



November 9, 2011

Jeff Barbier, Community Resources Director  
City of Rapid City  
Human Resources Office  
300 Sixth Street  
Rapid City, SD 57701

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*Letter of Intent*

*Request for Proposal for Call Center Services for General City Information Line*

*RFP Term: January 1, 2012 through December 31, 2012*

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Dear Mr. Barbier:

I would like to indicate our interest in the above Request for Proposal (RFP) and to be notified for any updates and amendments to the RFP. Golden West Technologies agrees to provide the following services at \$1.50 a minute basis:

1. Answer the general information line "City of Rapid City" between the hours of 8am-5pm MST Monday through Friday. We will provide live and/or recorded messages outside of these hours and holidays.
2. Have the capability to transfer calls and provide referral or information services to callers using the City's website or other information provided to our call center.
3. Handle all calls in a courteous and efficient manner
4. Provide call recordings and call summaries upon request
5. Be available to discuss feedback and any new updates as needed

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Miller".

Brian Miller

Contact Center Manager

[brianmiller@goldenwest.com](mailto:brianmiller@goldenwest.com)

Direct: 605.721.1075

Cell: 605.391.2341

Fax: 605.721.1076