

Request for Proposal Q00828
Inbound and Outbound Contact Center Services
Addendum #2
November 23, 2015

All changes to the Request for Proposal (RFP) are valid only if they are issued by written addendum. Each respondent must acknowledge receipt of any addenda in their proposal submission. Each respondent, by acknowledging receipt of any addenda, is responsible for the contents of the addenda and any changes to the proposal therein. Failure to acknowledge receipt of any addenda may cause the proposal to be rejected. If any language or figures contained in this addendum are in conflict with the original document this addendum shall prevail.

The addendum consists of the following additional information:

- Revised Proposal Page attached.

Questions received to date and answers:

1. Inbound Calls – Estimated 36,500 annual calls for One Stop Center
 - a) What is the average talk time for inbound calls?
Response: The average talk time during regular business hours for the One Stop Center is 4:00 minutes (Monday through Thursday 8am-7pm and Fridays 8am-4:30pm). The College does not currently staff for inbound calls to the One Stop Center after hours (from 7 pm to 8 am Monday through Thursday, Fridays from 4:30 pm to Mondays at 8 am and Holidays and breaks).
 - b) What is the average after call work time, if any?
Response: The average after work time is dependent on type of call. The average work time during regular business hours for the One Stop Center is 30 seconds (Monday through Thursday 8am-7pm and Fridays 8am-4:30pm). The College does not currently staff for inbound calls to the One Stop Center after hours (from 7 pm to 8 am Monday through Thursday, Fridays from 4:30 pm to Mondays at 8 am and Holidays and breaks).
 - c) How many designated or shared call center staff members are currently managing these calls/texts/chats at the incumbent center?
Response: The College does not currently staff for inbound calls to the One Stop Center after hours from 7 pm to 8 am Monday through Thursday, Fridays from 4:30 pm to Mondays at 8 am and Holidays and breaks.
 - d) Please confirm the desired SLA for time to answer and student satisfaction.
Response: Refer to Attachment A, Line 46 and Line 49 in the RFP.
2. Inbound Calls – Estimated 8,500 annual calls for IT Service Desk
 - a) What is the average talk time for inbound calls?
Response: For 2014 the average call handle time during regular business hours (including Saturday mornings) was 3 minutes and 31 seconds on the Student Service Desk.
 - b) What is the average after call work time, if any?
Response: The after call work time is dependent on the type of call. It could be 1 minute (average) up to 15 to 20 minutes if we are having to call around for support/clarify issues, etc.

- c) What qualifications are required of IT support staff members?

Response: Service Desk Analyst qualifications include knowledge of our ticketing system, advanced knowledge of Microsoft Office Suite, high level of customer service skills, printer troubleshooting knowledge, networking knowledge (Active Directory), knowledge of the college campus/departments, and knowledge of the student registration process. Also, a Bachelor degree or 3-5 years Harper experience.

- d) How many designated or shared call center staff members are currently managing these calls/texts/chats at the incumbent center?

Response: Harper does not currently accept after hours calls.

3. Outbound Multi-Channel Campaigns – Estimated 8,000 Student Engagements (via phone, email, and text)

- a) Are outbound campaigns robodial with ringback or live operator?

Response: Please provide separate cost estimates for outbound campaigns for both robodial with ringback as well as live operator.

- b) Are outbound student lists scrubbed for TCPA and DNC Compliance? (Student opt in.)

Response: Harper will provide documentation on procedures to the awarded contact center.

- c) Are email and SMS campaigns initiated by client or vendor?

Response: Email and SMS campaigns are not included in the statement of work for Inbound Contact Center Services. Please review Statement of Work, Project Background, Outbound Contact Center Services in RFP.

- d) What is the average talk time for outbound calls?

Response: Provide cost estimates based on average talk time of 3:00 minutes when connected to live operator during campaign.

- e) What is the average after call work time, if any?

Response: N/A

- f) What is the preferred time of day for outbound calls?

Response: Preferred time of day for outbound call campaigns is 3:00-7:00pm CST.

5. Call Volume

- a) What is the hourly call volume?

Response: The after hour inbound call volume for the One Stop Center, Admissions, Registration, Financial Aid, Student Accounting/Payment, Testing, and other Departments is estimated at 36,500 annually. The after hour inbound call volume for the Information Technology Service Desk is estimated at 8,500 annually. Currently, peak months are January, July, and August. Please refer to Project Background in Statement of Work of RFP for specific hours of work.

