?</li> <li>• What product version is being used by the FOC Call Center?</li> <li>• What licenses do we need?</li> <li>• How many staff need licenses (e.g., 10, 20, all proposed staff)?</li> </ul> <p>Imaging is provided by the Odyssey application, release 2014.0.16, build 99.0. The application is site licensed to the court, so the Call Center does not need its own licenses.</p>
3	Part 3, A	<p>Odyssey</p> <ul style="list-style-type: none"> <li>• What product version is being used by the FOC Call Center?</li> <li>• What licenses do we need?</li> <li>• How many staff need licenses (e.g., 10, 20, all proposed staff)?</li> <li>•</li> </ul> <p>See answer above.</p>

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3	Part 3, A	<p>Please provide the FOC’s preferred vendor and version of any other software the FOC requires the vendor to purchase (e.g., terminal emulation software to access MiCSES).</p> <p><b>MiCSES will not require any terminal emulation software.</b></p>
4	Part 3, A	<p>The RFP requires that the Contractor offer staff an initial training and annual training on updates for Odyssey, MiCSES, child support, and operations and procedures of the FOC and the Family Division of the Court.</p> <ul style="list-style-type: none"> <li>• Will the FOC provide a “train-the-trainer” course?</li> <li>• If so, how many hours will this training take?</li> <li>• When will the training be available during implementation?</li> </ul> <p><b>The Court will provide training so the selected vendor may develop a training manual to reflect current Court policies and practices.</b></p>
4	Part 3, A	<p>The RFP states that the FOC Call Center operating hours are between 8:30 a.m. and 4:30 p.m. Do employees work those hours or do they still work a 40 hour a week work week?</p> <p><b>The call center may rotate its staff so as to provide coverage during the operating hours.</b></p>
4	Part 3, A	<p>The RFP requires that the Contractor provide a Text Telephone (TTY) line and use a court-approved telephonic language line for callers with limited English proficiency.</p> <ul style="list-style-type: none"> <li>• Please name the current court-approved telephonic language line.</li> <li>• Does the FOC pay for the telephonic language line?</li> </ul> <p><b>Information on Linguista International is available at <a href="http://courts.mi.gov/Administration/SCAO/OfficesPrograms/FLI/Documents/MiDEAL-Contract.pdf#search=" language"="" telephonic="">http://courts.mi.gov/Administration/SCAO/OfficesPrograms/FLI/Documents/MiDEAL-Contract.pdf#search="telephonic language"</a>. The costs of the service would be paid by the vendor.</b></p>

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4	Part 3, A	<p>In the development of the Genesys IVR, what functions will be skills-based routed?</p> <p>The design of the Genesys IVR skills-based routing will be developed in consultation with the Call Center.</p>
4	Part 3, A	<p>Accurint</p> <ul style="list-style-type: none"> <li>• What product version is being used by the FOC?</li> <li>• What licenses do we need?</li> <li>• How many staff need licenses (e.g., 10, 20, all proposed staff)?</li> </ul> <p>We use Accurint-Government. All Call Center employees who verify addresses must have access to Accurint.</p>
3	Part 3, A	<p>What is the address of your current facility?</p> <p>The current facility is in Wayne County. Its address is confidential for security reasons.</p>
5	Part 3, A	<p>For the 120 child support operations and 120 IT consulting hours, please describe the process of how FOC plans to utilize these hours.</p> <p>We expect our vendor to inform us of new technology that would improve the delivery of service to our clients, and to help us develop and implement solutions to that effect.</p>
5	Part 3, B	<p>What are the performance standards for the current contractor?</p> <p>We are not asking the bidders to replicate our current contract or current service levels. Information about our current contract will not be provided as part of the bidding process.</p>

