

Bumper Sticker Call Center Specifications

TENNESSEE Department of General Services, Vehicle and Asset Management Division (VAM)

Standard Requirements

1. The Contractor as a company must have operated for a minimum of three (3) consecutive years as a driving monitoring program for a fleet of at least 2,500 vehicles and will have appropriate licenses to conduct business in the State of Tennessee.
2. State shall provide and maintain a toll free number for citizens to call and report driver behavior. These calls will be forwarded to Contractor's call center for handling.
3. State shall provide bumper stickers and will apply on State vehicles in house. Stickers will include a Bumper Sticker VIN, and phone number for citizens to call to report driving behavior.
4. Contractor shall be responsible for correctly documenting calls and attributing each call to uniquely identified vehicles via a State provided list which will include:
 - a. Bumper Sticker VIN
 - b. Existing State VIN (license plate number)
 - i. License plate number will act as unique identifier in connection to bumper sticker VIN.
 - c. State shall be responsible for managing the concatenation between Bumper Sticker VIN and Existing State VIN (License Plate Number).

Call Center and Reporting Requirements

5. Contractor shall provide program administration services including a 24/7 call center.
 - a. Call center to be manned by live operators, not automated.
 - b. Calls must be answered within three (3) rings.
 - c. Calls shall be handled with helpfulness/empathy while also not taking sides or admitting negativity.
6. The Contractor's reporting duties will include, but not be limited to:
 - a. Contractor shall actively notify respective state agency to each incident as it occurs.
 - i. Notification shall be made within one (1) business day.
 - ii. Notification shall include history on vehicle and/or employee involved.
 - iii. State agency to provide a response to all incident reports received from Contractor including what action was taken by state agency.
 - iv. Contractor shall record state agency responses to incidents.

- v. Contractor shall follow up with state agency up to two (2) times if no response to incident is received.
 - b. State shall provide Contractor a list connecting vehicles to corresponding state agencies.
 - i. List shall include as much information as possible including contact information for each state agency, license plate numbers, driver names, etc.
 - ii. File to be updated and provided to Contractor daily
 - c. Contractor shall compile and deliver ad hoc reports as requested as well as monthly management reports detailing aggregate information including:
 - i. Incidents by vehicle
 - ii. Incidents by driver
 - iii. Incidents by state agency
 - iv. Incidents reported by category (ex. speeding) contractor to provide categories.
 - v. Current month data
 - vi. Year to date data
 - vii. All recorded data to be available for reporting for length of contract term.
 - viii. Contractor reports shall be delivered to the State via Microsoft Excel
 - ix. Contractor shall include a meaningful data analysis dashboard type of report with monthly deliverables. Provide more than just data to help the State understand trends, patterns, improvements, potential cause effect, etc.

Implementation Requirements

7. Contractor shall provide the following:
 - a. A comprehensive contact list of all team members who have any operational or supervisory responsibility for this project.
 - b. Escalating Communication plan
 - i. Contractor shall provide list of two to four (2-4) contacts for State use when attempting to make contact with Contractor.

Frequently Asked Questions

- Call Volume is estimated to be 12-15 calls per month.
- Current call center size is 3 lead agents dedicated to State of Tennessee, followed by 8 backups, and then 196 agents who are available to take calls company wide.
- Bilingual call volume is not a captured metric.