



January 13, 2021

Danny Simmons
City of Greensboro Water Resources Department
2602 S. Elm-Eugene Street
Greensboro, North Carolina 27406

Subject: Letter of Transmittal

Dear Mr. Danny Simmons,

Enclosed is CRG Corporation's response to the City of Greensboro Water Resources Department's Request for Proposal, issued December 15, 2020, for Dispatch Call Center with Personnel services.

CRG Alliance agrees to be bound by all the provisions of this proposal, as submitted, for a period of at least ninety (90) calendar days from this submission. Contained in our response is the following:

- Transmittal Letter
- CRG's Description of Scope of Services + Pricing
- Key Personnel

Upon submittal of the Proposal, CRG Corporation certifies that it will accept the City of Greensboro Standard Terms and Conditions as provided in 'Attachment A' of this RFP. We greatly appreciate the opportunity to respond, and we are happy to answer any questions.

Sincerely,

Natalie Smith

Director of Strategic Accounts
CRG Corporation
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nsmith@getcrg.com

SCOPE OF SERVICES PROVIDED

- ISO27001 Certification
- Provide sufficient qualified bilingual staff and equipment, as directed by the City, to fulfill its duties under this contract.
- Store, safeguard and maintain the City's maps, records, EA work order system, recorded phone messages, etc. "All" records will not be disclosed to or made available to persons not approved by the City. CRG agrees to a records retention period of six (6) years.
- CRG shall utilize all information transmitted by the customer to the City solely for performing its duties on behalf of the City.
- CRG shall provide sufficient bilingual (fluent in English and Spanish with a multi-lingual option) staff coverage. Working 24 hours per day/ 7 days per week / 365 days per year (hereafter 24 /7/365) including holidays recognized by the City. Having all the required equipment including but not limited to: phones, computers, copy machines, office supplies, etc., with the City having total log-in access 24/7/365 of the phone recordings, records, work orders, etc.
- Receive and disperse all alarms and communications from internal and external customers/ employees, Missions Alarm system, Duke Energy, Guilford Metro 911, and calling NC 811 to provide locate information on their locating contractors, logging and sending water main notifications as well as SSO Notifications.
- Communicate with City of Greensboro's staff efficiently and in a timely manner on any needs or questions they may have 24/7/365.
- Ability to read and understand our EAM system for mapping questions that may arrive to distinguish between private vs City owned water and/or sewer lines.
- Provide Quality control for our employees to have feedback to build on our teams' skill set.
- Have a vast knowledge of CISCO technologies

The scope of CRG services includes the Dispatch Call Center with personnel. In addition, CRG Services will focus on the accuracy and the core essentials needed in order to provide outstanding customer care. This includes facilitating our services based on the six modules outlined by the City.

- Module 1: Professionalism Strategies / Telephone Etiquette in English and Spanish with multi-lingual options
- Module 2: Greeting, Closing and Transferring calls effectively
- Module 3: Awareness of tone of voice during calls & de-escalation techniques
- Module 4: Listening effectively
- Module 5: Entering and/or forwarding accurate information into the data-base or directly to customers/ City employees
- Module 6: Professional Internal/ External Customer Service

Onboarding Services

In order to ensure a seamless transition, CRG follows an Onboarding Process to capture and document the existing process. This is completed in conjunction with our Quality Control team and to ISO 27001 International Standards for security and optimization. The implementation phase involves coordinated training and knowledge transfers prior to Go-Live.

- Discovery and Documentation of all required processes
- Accesses to all required systems
- Nesting and onsite training
- Configuration of phone & ticketing systems
- Duration: Minimum of 30 Days

Service Characteristics

Extended Remote Support: Our Help Desk/Municipal Dispatch provides you support options **24x7x365** days a year to ensure business continuity and up-time for our customers. We will be remotely supporting your employees and citizens with all of your dispatch needs, **24x7x365** days a year.

Support in Various Languages: As part of our global support paradigm to meet our customers' global needs we have multi-lingual technicians who offer support in various languages, including: English & Spanish, with options for Portuguese & French.

SLA Based Resolution Times: We understand the importance of a prompt response and efficient resolution to your incidents and requests. We use an ITIL based structure to ensure that your needs are approached based upon a mutually agreed set of SLAs. We will focus on (IR) Initial Response times, (TTR) Time to Resolution & VIP user attention among our key metrics.

The City of Greensboro's engagement, escalation and resolution times will be based on 3 levels:

- **Critical/Priority 1 (P1)**
- **Medium/Priority 2 (P2)**
- **Low/Priority 3 (P3)**

Priority	Response Time	Expected Resolution Time	Escalation Time
P1 - Critical	15 minutes	2 Hours	75 Minutes
P2 - Medium	30 minutes	6 Hours	3 Hours
P3 - Low	6 Hours	48 Hours	24 Hours

Redundant Infrastructure: We use redundant infrastructure and links across multiple global locations to ensure proper Business Continuity Planning (BCP) to keep our tools and your business running at the highest possible level on a continuous basis.

Quality Control: Our (QA) Quality Analysis department is constantly monitoring agent performance, ticket documentation, call handling, process compliance, technical knowledge and customer service. Their findings allow us to quickly focus our energies on individual performance opportunities as we continuously build our teams' skills.

Standards Driven: We utilize known best industry practices and standards throughout our organization (ITIL, SixSigma, ISO27001-, PMI, etc.). These practices help us to ensure consistency with continuous improvement within the quality of delivery.

Pricing

Onboarding Set Up*	\$14,140.00*
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- Discovery + Documentation of Processes
- Setup + Preparation for Go Live
- Onboarding of all required systems
- PMO + L1-L3 Engineering work
- Onsite nesting

*One time fee

Dispatch Services Monthly Fee	\$23,800.00
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KEY PERSONNEL

Attached/ Included are resumes of some of the agents on our dispatch team. Our support includes but is not limited to these individuals. Our team will consist of resources with similar qualifications and skill levels. Our Dispatch Center is 24x7x365. These agents work according shifts to ensure 24x7x365 coverage.



EstebanGarino_CR
G.docx



BenjaminCastillo_C
RG.docx



GustavoMonge_CR
G.docx



JohnSamuels_CRG.
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JuliaRodriguez_CR
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Managed Service Org Chart 2021