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4, 5	Part 3, B	<p>The YoungWilliams CIC solution, as well as our Y-Trac CRM, can collect and report on the metrics below in many ways. Please provide definitions for the metrics as well as how the FOC would like them collected and reported. Or, are the metrics and reports negotiable at time of contract award?</p> <p>The metrics and reports are negotiable at the time of the contract. We expect the bidders to have expertise in standard metrics, and we will provide feedback on our primary concerns.</p> <p>The metrics we would like defined include:</p> <ul style="list-style-type: none"> <li>• Call volume,</li> <li>• Reasons for call,</li> <li>• Call resolution,</li> <li>• Time on hold,</li> <li>• Agent handle time,</li> <li>• Speed of answer,</li> <li>• Average hold time,</li> <li>• Average abandoned call time,</li> <li>• Total number of calls,</li> <li>• Total number of abandoned calls,</li> <li>• Maximum delay before callers speak with a representative,</li> <li>• Average delay before callers speak with a representative,</li> <li>• Rate of calls resolved by call center,</li> <li>• Rate of customer service,</li> <li>• Customer satisfaction level,</li> <li>• Resolution of customer concern level,</li> <li>• Child and medical support collection efforts, and</li> <li>• Accuracy rate.</li> </ul> <p>We have no more specific definition at this time.</p>

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	General	<p>Of the reports required to be produced by the Contractor per this RFP, which ones are currently being provided by the current contractor? Please provide a copy of each report provided by the current contractor to the State for the past 12 months.</p> <p><i>We are not asking the bidders to replicate our current contract or current service levels. Information about our current contract will not be provided as part of the bidding process.</i></p>
	General	<p>Is the current contractor required to provide a new contractor with any materials during a transition/turnover (e.g., training manuals)? If so, what is the current contractor required to provide? Can bidders get these materials at this time?</p> <p><i>The Court will providing training so the selected vendor may develop a training manual to reflect current practices.</i></p>
	General	<p>Please provide a copy of the current contractor's call scripts.</p> <p><i>These are not available.</i></p>
	General	<p>How many staff members (part time and full time) does the current contractor have employed with the Friend of the Court (FOC) Call Center? What are the salaries for each position? Please provide the organizational structure of the current FOC Call Center.</p> <p><i>We are not asking the bidders to replicate our current contract or current service levels. Information about our current contract will not be provided as part of the bidding process.</i></p>

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	General	<p>Please provide the approved holiday schedule for the FOC Call Center for 2015. Will these holidays be the same for 2016?</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 60%;">New Year's Day</td><td>Thursday, January 1</td></tr> <tr><td>Martin Luther King Day</td><td>Monday, January 19</td></tr> <tr><td>President's Day</td><td>Monday, February 16</td></tr> <tr><td>Memorial Day</td><td>Monday, May 25</td></tr> <tr><td>Independence Day (Observed)</td><td>Friday, July 3</td></tr> <tr><td>Labor Day</td><td>Monday, September 7</td></tr> <tr><td>Columbus Day</td><td>Monday, October 12</td></tr> <tr><td>Thanksgiving Day</td><td>Thursday, November 26</td></tr> <tr><td>Day after Thanksgiving</td><td>Friday, November 27</td></tr> <tr><td>Christmas Eve</td><td>Thursday, December 24</td></tr> <tr><td>Christmas Day</td><td>Friday, December 25</td></tr> <tr><td>Designated Swing Day</td><td>Monday, December 28</td></tr> <tr><td>Designated Swing Day</td><td>Tuesday, December 29</td></tr> <tr><td>Designated Swing Day</td><td>Wednesday, December 30</td></tr> <tr><td>New Year's Eve</td><td>Thursday, December 31</td></tr> </table> <p>The 2016 holiday schedule will include the same holidays, although the dates may change.</p>	New Year's Day	Thursday, January 1	Martin Luther King Day	Monday, January 19	President's Day	Monday, February 16	Memorial Day	Monday, May 25	Independence Day (Observed)	Friday, July 3	Labor Day	Monday, September 7	Columbus Day	Monday, October 12	Thanksgiving Day	Thursday, November 26	Day after Thanksgiving	Friday, November 27	Christmas Eve	Thursday, December 24	Christmas Day	Friday, December 25	Designated Swing Day	Monday, December 28	Designated Swing Day	Tuesday, December 29	Designated Swing Day	Wednesday, December 30	New Year's Eve	Thursday, December 31
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	General	<p>Please provide the call flow of the current call center IVR and its options/functions.</p> <p>For 2014, the annual totals were:</p> <table style="margin-left: 40px;"> <tr> <td>Calls to Call Center</td> <td style="text-align: right;">213,032</td> </tr> <tr> <td>Calls Abandoned</td> <td style="text-align: right;">71,412</td> </tr> <tr> <td>Calls Answered</td> <td style="text-align: right;">141,611</td> </tr> </table>	Calls to Call Center	213,032	Calls Abandoned	71,412	Calls Answered	141,611
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	General	<p>Is the current contract a monthly flat rate or a per call contract? Please provide the monthly cost of the FOC Call Center for the past 2 years.</p> <p><b>We are not asking the bidders to replicate our current contract or current service levels. Information about our current contract will not be provided as part of the bidding process.</b></p>						
	General	<p>Contract Award &amp; Implementation</p> <ul style="list-style-type: none"> <li>• When does the FOC expect to award a Contract based on this RFP?</li> <li>• How long will the FOC allow for implementation of the FOC Call Center prior to commencement of the work on January 1, 2016 at 8:30 a.m. EST (e.g., 60 or 90 days)?</li> </ul> <p><b>The bid will be awarded by September 1, 2015.</b></p>						
	General	<p>Please advise if the 8-page RFP posted on <a href="http://www.3rdcc.org">www.3rdcc.org</a> is the complete RFP or provide any additional addenda or related documents if it is not.</p> <p><b>The posted RFP is the complete RFP.</b></p>						
	General	<p>Will the Chief Judge or his/her designate entertain the possibility of the call center being located outside of Wayne County?</p> <p><b>The call center must be located within Wayne County.</b></p>						
	General	<p>May the vendor provide alternate pricing for a facility located outside of Wayne County?</p> <p><b>The vendor may provide alternate pricing to indicate the cost of remaining in Wayne County, but the contract will be awarded based on a Wayne County location.</b></p>						

