

Clarifying Questions and Answers for New Hampshire Call Center, Database Management, and Mail Fulfillment Services RFP
(February 6, 2012)

Q. The 257 pallets noted.....is this an annual total that we will warehouse?

A. This was the total number of pallets stored over the course of FY11, based on a total of all pallets stored each month for 12 months and is meant to be a baseline for FY12.

Q. What geographical area receives a majority of your fulfillment packages?

A. New England.

Q. Can you tell me who the vendor that has the current contract is?

A. Callogix.

Q. I take it you are seeking one company to perform all services? This is opposed to individual companies bidding on selected parts?

A. Yes. One company will be awarded the contract for all services, there is the option to subcontract for certain services as outlined in the RFP.

Q. Could you give us an estimate of the total amount of calls that will be received, and the average length of each call?

A. As the number of calls received is not a set number, we have provided in Exhibit C a total amount of phone call minutes used for FY11. This number should be used as a basis for determining call volume in a typical year. Average length of a phone call is three minutes fifteen seconds (3:15).

Q. Could you please send us the media schedule, as referred to in section 4.1?

A. This will be provided to the successful bidder.

Q. Where is the incumbent located?

A. Bedford, NH.

Q. What type of stock is in inventory?

A. Visitor Guides and State Highway Maps.

Q. How much (number of pieces) is in inventory?

A. As of February 1st, there are 2073 Visitor Guides and 21,274 State Highway maps in inventory.

Q. Is all of the stock being moved, or is some out of date and requiring recycling? (In reference to section 4.9).

A. All being moved.

Q. Could you please define “uncompleted calls” on p. 6 section 4.3 Process and Handling Part h?

A. The wording is incorrect here. It should be “incomplete calls”. The RFP has been amended to reflect this. We would consider an "incomplete" call any call that was referred, information only, wrong number or hang up.

Q. What database are you currently using?

A. SQL.

Q. What is the “new format” that you refer to on p. 6 under 4.5 Database Management Part a?

A. The language in this section has been amended to be clearer. New language as follows: a. Proposal shall provide a detailed plan, including costs and timeframes, to transfer and upload DTTD’s current database. The current database is SQL with all information uploaded in a CSV format. If contractor’s database format is different from SQL, then cost to implement the new format shall be included in the detailed plan.

Q. Could you give us an estimate of the Visitor’s Guide dimensions and weight?

A. Dimensions: 8” x 10.5”. Width of magazine (spine): 3/16”. Weight per issue. 0.6038 pounds.