

**Third Judicial Circuit of Michigan**

**LIST OF PRE-APPLICATION QUESTIONS AND ANSWERS REGARDING**

**REQUEST FOR PROPOSALS**

**FOR**

**WAYNE COUNTY FRIEND OF THE COURT CUSTOMER SERVICE CALL CENTER**

<b>Question Number</b>	<b>RFP Page Number</b>	<b>RFP Section Reference Number</b>	<b>Question</b>
1	n/a	Section 2	The current vendor receives faxed demographic updates that must be made to each case in multiple systems; however, the RFP does not include faxes in the Scope of Work. Can the Friend of the Court confirm if the vendor will be required to receive and process faxes? If so, can the Friend of the Court provide the average amount of time it takes for each update?
<b>ANSWER</b>		Yes, the vendor would be required to receive documentation from parties required to make demographic updates, whether that be by fax, email or some other form of communication. The amount of time needed to update demographic varies on the amount of demographic information being updated and the number of cases the party has, and the data processing skills of the individual making the updates. The successful vendor will be required to manage the overall effort to receive and update demographic information. The vendor should be able to measure update time and set targets for handling update time per task based on their proven methods for streamlining and delivering an acceptable customer experience. The call center management should continuously challenge all aspects of average time per task to improve performance which includes ensuring quality.	

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2	6	Section 1.4	Is there a maximum data file size for the electronic submission of the proposal?
<b>ANSWER</b>			There is a maximum file size of 40MB for attachments.
3	6	Section 1.4.b	For tables, graphics, and other visuals, can applicants use single spacing and use font sizes less than 12-point? Can applicants use fonts in the Arial family?
<b>ANSWER</b>			Yes. Yes.
4	6	Section 1.4.b	Can applicants use single spacing in the table of contents?
<b>ANSWER</b>			Yes.
5	10	Section 2	Due to the complexity of calls and the casework required, can the Friend of the Court provide the volume and average handle times for the different types of tasks the vendor is required to complete?
<b>ANSWER</b>			The successful vendor will be required to manage the overall effort and be able to measure customer handling time. The vendor shall set targets for average call handling time per task based on their proven methods for monitoring and training call agents to deliver an acceptable customer experience. The call center management should continuously challenge all aspects of average call handling time to improve performance.
6	12	Section 2	Will the Friend of the Court confirm if the paternity line is a special service number? If so, can the Friend of the Court provide the average monthly number of calls as well as the average handle time for those calls?
<b>ANSWER</b>			Yes, the paternity line is a special service number. The paternity line receives an average of 36 voicemails per month. The average handle time for the paternity calls is not currently tracked separately from the average talk time

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			<b>Question</b>
			for all calls. The successful vendor will be required to manage the overall effort and be able to measure customer handling time, as well as, set targets for average call handling time per task based on their proven methods for monitoring and training call agents to deliver an acceptable customer experience. The call center management should continuously challenge all aspects of average call handling time to improve performance.
7	13	Section 2.1	If the vendor does not provide the full consulting hours each year, do the unused hours roll over to the next year? If the Friend of the Court requests additional hours will the vendor be compensated for those hours?
ANSWER			The Proposal may use a monthly flat rate charge or <b>alternate payment</b> proposal that permits the Court to reasonably calculate the actual Call Center cost if awarded under the alternate funding proposal. The proposed budget must align with the scope of work, shall outline the costing methodology utilized, and itemize all direct and indirect costs components of the proposal.
8	14	Section 2.4	Can applicants insert the “Proprietary Information” notation in the footer of relevant response pages?
ANSWER			Yes, as long as it is clear and legible.