

MA Statewide Contact Center RFP

The Mass Save Sponsors will be issuing a request for proposals (RFP) from experienced business process outsourcing vendors qualified to provide Statewide Contact Center services for electric and gas customers to support the Mass Save Energy Efficiency Programs.

The Mass Save Sponsors are:

- Berkshire Gas, Cape Light Compact, Eversource, Liberty Utilities, National Grid, and Unitil.

These services are required to support customer inquiries for the Mass Save programs that yields high customer satisfaction through first-contact resolution and warm transfers for escalated issues. The proposed contract period is expected to start on September 3, 2024 and end on February 28, 2028; with an additional 1-year option to extend the contract. The selected Vendor will establish individual contracts with each Sponsor.

Eversource will be conducting this RFP on behalf of the Sponsors through an ARIBA e-sourcing platform. If you would like to express interest in this RFP, please email eeprocurement@eversource.com. **Expression of interest closes on March 21, 2024 EOD. New vendors after this time will not be included in the process.**

In ARIBA, you will find all the information necessary to navigate through the tool and respond to the RFP. The RFP timeline and assessment process is stated below:

RFP issued to Vendors: Thursday, March 28th, 2024

Bidder Pre-Bill Call: Thurs, April 4th, 2024

Deadline to Ask Questions via the ARIBA tool: Thurs, April 11, 2024

Final Proposal Submission: Thursday, April 25th, 2024

Please note that all questions relating to this RFP must be submitted through the ARIBA Sourcing tool using the Messages function to ensure accurate information is provided to all project team members and suppliers, as well as to ensure process consistency. Eversource will ONLY provide information related to this RFP via the Message function. No other communication vehicles will be allowed.