

Workforce Development Board of Madera County

WORKFORCE INNOVATION AND OPPORTUNITY ACT

Human Resource Hotline

REQUEST FOR QUOTE(S) Questions

Week of: October 16, 2017

Q: What is the purpose of the call center – who will it serve?

A: The HR Hotline is specifically intended to serve businesses in Madera County.

Q: What is the expected call volume of the center?

A: Expected volume, based on current usage, is 20-30 calls per month, but the selected Vendor should have the capacity to accept calls throughout the week during standard business hours.

Q: Who is the caller audience?

A: The HR Hotline is specifically for businesses in Madera County, and is not intended to answer individual's questions.

Q: Is the WDBMC currently running an HR call center and having difficulty staffing it OR will you be starting an HR call center from the ground up and want an outsourced agency to start it and run it on behalf of WDBMC?

A: We currently have an HR Hotline in place and are procuring the service as required by Federal/State/local procurement guidelines.

Q: Is it required that the call center be located in California?

A: It is preferred, but not required, that the call center be physically located in California. However, the call center must be available between 8:00 a.m. and 5:00 p.m. Pacific Standard Time, and individuals staffing the call center must be well-versed in the specifics of California Employment Laws.