



# Request for Proposals Addenda 2 Contact Center Overflow Vendor

Date of Addendum: January 23, 2015

Revised Due Date, Time: Tuesday, February 3, 2015; 12:00 p.m. (Noon) CT

## SCOPE OF ADDENDUM

### MNsure Contact Center Statistical Information

#### 2015-2016 Forecasted MNsure Inbound Call Volume

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Forecasted Calls	23095	22234	20226	41247	58097	98064	62105	33077	31905	38304	28193	25063	459653
Avg calls per agent per day	42	42	42	42	42	42	42	42	42	42	42	42	42

#### Volume break down typically goes as follows:

Mon	Tue	Wed	Thur	Fri	Sat	Sun
23%	22%	19%	15%	12%	5%	4%

- Average Talk Time: Projected 7 minutes and 30 seconds
- Average Handle Time: Projected 9 minutes and 30 seconds
- MNsure has an in-house contact center that staffs twenty-five (25) Tier 1 front line agents year round with an additional six (6) Tier 2 agents to handle escalations.
- Calls will be split between MNsure and the vendor. There may be times when the vendor may be asked to add additional staff to allow for MNsure contact centers agents to complete needed manual work off the phone lines.

The projected monthly calls for the period commencing April 2015 and ending March 2016 are identified in the [30 second ASA] table below:

**30 second ASA**

<b>Week beginning</b>	<b>Forecasted call volume</b>	<b>Average Agents needed</b>	<b>Max Agents needed</b>
3/29/2015	8355	42	56
4/5/2015	9027	45	61
4/12/2015	7752	39	52
4/19/2015	7062	35	48
4/26/2015	6879	34	46
5/3/2015	9283	46	63
5/10/2015	10030	50	68
5/17/2015	8614	43	58
5/24/2015	7846	39	53
5/31/2015	7643	38	52
6/7/2015	6303	32	43
6/14/2015	5707	29	39
6/21/2015	6488	32	44
6/28/2015	5223	26	35
7/5/2015	6362	32	43
7/12/2015	7031	35	47
7/19/2015	6729	34	45
7/26/2015	3820	19	26
8/2/2015	6707	34	45
8/9/2015	7922	40	53
8/16/2015	8884	44	60
8/23/2015	8937	45	60
8/30/2015	5418	27	37
9/6/2015	5964	30	40
9/13/2015	6266	31	42
9/20/2015	5825	29	39
9/27/2015	5889	29	40
10/4/2015	5290	26	36
10/11/2015	4950	25	33
10/18/2015	5852	29	40
10/25/2015	4375	22	30
11/1/2015	7251	36	49
11/8/2015	9371	47	63
11/15/2015	27817	139	188
11/22/2015	12505	63	84
11/29/2015	26917	135	182
12/6/2015	13415	67	91
12/13/2015	40938	205	276
12/20/2015	9450	47	64
12/27/2015	26623	133	180
1/3/2016	15738	79	106
1/10/2016	16389	82	111

1/17/2016	11783	59	80
1/24/2016	14981	75	101
1/31/2016	23892	119	161
2/7/2016	21927	110	148
2/14/2016	49681	248	335
2/21/2016	14981	75	101
2/28/2016	8355	42	56
3/6/2016	9027	45	61
3/13/2016	7752	39	52
3/20/2016	7062	35	48
3/27/2016	6879	34	46

**This addenda shall become part of the RFP and should be returned with, or acknowledged in, the response to the RFP.**

**RESPONDER NAME:**

**SIGNATURE:**

**TITLE:**

**DATE:**