

ADDENDUM #2

The following questions were received in association with the RFP
SPC# 04-16-17 – Call Center Operations, Posted Wednesday, February 01, 2017

RFP Deadline: Tuesday, March 14, 2017 2:00PM

Additional questions will be accepted until 03:00 PM on Wednesday, February 15, 2017

Questions:

- 1. Instructions state that response must be submitted in a sealed envelope. One original binder with 9 binder copies will not fit into an envelope. May we assume that a box is acceptable for our submission if it is clearly marked with required information?**

A: Yes, you may use a box.

- 2. We will be submitting our response via FedEx. You provided the mailing address, but FedEx also requires a telephone number. Please provide correct phone number for our FedEx package.**

A: The phone number is 727-341-3070.

- 3. Are the required attachments listed on page 2 of the RFP (Attachments #1-5) to be counted in the 45-page response limit?**

A: The attachments listed on page 2 of the RFP will not count towards the 45-page response limit.

- 4. Are any of the Attachments required to be submitted in advance of the RFP submission, such as Attachment 1 or 2?**

A: The attachments are not required to be submitted in advance of the RFP submission.

- 5. Is additional information which may be provided as attachments (excluding the required attachments #1-5) included in the 45-page response limit?**

A: Attachments are not included in the 45-page limit. However, please try to limit the number of pages in the attachments.

6. Are cover pages, table of contents and/or tab pages to be included in the 45-page response limit?

A: Cover pages, table of contents and/or tab pages are not included in the 45-page response limit.

7. Are there font size requirements for the response?

A: Please use a 12-point font.

8. How many references are requested/required by SPC?

A: Please include 3-5 references.

9. Page 12, Question #5 – Do you mean 8:30am to 7pm Monday-Thursday?

A: Correct, the expected hours of operation is 8:30 am-7:00 pm Monday through Thursday and 8:30 am to 2:00 pm on Friday.

10. Is the 'Implementation plan' referred to on page 12, Question 9, intended to be an example of a plan document vendor would use to set up a new client or a summary of the vendor's plan and components to be included in the body of the response? If a complete plan is required, may the sample plan be provided as an attachment and if so, would it be included in the 45-page response page limit?

A: The implementation plan is intended to be an example of a plan that a vendor would use to set up a new client. It should include a timeline with key milestone dates and tasks needed for implementation. The sample plan can be provided as an attachment and will not be included in the 45-page response limit.

11. Please describe SPC's requirements for Level 2 support.

A: Level 2 support will be handled by St. Petersburg College's Career and Academic Advisors and Financial Aid Advisors. The RFP is to provide Level 1 support which includes answering student's questions regarding admission, registration and financial aid. All required information will be provided to the call center agents.

12. Page 15, Question 51.

A. Are you requesting a fixed price regardless of call volume or a price based upon the SPC-estimated volume of 125,000 calls annually?

A: SPC prefers to have a fixed price regardless of call volume; however, if your fixed rate is contingent upon call volume, please provide the specifics. If it is based on any other pricing model, you are encouraged to present that as well.

B. Are you requesting the respondent provide an annualized cost as well as a per unit cost?

A: Yes, providing an annualized and per unit cost is highly recommended. The annualized and per unit cost should include the charge per call/minute, set up, implementation, and any other one offs that may be charged as a part of this proposal.

C. Should the annualized cost include any set-up or implementation fees?

A: Yes, please include set-up or implementation fees.

D. How should costs for email, chat and text be addressed and presented?

A: Please include email, chat, and text as a line item in the proposed pricing structure.

13. We submitted a Respondent Registration Form in response to the previous call center RFP in 2015, do we have to submit another one?

1. A: Yes, please submit a new Respondent Registration Form for this RFP.

14. Why is the bid for services out at this time?

A: The current call center contract expires June 2017.

15. Please provide call volumes by month by type of call (Financial Aid, General Inquiries, Admissions etc.)

Month	Admissions/Registration	Financial Aid	Student Accounts
January	8,118	6,694	1,981
February	3,814	3,830	1,019
March	5,901	3,461	1,140
April	7,708	4,877	1,275
May	8,519	5,570	1,970
June	7,142	6,672	1,740

July	8,985	8,377	2,223
August	9,169	7,877	2,102
September	3,653	6,098	1,018
October	4,917	3,246	1,090
November	5,118	3,068	1,017
December	6,161	4,814	1,309

- General inquiries are included in all 3 categories. This also includes call handled by IVR.

16. Please provide the number of calls by month requiring bilingual agents.

A: We currently do not have the number of calls by month requiring bilingual agents.

17. What is the current/estimate average call time?

A: The estimated handle time is currently averaging 5 minutes and 45 seconds.

18. Do you have specific SLA for abandon rate, average time to answer, escalation rates, etc. that you are looking for the vendor to meet?

