

From: Earley, Jr., Jimmy E.

To: Adams, Marcia S <Marcia.Adams@SCDMV.net>

Date: 7/17/2008 10:08:48 AM

Subject: FW: Contact Center RFP

Attachments: RFP\_Solicitation\_Document\_Contact Center.rtf

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**From:** Earley, Jr., Jimmy E.

**Sent:** Thursday, July 17, 2008 10:03 AM

**To:** 'forkner@scdhhs.gov'

**Subject:** Contact Center RFP

Mrs. Forkner,

Marcia Adams asked that I send you a copy of the RFP that we published to outsource a segment of our Contact Center. Through this RFP, we have contracted with a vendor to answer all of the "General Skills Calls" that we receive. Last year we received 137,000 of these calls.

General Skill calls are generally related to the state's driver license and vehicle title/registration requirements. Callers want to know how to obtain a SCDMV product or service. They also ask about fees for services or they have questions about SCDMV correspondence or information related to office hours and locations. Typically, the answers to these questions can be found on our internet or within our agency's knowledge base.

We were looking for a vendor who was willing to place their employees in our Contact Center and work alongside our current employees. We felt this was important to monitor the quality of the work being done by the vendor as well make it easier for the contract employees to communicate with our current Contact Center staff. Often a caller may ask a general skill question and then ask a more complicated vehicle or driver related question that requires assistance from one of our more experienced Contact Center employees.

You will notice in the RFP that we require the vendor to meet the following performance requirements:

Average speed of answer will be 30 seconds

The average abandoned rate percentage shall be no higher than 5 percent

80% of all calls will be answered within two minutes

We are able to measure the vendor's performance using the reporting capabilities in the state's telephone switch that we use in our Contact Center. To date the vendor has easily exceeded these performance requirements. They have been answering calls about two months now and their average speed of answer is about 6 seconds.

I hope you find this information helpful. If you have any questions or need any additional information, please send me an email or call me at 896-9590.

Jimmy Earley

Chief of Staff

SC Department of Motor Vehicles