

September 27, 2018

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

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

A. Question: Volume by Channel (phone, email, chat, social) – Can you provide a breakdown of volume by channel?

Response: Not all channels are currently being utilized for this service. This information is not available.

B. Question: Average Handle Time by Channel – should we use the handle time of 4 minutes across all channels?

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

Average Handle Time (AHT) not to exceed 4 minutes for inbound and outbound voice calls and data applications (i.e. email, web-based chat/ instant messaging, social media, etc.) with wrap-up (document notating) of 30 seconds.

C. Question: Hours of Operation – There is a discrepancy on Page 11 vs. the Attachment regarding the support hours. Please clarify which HOOP we should use in preparing our forecast.

Response: Section 1.B.2.1 Hours of Operation (page 11 of the CSP) has been revised as follows:

Provide Contact Center Services during peak hours throughout the academic calendar year (12 months) – Monday through Thursday, 8:00 a.m. to 7:00 p.m. (C.S.T.); Friday, 8:00 a.m. to 5:00 p.m.; Saturdays in August through May, 9:00 a.m. to 1:00 p.m.; No Saturdays in June and July, except for designated Alamo Colleges District Holidays and closures, as stated in Attachment II – Hours of Operation & Holiday Overview.

D. Question: Training – Confirm that Alamo will provide training materials and trainers to facilitate training classes.

Response: The Alamo Colleges District will provide all training, training materials and trainers to facilitate training classes. Offeror's trainers will be utilized, as needed.

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

E. Question: How long is the “train the trainer” period, how much time do you anticipate it takes to train our trainers?

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

Offeror’s “train the trainer” program will be 6 days. The length of the training program may be adjusted, once Offeror is awarded.

F. Question: Will Alamo Staff train all future employees, or just the initial training class?

Response: Refer to response for Question D of this Addendum.

G. Question: What is the training length necessary to fully train a contact center representative?

Response: Refer to response for Question E of this Addendum.

H. Question: Are the Tier 2 positions strictly onsite, regardless if the off-site option is chosen?

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

Tier 2 support will consist of on-site Alamo Colleges District personnel to address complex inquiries and requests for student account modifications.

I. Question: How many FTE are dedicated to Tier 2 support?

Response: Tier 2 support consists of 2-5 Alamo Colleges District personnel per campus department, based on time of year and call volume.

J. Question: What languages is the Offeror expected to support?

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

Offeror is to support voice calls and data applications (i.e. email, web-based chat/ instant messaging, social media, etc.) in English and Spanish.

K. Question: Can you elaborate on 4.8 – Provide and host an integrated knowledge management system and call reason code ticketing system.

Response: Vendors must provide an agent Knowledgebase (standard KB for scripting) and call tracking support to capture inbound call documentation and data.

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- L. Question: What Standard Key Performance Metrics is the current vendor achieving (AVERAGE HANDLE TIME, Average hold time, **Average speed of answer**)?

Response: Per Section 1.B.5.1 Standard Key Performance Objectives (pages 12-13 of the CSP):

Ensure all incoming calls are processed with the following standard key performance objectives, including but not limited to:

- Average Handle Time (AHT) not to exceed 4 minutes.
- Average Hold Time not to exceed 30 minutes.
- Meet or exceed Service Performance Level of 80% within 60 seconds.
- Reason code ticketing on 100% of calls.

- M. Question: For any meetings, can these be via conference call/ go to meeting or is physical presence required?

Response: As per Addendum I, issued September 20, 2018; 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.

- N. Question: What is the average call length? How much average wrap up time (documenting notating) is required per call?

Response: Refer to response for Question B of this Addendum.

- O. Question: How many calls does each full time representative take per day?

Response: Offeror is to complete Attachment I – Offeror's Annual Agent Forecast by Month - showing Offeror's estimated number of agents required by month based on the annual call volumes, average hold time, service level, and call arrival seasonality assumptions provided. All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

- P. Question: How many outbound calls would be anticipated on a monthly basis?

Response: Outbound calls are not currently provided under the Alamo College District's existing agreement. The quantity of outbound calls will vary monthly based on the parameters and details of the outbound initiative.

- Q. Question: Other than the Team Lead position, does Alamo Colleges expect a higher level management position onsite (no such position is listed on the pricing sheet)?

Response: The vendor should provide all infrastructure including onsite management and supervisors. Additionally, refer to Section 1.B.3.1 Staff Requirements (page 11 of CSP), Offeror is to recruit, hire and manage all contact center personnel deemed

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necessary to achieve and maintain standard key performance objectives, as defined by the Alamo Colleges District.

- R. Question: If onsite delivery is chosen, will computers, telephone system and workstations be supplied by the Alamo Colleges, or is the vendor responsible for all hardware and software needed for employees to provide the service?

Response: For on-site and off-site delivery, Offeror is to provide all hardware to include: computers, telephone system and workstations. Additionally, Offeror is to provide the following per Section 1.B.7 Technology (page 15 of CSP):

7.1 Provide and maintain the following technical components:

- 7.1.1 Knowledgebase to house all scripting and content
- 7.1.2 Oracle CX or other system for call ticketing and agent communication support
- 7.1.3 Potential PC and monitor hardware
- 7.1.4 Computer telephony infrastructure (CTI) management for all intraday operations or other systems used for workforce management (WFM) and call recording.
- 7.1.5 Voice capture, storage and retrieval of recorded call services
- 7.1.6 Intradem or comparable system for online training and agent communication purposes

7.2 The Alamo Colleges District will provide the following:

- 7.2.1 Assistance with workforce management (WFM) forecasting
- 7.2.2 All content & scripting
- 7.2.3 All training
- 7.2.4 Assistance with call calibrations
- 7.2.5 Banner access for Tier 1 support

- S. Question: Is the web based chat software supplied by the Alamo Colleges, or is the selected vendor expected to supply the software?