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	General	<p>May the vendor utilize a facility outside of Wayne County for its disaster recovery plan?</p> <p><b>Yes.</b></p>
	General	<p>What is the average number of calls answered by each CSR's, per day?</p> <p><b>This information is not currently tracked.</b></p>
	General	<p>What is the average Talk Time for the CSR's?</p> <p><b>315 seconds</b></p>
	General	<p>What is the average Wait to Answer?</p> <p><b>1,063 seconds</b></p>
	General	<p><i>The Contractor must ... use a court-approved <u>telephonic language line</u> for callers with limited English'. Does this mean we can use an Interpreter Service, approved by the court?</i></p> <p><b>Yes.</b></p>
	General	<p>Are the CSR's given the authority to update addresses, email addresses, employment updates, contact information, etc. within the Odyssey &amp; MiCSES applications? Or do the CSR's forward to another unit at the FOC for the updates?</p> <p><b>Yes, the CSR's have authority to make those changes.</b></p>
	General	<p>Is there an escalation process in place for items that must be handled by FOC staff?</p> <p><b>Yes, there is an escalation protocol that identifies which department of the FOC handles each type of issue, and the method for referring those issues to them.</b></p>

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	General	<p>What is involved with a 'Case Establishment Hotline'? Is this Hotline used to provide information to callers inquiring on how to establish a case?</p> <p>The Paternity Establishment hotline is a direct line given to Defendants served with a summons in a paternity or family support case. The hotline allows them quicker access to an operator trained in answering the typical questions concerning the establishment of paternity or a family support order.</p>
	General	<p>What are some of the common causes for 'downtime' or other issues experienced by the current Vendor? Issues with access or connectivity to MiCSES, Odyssey or the State's IVR?</p> <p>There have been issues with the physical lines from the IVR to the vendor, and occasional issues with connecting to MiCSES,</p>
	General	<p>May staffing levels be reduced during the contract period if 20 staff are deemed not needed to answer the call volume?</p> <p>The contract will require 20 line staff. A change in this level would require an amendment to the contract.</p>
	General	<p>The RFP states, '<i>Work anticipated under this Proposal should commence, upon approval by the Court, on January 1, 2016 at 8:30 a.m. EST or as soon thereafter as is practicable</i>'. When will the award be granted, or in other words, what is the transition period?</p> <p>The bid will be awarded by September 1, 2015.</p>