

PROPERTY VALUATION SERVICES CORPORATION

REQUEST FOR PROPOSALS

Tender # PVSC 0903

**Contact Person: Joe McEvoy
902 720-7812**

**Closing Date: October 21, 2009
Closing Time: 1:00 PM
Opening Date: October 21, 2009
Opening Time: 2:30 PM
Opening Location: Property Valuation Services Corporation
Park Place II, Suite 200, 238A Brownlow
Avenue, Dartmouth, NS B3B 2A6**

FAX or E-MAIL BIDS NOT ACCEPTABLE

**Send Quotation To: Property Valuation Services Corporation
Park Place II, Suite 200, 238A Brownlow
Avenue, Dartmouth, NS B3B 2A6**

Tender for Call Center Proposals



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1.0 PVSC/Situation Review

1.1. PVSC Responsibility

Property assessment in Nova Scotia is done by the Property Valuation Services Corporation (PVSC). The PVSC became responsible for the valuation of property for tax assessment on April 1, 2008. Prior to that date, responsibility for property assessment in Nova Scotia belonged to the Assessment Services Division of Service Nova Scotia & Municipal Relations. The PVSC is a municipally-owned, not-for-profit corporation established under the *PVSC Act*.

Under the *Assessment Act*, an assessment roll is provided to each of the 55 municipalities once a year to be used to set tax rates and collect revenue for services delivered in their community. Every year assessment notices are delivered by Canada Post to the approximately 600,000 individual property owners as required under the *Assessment Act*. Property owners have twenty-one days from the mailing of the notice to appeal their assessment. Currently, re-assessment of all properties is done annually.

1.2. Background

The *Assessment Act* legislates that assessment notices be sent to property owners once a year, in January and occasionally as late as February.

Since 2001, during the period when assessment notices are received by property owners an independent call center has been established to respond to the large volume of calls from property owners receiving their assessment notices.

Chart 1 below illustrates the typical call volumes for the appeal periods from 2006 to 2009.

Table 1 shows the typical call distribution pattern and average call durations in minutes for the Call Center operation in 2009.

Detailed requirements are provided in Section 2 below.

CHART 1

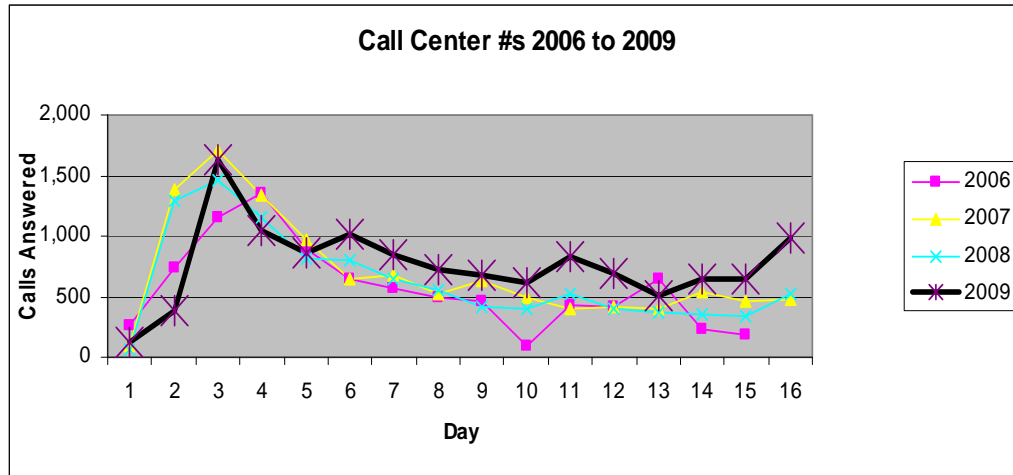


TABLE 1

2009 Call Center – Call Distribution by time and average call time

Time period	week 1	week 2	week 3	week 4	4 week AVG
8:30 - 11:00	32.8%	34.1%	34.4%	35.3%	34.2%
11:00 - 14:00	36.3%	37.6%	38.2%	38.1%	37.6%
14:00 - 16:30	30.9%	28.3%	27.4%	26.6%	28.3%
Average call time (in minutes)	4.4	4.6	3.9	3.7	4.2

