

December 10, 2024

To: All Potential Respondents  
From: Katelyn Howells, Purchasing Agent  
Subject: 005-RFP-1396-2025 Unemployment Insurance-Trained Call Center Temp Staffing

### Addendum One

**Please amend the subject RFP to include answers to the following timely received questions:**

- Q1. Can you verify if the agents need to be on-site at your contact center or can they work from home?  
A1. The agents would not be on-site in Des Moines. They can be on-site at a call center or they can work from home. If they work from home, the agency must have a telework agreement in place. The telework agreement must include meeting performance expectations, adequate equipment, including internet, dependent care arrangements and downtime expectations.
- Q2. “Contractor must maintain a customer support call center. System support and maintenance must be in place to ensure operation during required business hours.” Confirming if needed for onsite as well as work from home? We would need to know what systems we would need to integrate with.  
A2. See Q1. IWD would provide a VMWare link which would provide access to the needed applications.
- Q3. “Provide a dedicated phone line, any software operating systems, redundancy capacity, and any other physical infrastructure necessary to support the call center.” Does Workforce Development have system requirements available that can be shared?  
A3. IWD uses VoIP for its inbound and outbound capabilities utilizing Amazon Connect/Symbee software. A strong internet connection is needed to support this platform.
- Q4. Please clarify any geographic requirements relative to staffing for this program or if staffing may be anywhere within the continental United States, off-shore, etc.  
A4. Staffing is restricted to the United States and its territories.
- Q5. How many people are currently staffing the 3,000 calls per week? a. 10 – is this accurate? b. Is this expected during the project? c. What is the average pay and tenure for current Customer Service Reps?  
A5. 3,000 calls per week is the average call volume per year. During the busy season, IWD receives in excess of 6,500 calls per week. We expect a similar call volume during the modernization conversion due to claimants and employers being unfamiliar with the new system. IWD does not have Customer Service Reps. We have Associates and Advisors who do a variety of work functions in addition to answering the customer service line.
- Q6. Is there a vendor who has provided these services to Iowa Workforce in the past or presently?  
A6. No, Iowa Workforce Development currently employs contract workers during the busy season.
- Q7. Are you open to shared support that can work for other clients simultaneously or do you require dedicated resources working only on your project?  
A7. Yes, IWD would be open to shared work with IWD’s work being the priority.
- Q8. Do you have a monthly or annual budget for this project?  
A8. This would be budgeted monthly.

Q9. Are we allowed some freedom in choosing the units against the rate we provide, such as providing 'pay per hour' or 'pay per call' rates? If not then what is the unit required in the cost proposal?

A9. Please provide your billing rates and units in your Cost Proposal.

Q10. If overseas workers are allowed, how would the insurance requirements change?

A10. Staffing is restricted to the United States and its territories.

Q11. Will the State will be providing the space for the temporary employees to work, or will the awarded vendor need to provide that space?

A11. The vendor would need to provide the space.

Q12. Will the IWD provide all training materials to the respondent?

A12. Yes, IWD will provide all of the training materials.

Q13. The RFP states that employees will work from an "offsite location." Is IWD open to remote work?

A13. Yes, IWD is open to remote work.

**Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your proposal (do not send back separately).**

I hereby acknowledge receipt of this addendum.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Typed or Printed Name