Appendix A

Vendor Proposal Questionnaire

A. List Company Facts
   1. How long have you been in business?
   2. How many centers do you operate? Please list location with number of part-time season employees, full time agents, and management staff for each location.
   3. What awards or recognition has your company received in the past three years?
   4. Is your company currently or within the next year being purchased by another company?

B. Client Service
   1. What is the average length of your client relationships?
   2. Name your five largest clients, and list how long they have been clients.
   3. What is your ratio of clients to account managers?

C. Culture
   1. Describe your corporate culture including how it is differentiated from your competition.
   2. What is your mission statement?
   3. How does your corporation live out its mission statement?
   4. How does your corporate culture align with your understanding of our own company, values, and culture?

D. Labor Market
   1. Describe your labor market including post-secondary education rates and unemployment rates.
   2. Describe your company’s competitive differentiators within your labor market.
   3. Outline your attraction and recruitment strategies and processes.

E. Agent Engagement
   1. What is your annual agent attrition rate (list both voluntary and involuntary turnover numbers)?
   2. Describe your employee engagement strategies and measurement processes?
   3. What is your average tenure of salaried staff? Hourly staff?
   4. What is your agent to supervisor ratio?
   5. Describe your employee retention program and overall management of turnover.
   6. Do you have blended seating or segmented seating of your agents?
   7. What percent of agents have some post-secondary education?

F. Agent Training
   1. Describe your training structure (team and facilities).
   2. Describe your training curriculum for new hires, including length of training and maximum class size.
   3. Describe your training curriculum for existing staff.
   4. What is unique about your agent training regimen?
   5. What percentage of new hires graduate from training to production?
   6. What percentage of agents are still with the company six months after graduating from training?
7. Describe in detail your process for measuring the effectiveness of training.

G. Quality
1. How long do you keep call recordings?
2. Describe the quality assurance process, including an example of root cause analysis and action plan.
3. Describe the agent feedback process and monitoring
4. Do you offer after call surveys? If so, is it for every call and how are survey reports monitored?
5. Capabilities
6. Provide an example of how you have used reporting to positively impact a client's business.
7. What is your system/process for alerting clients on issues beyond established tolerance (i.e., 150% over forecast in a certain interval)?
8. What reports form the foundation of your quarterly business reviews?

H. Reporting Customization and Client Access
1. What custom reporting capabilities do you have?
2. Is there a client portal to access reports?
3. Can we access reports in real time or near real time?
4. Please describe your capabilities handling ad hoc reporting requests.
5. Provide examples of standard and customer reporting.
6. How long of a period is data accessible and when is it destroyed?

I. Management Team
1. Describe your management team including number of personnel, specializations, and hours of operation.
2. Provide an organization chart of senior leadership and program managers relative to this RFP.
3. What senior management are located on the same site as the location proposed for our program?
4. Describe your governance model including detail on senior management involvement on our account.

J. Tech Compatibility
1. Describe your telephony platform and your integration capabilities into our existing ITSM systems.
2. When was your last telephony upgrade?
3. Detail your business continuity plans including disaster recovery and redundancy plans
4. How much downtime has your agency experienced in the past 12 months due to systems outages, weather-related incidents, or facilitates issues (i.e. power outages)?
5. What does the typical agent desk/workstation contain and look like?

K. Available services
1. Describe any new services or product offerings planned for next year relative to this RFP.
2. What performance guarantees are included in this pricing?
3. Are there any volume discounts you can provide?
4. Are long distance costs included, if no, please detail how direct costs are billed?