Response: The following has been added to Section 1 Scope of Work of the CSP: Offeror is required to provide chat software and capabilities. All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

- T. Question: How would the selected vendor establish connectivity with Alamo Colleges' system? Please elaborate on the technical requirements.

Response: For further clarification, Offeror is to specify what telecom facilities would be required for their solution, and the cost of providing the solution within Section 3 the Proposal Pricing Schedule (page 29 of CSP). Alamo Colleges reserves the right to

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provide telecom services themselves and requires the vendor to work with the Alamo Colleges District to provide the most economical solution. All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

U. Question: Furniture - Confirm that vendor will provide cubicles, desks and chairs.
Response: The following has been added to Section 1 Scope of Work of the CSP: The Alamo Colleges District will provide all cubicles, desks and chairs. Additionally, Offerors should refer to Section 1.8 Equipment and Furniture (page 15 of the CSP) for more information. All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

V. Question: Back-up Generators – Will back-up generators be provided by Alamo Colleges at the facility?
Response: Yes. The following has been added to Section 1 Scope of Work of the CSP and applies to all Offerors proposing on-site Contact Center Services: The Alamo Colleges District will provide back-up generators.

W. Question: Floorplan – Will a floorplan of the site be provided?
Response: Yes, a floor plan will be provided as a future addendum.

X. Question: Is the income/balance sheet disclosure a requirement?
Response: Yes, per Section 2.A.2. Minimum Qualifications (page 17 of the CSP):

Offeror(s) **must** include with their proposal, audited financial statements for the most recent year including: a balance sheet, income statement, statement of cash flows, and notes to the financial statements. The financial statements must be audited by an independent Certified Professional Accounting firm and include an unmodified opinion.

Y. Question: Security requirements – will the Alamo Colleges District provide badge access to the facility?
Response: The following has been added to Section 1 Scope of Work of the CSP and applies to all Offerors proposing on-site Contact Center Services: The Alamo Colleges District will provide badge access to Alamo Colleges District facility as necessary.

Z. Question: Do you currently use another vendor to provide these services? If yes, can you share the rate you currently pay to this vendor?
Response: Yes, the Alamo Colleges District currently outsources its contact center services. Exhibit 1 – Contractor Pay Rate – has been added to this CSP and is attached for your reference.

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AA.Question: Why is this out for bid at this time?

Response: As per the General Information Section A - CSP Project Scope (page 6 of the CSP):

The purpose of this CSP is to solicit proposals for the purchase of Contact Center Services for the Alamo Colleges District. The scope of services is required to assist the Alamo Colleges District with providing a two tier contact center design with live Tier 1 customer contacts, who will promptly respond to calls in support of the following areas, including but not limited to: Student Financial Aid, Admissions and Records, and Business Office and direct only complex inquiries and requests for student account modifications to the Tier 2 advisor support, located directly at the campuses.

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 a preferred option of moving contact center delivery on-site at an Alamo Colleges District facility in San Antonio, Texas. Section 3 Proposal Pricing Schedule requires Offerors to provide pricing for off-site delivery and optionally, additional pricing information for the preferred on-site delivery.

BB.Question: What improvements are you looking for in a new vendor?

Response: Refer to response to Question AA of this Addendum. All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

CC. Question: We would like clarification of the statement on page 5 under Minimum Qualifications: "Offeror(s) must affirm in writing: Offeror will provide the proposed contact center services without the use of subcontractors." Does the Alamo Colleges District consider independent contractors, such as agents, as "subcontractors"?

Response: Yes, All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

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

EXHIBIT 1: CONTRACTOR PAY RATE

ITEM	DESCRIPTION	UNIT	PRICE FY 17	PRICE FY 18
<p>Dedicated Alamo Colleges Agent</p> <p>Billed time on staffed hours, which reflects all hours worked by an agent including breaks or auxiliary time</p>	Providing the services outlined	Rate Per Hour Base	\$26.75	\$28.00
		Certified	\$27.75	\$29.00
<p>Dedicated Alamo Colleges Team Lead</p> <p>Billed time on staffed hours, which reflects all hours worked by a Team Lead including breaks or auxiliary time</p>	Providing the services outlined	Rate Per Hour	\$28.25	\$29.50
Dedicated Alamo College - Agent Training	Contractor provided training hours for any ongoing training as directed by the Alamo Colleges. For the avoidance of doubt, Alamo Colleges Directed Agent Training Hours do not include any new hire training that is a result of attrition.	Rate Per Hour per Agent	\$24.00	\$24.00
Holiday Rate	Holiday Rate will be in effect if reps are required to work on a contractor holiday. Holiday schedule will be provided to Alamo at the beginning of each year.	Rate Per Hour per Agent	1.5x Agent or Team Lead Rate	1.5 Agent or Team Lead Rate
Oracle Sessions	<p>An Oracle Session is defined as a single 15-minute time period of web visit activity or knowledge interaction activity.</p> <ul style="list-style-type: none"> Sessions will apply to activities within the external KBs and chat sessions 1 Session = up to 15 minutes of activity Each paid Oracle Service Cloud license will include a bundled 500 sessions per month. Unused sessions do not carry over to the next month 	<p>Rate Per Session</p> <p>Calculation: Number of billable sessions per month = Total number of sessions – (500 included sessions x total number of Oracle licenses purchased for month) Alamo Colleges will be responsible to pay the number of billable sessions in excess of 500 per month</p>	\$0.05	\$0.05