

**RFP – City of Rapid City
Call Center Services for General City Information Line**

The Helpline Center would like to submit the following proposal.

1. Proposed Timeline: January 1, 2012 and terminate on December 31, 2012.
2. Proposed Services. The Helpline Center agrees to provide the following services to City of Rapid City:
 - a. Answer the City of Rapid City's general information number between the hours of 8am-5pm Monday through Friday, and transfer or direct callers to the appropriate department or agency;
 - b. Provide one specific phone line 605-394-9300 to be answered "City of Rapid City" that will be forwarded to 605-274-1434;
 - c. Provide referral and information services to the residents of Rapid City using information provided by the contractor or their website.
 - d. Provide a record of all calls with each billing;
 - e. Handle all calls in a courteous and efficient manner;
 - f. Respect the confidentiality of the calls, the caller, and the Client, unless a life is endangered or there is a threat of imminent harm;
3. City of Rapid City Obligations:
 - a. Pay the service fees as set forth in Section 4 of this Agreement;
 - b. Remit payment to the Helpline Center within 45 (forty five) days receipt of each monthly invoice. A late fee of \$50.00 will be assessed after nonpayment of 45 (forty five) days, and will be assessed monthly on unpaid fees;
 - c. Provide training to Helpline Call Center as needed;

4. FEES.

Charge per minute for calls answered by the Helpline call, billed on a monthly basis	\$3.50 per minute
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Contact Person: Helpline Center
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