

Australian Competition and Consumer Commission (ACCC)

RFT 2015-01

Call Centre Services Tender

Addendum Number 2

7 March 2016

INTRODUCTION

This Addendum Number 2 forms part of the Request for Tender for Call Centre Services (RFT2015-01) and is issued to potential respondents in accordance with clause 3.4 of the RFT.

Questions received via eMail and Responses

Question 1:

The estimated value is shown as AUD \$400,000 to \$1,000,000.00 on the webpage. Is this per year or for the first two years of the contract total? The current provider according to the Tender website is receiving approximately \$880,000 per year for the services provided.

Answer:

This is per year.

Question 2:

Within the document, Scamwatch calls to be served (answered) per month total 4,200 – item 3.5. This equates to 50,400 calls per year. Item 3.6 states that only around 60% of calls are actually served (answered). To clarify - does this mean that a further 40% are expected to present but not be answered due to the recordings diverting them – bringing the total calls presented to the service annually in excess of 72,900?

Answer:

That is correct, an additional 40% of calls come through but are redirected to the Scamwatch website or advised that we are aware of a particular scam through the IVR and choose to disconnect.