

## Details

RFx ID : 25580828  
Tender Name : Outsourced Contact Centre Services  
Reference # : PS00049  
Open Date : Thursday, 24 March 2022 8:30 AM (Pacific/Auckland UTC+13:00)  
Close Date : Wednesday, 20 April 2022 5:00 PM (Pacific/Auckland UTC+12:00)  
Tender Type : Request for Proposals (RFP)  
Tender Coverage : Sole Agency [?]  
Categories :  
- 43221500 - Call management systems or accessories  
- 84130000 - Insurance and retirement services  
Regions: - New Zealand  
Exemption Reason : None  
Required Pre-qualifications : None  
Contact : Nirav Patel  
Alternate Physical Delivery Address : 10 Sidlaw Street  
Alternate Physical Fax Number : NA

### Overview

This procurement relates to the delivery of call centre services to support EQC's Customer Information Management Function (CIM). EQC, via CIM, must ensure that its overall service is of high quality and the information that it provides to customers is accurate, timely and adheres to the relevant legislations.

EQC does not have the required expertise and infrastructure in-house to successfully operate a full-service call centre and, as such, has outsourced call centre services to our current provider, for a number of years. The current provider is responsible for assisting EQC's customers:

- maintain their details;
- gain information to lodge Official Information Act requests;
- lodge a new claim; or
- take details to get a previous claim reassessed.

The ability to communicate effectively over the telephone and via email with a variety of people and explain complex processes is a necessity.

Additionally, the successful candidate will be required to support the work of EQC by responding to:

- general requests and referrals; and
- individual requests for information for verified customers covered by the Official Information Act and the Privacy Act.

This requires investigating requests for information, dealing with the requestor, using clear and concise forms of communication.

The service provided by the current supplier enable EQC to deliver on customer's expectations by providing a high quality, consistent and responsive customer experience when contacting EQC.

End.