- b) What is the weekly call volume?

Response: See above.

- c) What is the monthly call volume?

Response: See above.

6. Is there any access to any university business applications?

Response: No, not at this time.

7. Is there any access to Banner and what information will we have access to?
Response: No, access to Banner will not be provided.
8. Will you consider allowing more than one firm to provide the required services versus having just one company handle all aspects of what has been requested?
Response: Please review B.05 of the RFP.
9. What is Average Handle Time (AVT) of calls?
Response: See Response 1A and 1B for Inbound Calls for One Stop Center and Response 2A and 2B for Inbound Calls for IT Service Desk.
11. How many total seats/agent/users do you have for the Inbound and Outbound Contact Center?
Response: Harper College does not currently accept after hours inbound calls for the One Stop Center and IT Services and does not currently staff for outbound calling campaigns. Please refer to Responses 1C and 2D.
12. The RFP states that there is no current way to measure the amounts of chats taken. Does this mean that we will be required to be able to respond to emails and chats as part of our solution?
Response: No, please refer to attachment A, items 6-12. The RFP requests the vendor to respond to the ability to provide inbound/outbound requests by different service channels.
13. Please provide call reports by month for at least the past 12 months by department for the time frames you are asking the vendor to support showing call volumes, average talk times, average time to answer, average abandon rates, number of calls escalated, etc.
Response: The College does not have the information to provide because we do not currently support after hours inbound calls. .
14. Please provide a listing of the types and frequency of questions being asked for each department that you are asking the vendor to support.
Response: Harper College does not currently accept after hours inbound calls for the One Stop Center and IT Services.
15. How is Harper College currently supporting calls during regular business hours? Are you using internal resources or an external partner?
Response: Harper College uses internal resources to support calls during regular business hours.
16. What ticketing system do you currently utilize for calls that need to be escalated? Will the selected vendor have access to be able to use this system?
Response: The One Stop Center and IT Services currently use Service Desk Plus as a ticketing system. Access to this system will not be provided. Daily escalation reports from vendor to Harper should be provided the following morning (CST 9:00am).
17. Your timeline shows that you are looking to complete the implementation in the fourth quarter of 2016. Can you provide details as to why the implementation is scheduled for almost a year out?
Response: Given the priorities, this timeline best fits the College's priorities and resource availability for implementation.
18. Do you have a preference regarding pricing in terms of per minute, per call or a fixed price based on provided volumes?
Response: Preference for pricing is based on volume. See revised pricing sheet.

19. What are the college's goals with this expansion of service hours?

Response: To provide 24x7 support .

20. How many students are enrolled in evening courses?

Response: Please review statement of work, college background section of the RFP.

21. How many students are enrolled in distance ed/online courses?

Response: Please review statement of work, college background section of the RFP.

22. Please provide more information on the nature of calls that the IT Student Service Desk currently receives.

Response: Common questions include how student transactional processes work and navigational direction.

23. Please clarify the implementation date for each scope of work. Does the vendor need to have the outbound call center scope of work operational by April 1, 2016? Given the anticipated award in March, will the college consider giving the successful vendor additional time to go live on the outbound scope of work?

Response: Outbound Call Center to be implemented no later than May 30, 2016.

24. Are the two additional contract years unilateral, that is, solely at the college's option, or bilateral?

Response: Upon mutual agreement provided that terms and prices remain the same.

25. During the implementation period, will there be college resources dedicated to transitioning contact center operations to the new vendor?

Response: Harper will appoint project leads for the transition.

26. Please provide breakout of types (password reset, etc.) and quantity of calls received by the IT Student Service Desk per month for the last 12 months.

Response: Harper is not currently supporting after hours calls.

27. Does Harper College have an existing live chat system that the selected vendor would use? If yes, will the vendor incur any costs for the use of this system?

Response: Yes, Harper College has an existing live chat system. The vendor will not have access to Harper's live chat system.

28. Please detail technical details around inbound calls. Will the selected vendor need to procure a Toll Free line, or will the College provide one? Who is responsible for the usage fee on this number? Does Harper College back this number to an ACD/IVR or will calls go directly to the selected Vendor?

Response: Harper College will not provide a Toll Free line. Harper has the ability to redirect specific phone lines (numbers) to the selected vendor.

29. Please provide details and examples of the requested outbound text and email campaigns. Does Harper College have an existing SMS vendor that the Contact Center vendor would utilize? If yes, would there be any cost for the Contact Center Vendor in use of the existing system?

