

**Request for Proposals (RFP) FACT RFP# 2025-1**  
**Backup Telephone Call Center Services**  
**Facilitating Access to Coordinated Transportation (FACT, Inc.)**

**Issue Date:** March 11, 2025

**Response Due Date:** March 18, 2025

## **I. Introduction**

Facilitating Access to Coordinated Transportation (FACT, Inc.) is a nonprofit organization based in Oceanside, California, dedicated to providing accessible and affordable transportation services to seniors and persons with disabilities throughout San Diego County. FACT is a quasi-governmental entity funded by federal, state, and county grants.

FACT is seeking proposals from qualified firms to provide **backup telephone call center services** to support its full-time call center during weekends, early morning, and late-night hours. The selected vendor will handle client intake, provide information, make ride reservations for immediate and next-day travel, provide a fare quote, and address customer service inquiries. App based reservations will also be accepted by FACT in the near future.

The average daily volume of calls handled by the former contractor was approximately 900 calls. The average call duration was three (3) mins.

FACT's clients are mostly English and Spanish speakers, however many other languages are spoken in FACT's service area and callers may need language assistance.

## **II. Scope of Work**

The selected contractor will provide the following services:

1. **Client Intake:** Gather and record client information in accordance with FACT's policies.
2. **Information & Assistance:** Provide details on transportation options, service policies, and eligibility criteria.
3. **Ride Reservations:** Schedule and confirm ride requests for immediate and next-day travel using FACT's reservation system.
4. **Customer Service Support:** Address client concerns, resolve issues, and escalate complex matters to FACT as needed.
5. **Operating Hours:** Provide coverage preferably 24x7, mainly during:
  - o Weekends (Saturday and Sunday)
  - o Early morning and late-night hours on weekdays
6. **Technology & Integration:** Ensure compatibility with FACT's call center system and software.

## **III. Proposal Requirements**

Interested vendors should submit a brief proposal or statement of work including the following:

1. **Company Background:** Brief history, qualifications, and experience in call center services, especially within the transportation or nonprofit sectors.

2. **Service Approach:** Description of how the firm will provide the required services, including staffing, training, and quality control measures.
3. **Technology & Infrastructure:** Overview of call handling capabilities, software compatibility, and data security measures.
4. **Pricing Structure:** Detailed breakdown of costs, including:
  - Per-call pricing
  - Incidental service fees
  - Any one-time setup or implementation costs
  - FACT requires monthly invoicing with a 30-day payment window after submission of a complete and accurate invoice
5. **Implementation Timeline:** Expected timeframe for onboarding and operational readiness no later than April 1, 2025
6. **References:** References from organizations for which similar services have been provided.
7. **Contract Terms:** Acceptance of a one-year contract with **optional extensions for up to four additional years.**

## IV. Proposal Submission

All proposals must be submitted electronically to [Chernandez@factsd.org](mailto:Chernandez@factsd.org) by **March 18, 2025**. Late submissions may not be considered.

For questions or further clarification, contact Christian Hernandez at [Chernandez@factsd.org](mailto:Chernandez@factsd.org).

## V. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

1. **Experience and Qualifications** (25%)
2. **Quality and Feasibility of Proposed Services** (25%)
3. **Technology and Integration Capabilities** (25%)
4. **Cost Competitiveness** (15%)
5. **References and Past Performance** (10%)

## VI. Terms and Conditions

- FACT reserves the right to reject any or all proposals.
- FACT may request additional information or conduct interviews with shortlisted firms.
- The selected vendor must comply with all applicable federal, state, and local regulations.

We appreciate your interest in this opportunity and look forward to your response.