2.0 Requirements

2.1 Project Scope and Time Frame

This Request for Proposals is for inbound customer care services for a four week period after the release of annual assessment notices in the late January time period. Customer care service is defined as the ability and industry experience to effectively greet, capture and resolve customer inquires around the annual assessment notice in a manner that ensures client satisfaction.

This agreement is for one assessment notification cycle in the January, 2010 time frame with an option to renew for 2011 and 2012.

2.2 Basic Requirements

Basic requirements of this service include managing a call center, meeting the service standards stated, reporting on call data and identifying and resolving problems quickly.

Managing a call center

The proponent must have significant experience in managing customer care inbound calls for a diverse size and business types. Experience in managing public utility inbound calls would be considered an asset.

This service is required for approximately four weeks in early 2010 with flexibility on opening and closing dates being required. To accommodate customer demand during peak periods the proponent must be able to provide for extended hours of operations.

Service Standards

The following service standards are required::

- A service level of 80% of calls in 20 seconds.
- Maximum wait time of less than 3 minutes
- An abandonment rate of less than 5%
- 1st call resolution rate of 75%
- A daily average Quality Call score of greater than 85% measured in 4 key components :
 - Professional and courteous service
 - Expertise and knowledge in responding to inquires
 - Ability to deliver 1st call resolution

- Effectiveness in summarizing and setting future expectations for the client
- Real-time capture and transfer of calls requiring T2 service.

Reporting on call data

- Daily reporting of call volume, service levels, quality call monitoring results, type of calls, 1st call resolution, escalated issues and general updates on progress.
- Ability for PVSC to remotely monitor inbound calls real-time.
- Ability for non-site monitoring of calls and overall quality by PVSC.
- Type of client calling (commercial property owner, residential property owner, special interest group etc.), type of information requested

Problem Identification and Resolution

- Documented contingency plan for networks, systems and staffing issues during the Assessment Period.
- A summary report following the completion of the project summarizing all performance requirements and status of each.
- Documented H1N1 flu epidemic contingency plan.

2.3 Detailed Technical Requirements

The successful vender must have well-established systems, networks, desktop computers and process to effectively manage inbound calls. This should include the ability to directly transfer, track and report escalated calls to a T2 level within the PVSC.

The successful vender will use an existing application of PVSC.

Customer Care Representatives will use a module of a web-based application iasWorld, called iRespond to capture, resolve and complete inquiries.

iasWorld and iRespond training will be provided by PVSC and typically takes two days.

2.4 Constraints

Proponent must sign a protection of privacy agreement for data provided. The PVSC will have exclusive rights to the intellectual property.

2.5 PVSC Responsibilities

The PVSC will provide the proponent with a contact employee who will:

- Be the contact for all communications with the PVSC.
- Provide information and personnel to assist the proponent with assessment practices and procedures training for Customer Care representatives
- Check-in daily with the proponent to review previous day activities and monitor the progress of the project.
- Work with the proponent to identify potential problems early and suggest possible solutions.
- Insure that the PVSC meets all required time frames.
- Report any problems or concerns to the proponent immediately.

2.6 Reporting Requirements and Procedures

The proponent will be required to attend daily meetings and provide updates on project as requested by the PVSC. During the project, the PVSC will require daily reports of specifics outlined in Section 2.2.

2.7 Special Conditions

Failure to comply with any of the above requirements can result in penalties of the contract amount, depending on the severity of the non compliance on operations, client service levels and legislative requirements.