Response: Harper College does have an existing SMS vendor but access to this would not be provided to the vendor. Vendor should base pricing on use of vendor's systems to support outbound text and email campaigns. Harper will provide examples of texts and emails to the awarded vendor.

30. Can the college provide detail on the requirements for the analysis of outbound campaigns?
Response: Type of analysis for outbound campaigns will be determined and outlined in the scope of work for each campaign.
31. In light of the recent FCC ruling, does Harper College have student consents on file that would allow the contractor to use auto-dialer and text campaigns to cell phones for the Outbound Services scope of work? Will any outbound campaigns be to persons who are not yet students and thus have not given consent?
Response: See response to 3b above.
32. Will Harper College agree to hold the contractor harmless for any violations, including fines, of the FCC ruling regarding auto-dialer calls and texts to cell phones?
Response: Please review the hold harmless language provided in the RFP section B.10.
33. Please detail how recipients will be identified for each of the different types of outbound campaigns. Will the vendor be provided with an outbound calling list? What file format and layout will this list take?
Response: Harper College will provide the list and file format and can be discuss with selected vendor.
34. Do the Service Level Agreements apply only to phone calls?
Response: Yes, please refer to Attachment A under Service Level Agreements of RFP.
35. Will the contractor be responsible for answering messages submitted through Facebook and other social media?
Response: No, not at this time.
36. What contact management system is currently used?
Response: Refer to Statement of Work, Project Background in RFP. Contact management system is not included in scope of work. One Stop Center does not currently have a CRM solution.
37. Is the vendor required to record calls?
Response: Please state your standard protocol for this type of quality assurance.
38. Does Internal Resolution Rate (level 1) of 90% apply to all contacts? Just inbound calls? Just Help Desk calls?
Response: Yes, inbound calls for both One Stop Center and IT Service Desk. In your response, please state your ability to meet these requirements based on the information provided in the RFP.
39. Please clarify and detail the requested integration.
Response: Please refer to Attachment B, items 1, 3 of RFP.
40. Does Harper College request that the vendor use the Ellucian Banner SIS for CRM and other tracking, or is it requested that the Vendor run and manage its own CRM?
Response: Harper will not provide access to Banner. Please review and respond to items 16-20 on Attachment A of RFP.
41. What kind of "system" is the vendor required to provide -- phone system, CRM, Help Desk ticketing, student portal?
Response: Please review and respond to your ability to provide Inbound and Outbound Request Channels and Contact/Request Management, items 6-20 in Attachment A of RFP.
42. Does the college want pricing only for the two-year base contract period on the pricing form?
Response: Yes. Upon mutual agreement the contract may be extended per the RFP.

43. Please breakout the pricing sheet components into implementation, Year 1, Year 2, Extension Year 1 and Extension Year 2. It's unclear with the current format how costs should be accounted for (e.g., Licensing: is this annual, initial two years, or all potential years?).

Response: Please provide annual pricing for the first two years of the contract. Annual extensions will be based on mutual agreement between both parties provided the terms are the same or better than the first two years of the contract.

44. Who is the current vendor providing contact center services at Harper College and is there a preferred vendor for the services under this RFP?

Response: Harper College uses internal resources to support calls during regular business hours. The College does not currently staff for inbound calls to the One Stop Center after hours from 7 pm to 8 am Monday through Thursday, Fridays from 4:30 pm to Mondays at 8 am and Holidays and breaks nor does the College have a current vendor in place to support inbound calls.

45. Is there a maximum budget for the services under this RFP?

Response: The College has not determined a budget for this RFP at this time.

46. Per Attachment A, question 12 of the RFP, which self-help trackers are you currently using?

Response: We are not currently using self-help trackers at this time.

47. If you aren't currently using such technology, can you describe in more detail which features you'd seek in a self-help tracker?

Response: Harper would work with vendor to determine features if contract is awarded.

48. Are you seeking a contact center vendor who can provide a self-help tracker?

Response: Harper would work with vendor to determine features if contract is awarded.

49. Per Attachment A, question 49, what is your preferred method of measuring student satisfaction?

Response: Harper College prefers electronic surveys for measuring student satisfaction. Harper would work with vendor to determine survey parameters if contract is awarded.

50. Per Attachment A, question 51, would you be open to discussing other approaches to handling SLA violations besides crediting your account?

