

# Solicitation Number: RFP 1100 MLR3015

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## Details

Basic Information	
Type:	Request For Proposals (RFP)
Status:	<b>Closed</b>  Solicitation expired on 04/18/2024 at 02:00 PM.
Solicitation Number:	RFP 1100 MLR3015
Description:	Quality Monitoring Services UCC & Austin 311
Summary:	City of Austin dba Austin Energy seeks an experienced Contractor to monitor calls/transactions for two contact centers Utility Contact Center (UCC) and Austin 3-1-1; and score them according to each call center's established quality standards

## Contact Information

Authorized Contact Names:	
Solicitation Specific Questions:	Michelle Rocha (512) 974-2500 purchinfo@austintexas.gov
Small Minority Business Resources Questions:	John Wesley Smith (512) 974-7758 smbrcompliancedocuments@austintexas.gov

## Dates & Times

Due Prior to - (Date/Time):	
Due:	Prior to 04/18/2024, 02:00 PM
Open:	04/18/2024, 03:00 PM