2.8 Inquiry Contacts

Proponents requiring further information on this Request for Proposals should contact:

Joe McEvoy
Sr. Policy Analyst
Property Valuation Services Corporation
Suite 200, 238 A Brownlow Ave.
Dartmouth, NS
B3B 2B4
Phone: (902) 720-7812
Fax: (902) 720-7873
jmcevoy@gov.ns.ca

Inquiries and responses may be recorded and may be distributed to all proponents at the PVSC's option.

3.0 Evaluation Criteria

3.1 Mandatory Criteria

The following are mandatory requirements. Proposals not meeting them, or not clearly demonstrating meeting them will receive no further consideration during the evaluation process.

All information requested in this Request for Proposals must be provided.

- (1) The proponent must be able to demonstrate experience with the requirements identified in Section 2.2 (basic requirements).
- (2) The proponent must provide detailed costing including hourly rates, travel costs, training costs and all other costs.
- (3) Description of Inbound Call Management experience including specific references.

3.2 Desirable Criteria

The following criteria will be evaluated for all proposals that satisfy the mandatory criteria. The award will be based on the highest score. Please insert references to the appropriate pages or sections of your Proposal with the factor under evaluation.

Factor	Weight	Reference Proposal Page/Section
References Clients overall satisfaction with performance, resolution rates and adherence to interim/final deadlines, in contracts similar to this project.	30	
Demonstrated Expertise Years in the industry, complexity of previous contracts and inbound customer care experience.	20	
Approach Operational plan, management experience, call agent team experience, team size, and availability of additional resources	20	
Ability to meet desired completion date Flexibility in when call centre is engaged and ability to offer extended hours of operations as needed.	10	
Cost of proposal Should include costing for four weeks customer care service including hourly rates, training costs, project costs and other costs for scenarios based on 10,000, 12,000 and 14,000 calls.	20	

4.0 Proposal Content and Response Guidelines

In order to receive full consideration during evaluation, proposals should include the following:

4.1 Copies Required

One original and 3 copies of all documents submitted are required. Alternatively, one original and an electronic copy of all documents may be submitted. The original shall be left unbound and clearly marked ORIGINAL on the title page, and all copies shall be clearly marked COPY on the title page or clearly identified as a copy if submitted in electronic format. The Original will be retained by the PVSC as the official record of submissions received. The Original and all Copies must be identical.

4.2 Subcontractors

Attach a list of any subcontractors (name, address, services provided) who are proposed for work on this project.

4.3 References

Attach 3 references for work of a similar nature done by your firm in the past 3 years. Provide a contact name, phone number and e-mail address.

4.4 Comparable Experience

Outline the nature of any projects that you have been involved with that you feel would be comparable to this project. Describe any similarities to or differences from this project.

4.5 Personnel Profiles

This table will allow evaluation of the personnel proposed versus the project management and inbound call center skills anticipated for the project.

Complete one copy for each person proposed.

Name _____

Position Name, e.g. Project Leader: _____

SKILLS

(Please check)

Years project management experience	
Years managing inbound call centre	

5.0 Proposal Pricing

5.1 Summary of Estimated Cost (do not include Sales Tax in cost)

Item	Cost
a) Call Center (hourly rate)	\$
b) Training costs	\$
c) Travel Expenses	\$
d) Other: please specify	\$
	\$
	\$
GRAND TOTAL	\$

Signature: _____

Name: _____

Company Name: _____

Date: _____

6.0 Proponent Checklist

This checklist has been provided solely for the convenience of the proponent. Its use is not mandatory and it does not have to be returned with the proposal.

- The requirements of the Request for Proposals have been read and understood by everyone involved in putting together the proposal.
- The proposal explicitly addresses everything asked for in the Request for Proposals.
- The Proposal meets all the mandatory requirements of the Request for Proposals.
- The proposal clearly identifies the proponent, the project, and the Request for the Proposal number.
- The proponents name and the Request for Proposals number appear on the proposal envelope.
- The appropriate number of copies of the proposal has been made.
- Every care has been taken to make sure the proposals are at the closing location in plenty of time, as late proposals will be rejected.