Response: The College will review a recommendation provided it ensures we meet our desired services levels and are within industry standards.

51. Per the Proposal Page, page 25, please clarify the licensing you're referring to.

Response: Licensing may include but not limited to any shared systems that vendor would provide for Harper staff to support Inbound and Outbound Contact Center Services.

52. Can you clarify which exact IT Student Service Desk duties the vendor would be handling?

Response: Common services include how student transactional processes work and direct the student to information found on the student portal and Harper College website.

53. What is your preferred call escalation procedure?

Response: Daily escalation reports from vendor to Harper should be provided the following morning (CST 9:00am).

54. Our legal team reviewed the RFP and informed that we do not allow "Termination for Convenience" (Section C.05.4). Kindly advise us.

Response: Termination of convenience is a standard Term and Condition for the College especially as it relates to the college receiving continued funding for individual projects. Please identify exceptions to the College's standard Terms and Conditions in your proposal submission.

55. Please specify what CRM/ERP you are currently using?

Response: The One Stop Center and IT Service Desk do not currently use a CRM/ERP.

Following are Questions Received at the Pre-Proposal Meeting:

1. Regarding IT support – what are the specific applications and what type of support is needed?

Response: Service Desk Plus is what is used. Let us know if you have integration with this program. Knowledge of Banner Student System would be helpful.

2. Does IT support include software such as Excel?

Response: Yes

3. Regarding Admissions & Registration after hours, how much access will we have?

Response: General knowledge is required through training and scripting will be provided. Need to be able to point students to appropriate area on website.

4. Regarding One Stop training – how much training is involved?

Response: Quite a bit – need familiarity with different enrollment processes such as registration, financial aid, how to apply, placement testing questions.

5. Is there ability to text or chat re: outbound calls?

Response: The RFP requests the vendor to respond to the ability to provide inbound/outbound requests by different service channels.

6. What is goal re: outbound calls?

Response: The agreed upon yield rate.

7. Can a code be associated w/a Contact Center employee instead of a name?

Response: Please provide how you would handle this in your proposal.

8. What holidays are excluded from the pricing of this contract?

Response: The following holidays can be excluded from the pricing of this contract: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

9. Is vendor required to provide weekly management reports to Harper?

Response: Yes, management reports for Inbound Contact Services for both the One Stop Center and IT Service Desk will be provided from vendor to Harper on a weekly basis (including but not limited to the following metrics: call volume, average handle time, time and day of calls, resolution of calls). Reports for Outbound Calling Campaigns will be determined per protocols for individual campaigns established between Harper and vendor.

10. What languages are preferred?

Response: English, Spanish and Polish.

11. How often will operational reviews between Harper and vendor occur?

Response: Harper expects vendor to participate in monthly operational review meetings.

Sincerely,

Jewell M. Jackson
Purchasing Manager
Purchasing@harpercollege.edu.

REVISED PROPOSAL PAGE

INBOUND AND OUTBOUND CONTACT CENTER SERVICES

Specification & Contract Number: Q00828

1. Inbound Contact Center Services for the One Stop Center, Admissions, Registration, Financial Aid, Student Accounting/Payment, Testing and other departments*

Implementation	\$ _____
Licensing	\$ _____
Annual Fees	\$ _____
List All other Ancillary Charges:	\$ _____
_____	\$ _____
_____	\$ _____
Annual Total	\$ _____

*Assume inbound call volume of 36,500 annually.

2. Inbound Contact Center Services for the Information Technology Student Service Desk*

Implementation	\$ _____
Licensing	\$ _____
Annual Fees	\$ _____
All other Ancillary Charges	\$ _____
_____	\$ _____
_____	\$ _____
Annual Total	\$ _____

*Assume inbound call volume of 8,500 annually.

3) Outbound Call Campaigns

For the purpose of pricing make assumptions based on the following:

- Harper College has a strategic goal of increasing adult student enrollment and retention. An outbound calling campaign to move students to complete the registration and payment processes during their first year to second year (spring to fall) to increase retention of this population from year 1 to year 2.
- The campaign size equals 8,000 students.
- Connection rate of 35%
- Service Levels based on specifications in this RFP.

Implementation	\$ _____
Per Campaign Fees	\$ _____
List All other Ancillary Charges	\$ _____
_____	\$ _____
_____	\$ _____

Provide two copies of the price proposal in a separately sealed envelope clearly marked on the outside "Call Center Price Proposal" along with the Contractor's name and electronic copies.