

September 20, 2018

ADDENDUM I
Purchase of Contact Center Services
CSP No. 19A-001

I. The following is being provided in response to questions received:

- A. Question: Are there incumbent employees currently performing this work, and if so how many?

Response: No, the Alamo Colleges District currently outsources its contact center services without the use of Alamo Colleges District employees.

- B. Question: What we are not clear on is, are you looking for a call center to manage this program or someone to bring it in-house for you?

Response: As per Section 1 Scope of Work of this CSP:

Since 2012, Alamo Colleges District has purchased Contact Center Services off-site at a third-party center location. We are soliciting proposals for off-site delivery. In addition, we are soliciting proposals for a preferred option of moving contact center delivery on-site at an Alamo Colleges District facility in San Antonio, Texas.

Additionally, Section 3, Proposal Pricing Schedule requires that Offerors Pricing must be provided for off-site delivery. At Offeror's option, pricing can be proposed for the Alamo Colleges District preferred on-site delivery option.

- C. Question: Can companies from outside USA apply for this?

Response: Yes, however, as per Section 1 Scope of Work of the CSP, Offeror is to provide U.S.-based on-site or off-site contact center services by October 31, 2019.

- D. Question: Can we perform the tasks (related to CSP) outside USA (like from India or Canada)?

Response: No, refer to response for Question C of this Addendum.

- E. Question: Can we submit the proposals via email?

Response: No, as per Section 2.C of this CSP (Submission of Proposal):

Signed and sealed proposals shall be submitted prior to 2:00 p.m. (C.S.T.) on October 18, 2018. Offeror must provide one (1)

The deadline to submit a proposal for this project is by no later than 2:00 p.m. C.S.T., October 18, 2018.

original, six (6) bound copies and one (1) electronic copy on flash/thumb drive (preferred format for electronic copy is Word or PDF), and delivered to:

By U.S. Mail or Courier Service to the following address:

Alamo Colleges District

Purchasing and Contract Administration

Re: Purchase of CONTACT CENTER SERVICES CSP # 19A-001

1819 N. Main Ave., Box 693

San Antonio, TX 78212-4299

By hand delivery by Offeror to the following address:

Alamo Colleges District

Purchasing and Contract Administration

Re: Purchase of CONTACT CENTER SERVICES CSP # 19A-001

1743 N. Main Ave., Bldg. 41, Room 101

San Antonio, TX 78212-4299

F. Question: Are you looking for inbound support?

Response: Yes, additionally, as per Section 1 Scope of Work of the CSP, the Alamo Colleges District is seeking Offerors to...

4.1 Provide a two tier contact center design to route incoming calls according to call type or other routing instructions provided by the Alamo Colleges District:

4.1.1 Tier 1 (vendor support): To process calls for general inquiries

4.1.2 Tier 2 (direct campus support): To transfer calls to Alamo Colleges District departments

4.2 Possess the ability to manage inbound and outbound voice calls and data applications (i.e. email, web-based chat/ instant messaging, social media, etc.)

G. Do we need to come over there for meetings?

Response:

The following has been added to Section 1 Scope of Work of the CSP:

Offeror is to be available for conferences (i.e. phone conference or face-to-face), as requested.

The deadline to submit a proposal for this project is by no later than 2:00 p.m. C.S.T., October 18, 2018.