A: Yes, we would like the vendor to meet the following SLA:

Abandonment rate	< 15%
Average time to answer	90 seconds
Escalation rate	10%
Average handle time	< 6 minutes

19. Will you please provide invoices for the past 12 months for the current provider?

A: This will be provided in Addendum 3.

20. In the example described in question 6, please provide the typical lead time given to the vendor?

A: Using the examples provided in question 6, we can provide 6 months or more lead time for peak registration and 1-2 weeks lead time for due date reminders which occur

during peak registration. Due to the nature of unanticipated events such as weather emergency notifications limited lead time will be given.

21. What are your peak seasons?

A: We generally have three peak seasons a year:

Fall registration: June-August

Spring registration: January

Summer registration: April and May

Our busiest time of the year is during the summer for Fall registration.

22. Can you provide a breakdown of 125k call volume by call type with associated AHT?

Call Type	Admissions/Registration	Financial Aid	Student Accounts
Call volume	61,259	49,345	16,088
Average Handle Time	5:58 min	6:00 min.	5:19 min.

23. What percentage of call volume is currently serviced in Spanish?

A: We currently do not have this percentage.

24. Is there a consistent service level across all call types?

A: Yes, there is a consistent service level across all call types.

25. Will Vendor be working from SPC's ACD or Vendor's ACD (Phone System)?

A: The Vendor will be working from their own phone system.

26. In reference to question 5, Q if vendor can accommodate additional servicing hours, would SPC expand hours of operation?

A: The service hours listed in question 5 are the standard Student Services hours for both our online and on campus centers. We are not looking to expand these hours at this time.

27. In reference to question 29, will vendor have access to the admissions database to assist students with their outstanding tasks.

A: The vendor will have access to the necessary information to assist students through the admissions steps and explain outstanding items within a student's to-do list.

28. In reference to question 35, is this end user access or admin access?

A: It would be end user access.

29. Will proposals be rejected if the current state or community colleges are not the same size as SPC?

A: No, proposals will not be rejected if the current state or community college are not the same size as SPC.

30. Does SPC have chat software that they are currently using to manage chats from their website?

A: Yes, SPC currently uses Enghouse to management chats from the SPC website.

31. What is the expected percentage of calls that would be escalated to University staff? Would this number be a KPI that we would track and aim to improve?

A: Currently, approximately 15% of calls are escalated to SPC staff. The escalated percentage would be a KPI that could be tracked. There are certain calls that escalation will be required (ex: detailed advising and financial aid questions).

32. Will no experience with PeopleSoft disqualify us from the RFP process?

A: No.

33. When is the respondent registration form due?

A: Registration Forms are due by March 14, 2017.

34. Page 14, question 35. Can the college give an example scenario when call center representative will access Who's Next?

A: Who's Next is a software that SPC uses as a queuing system and to schedule student appointment. We will want the vendor to have the ability to use the system if trained.

35. Page 12, question 16. Will the call center representatives be recruiting candidates for the college or will they be answering general questions about the benefits of the school?

A: The call center representatives will be answering general questions about the benefits of the school.

36. Page 13, question 17. Can you give an example scenario in which a call center representative is "selling" the non-credit programs?

A: SPC has a Workforce and Professional Development Institute that assists individuals in preparing for in demand careers and get the tools and certificates individuals need to advance in their careers. In addition to providing continuing education and personal enrichment courses. The call center representative will need to be aware of the benefits of the Workforce and Professional Development offerings and provide potential students with information.

37. Can the college provide monthly call volume breakdowns by department?

Month	Admissions/Registration	Financial Aid	Student Accounts
January	8,118	6,694	1,981
February	3,814	3,830	1,019
March	5,901	3,461	1,140
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October	4,917	3,246	1,090
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- General inquiries are included in all 3 categories. This also includes call handled by IVR.

38. Can the college provide monthly handle time by department?

Month	Admissions/Registration	Financial Aid	Student Accounts
January	6:02	6:32	5:47
February	5:37	6:31	5:38
March	5:31	6:00	5:27
April	5:26	6:08	5:10
May	5:25	5:57	5:14
June	5:44	6:39	5:54
July	5:52	6:33	5:59
August	5:27	6:12	5:26
September	5:11	6:14	5:18
October	4:41	5:49	4:58
November	4:43	5:53	5:03
December	5:15	6:30	5:22

39. Will calls be routed to vendor using existing SPC system or Vendor supplied system?

A: Currently, calls are being forwarded to the vendor using SPC's phone system to a toll free number. SPC would prefer to use a vendor supplied system.

40. What connection method is proposed for these systems, VPN, ipSec tunnel, portal (VMware/Citrix)?

A: We currently have two production servers (plus two dev servers) on our network, with external access only. SPC would be open to using IPsec or VPN.

41. What compliance requires are the call records subject to, PCI, HIPAA, etc?

A: Federal Educational Rights and Privacy Act (FERPA) is required.

42. How many languages and what languages are required?

A: We have not collected the data to determine which languages are spoken. Bi-lingual Spanish speaking agents will be required to be assigned to the account.