

October 8, 2018

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

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

- A. Question: Under Minimum Qualifications, I was wondering if you could go into further detail regarding the use of subcontractors. Do you consider agents or staff members, contracted with us, as subcontractors or is that more of a business-related subcontractor?

Response: As previously stated in Addendum II: Yes. All proposals received will be evaluated in accordance with the specifications and requirements of the CSP.

A subcontractor is defined as an individual or entity that carries out work on behalf of another individual or company.

Furthermore, as per Section 1.B.3.1(page 11 of the CSP), Offeror is to be responsible for the direct recruit, hire and management of all contact center personnel deemed necessary to achieve and maintain standard key performance objectives, as defined by the Alamo Colleges District.

- B. Question: The Attachment I outlines four different lines of business. Are all those lines of business handled by Tier 1, today? Tier 2 outlines use only for complicated issues in any one of these lines of business for resolution?

Response: Yes. The purpose of this contact center is to handle the easy-to-answer-questions: student account status, next steps in the enrollment process, holds, etc. Tier 1 support will have view-only access to this information. The main objective of the Tier 1 is to handle as many questions for our students without ever having to transfer. Inquiries requiring student account modifications (i.e. removing a hold) will require the assistance of Alamo Colleges District personnel, including but not limited to: Student Financial Aid, Admissions and Records, and Business Office.

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- C. Question: With the delivery model today, are all the lines of business handled by the same agent, or is it designed with specialty groups?

Response: The current delivery model for the Alamo Colleges District is comprised of two agent groups with two lines of business assigned to each agent group. Student Financial Aid and the Business Office are handled by one agent group. Continuing Education and Admissions are handled by the other agent group. Offeror is to refer to the data in Attachment I – Offeror’s Annual Agent Forecast by Month – when providing an agent forecast. Offeror is to complete Attachment I – Offeror’s Annual Agent Forecast – and include with proposal.

Additionally, the following has been added to Section 2.3.2.3.g Account Management (page 21 of CSP):

- Complete Attachment I – Offeror’s Annual Agent Forecast by Month showing your estimated number of agents required by month based on the annual call volumes, average hold time, service level, and call arrival seasonality assumptions provided.

- D. Question: In Section 1.A, it indicates there is preferred option to bid for an on-campus call center. In Section 1.B, it also says there is a preferred option for something near San Antonio. Is the preferred location on-campus or in San Antonio, and what is the goal of having it located there? Is it a strategic priority for the job creation, internship program or something else?

Response: Per Section 1.A Scope of Work (page 11 of the 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...1.1 Locations close to San Antonio, Texas are preferred.

Furthermore, The Alamo Colleges District is located in and serves the Bexar County/ San Antonio area. A delivery site in San Antonio or the surrounding area is an anticipated benefit for the Alamo Colleges District in the areas, including but not

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limited to: cost savings (i.e. facility, furniture, maintenance, etc.), student internships, job opportunities, and a higher level of customer service (provided by students who have been through the process). It is anticipated that the Offeror would benefit from increased retention. The Alamo Colleges District supports 80,000 students per year, who might be relevant for hiring in this environment.

E. Question: Have you been using the same third party provider since 2012?

Response: Yes

F. Question: Is that provider eligible to submit a bid for this proposal?

Response: Yes

G. Question: In regards to the percentage of Spanish callers, do you happen to have a number for that?

Response: No. The following has been added to Section 1 Scope of Work of the CSP: The Alamo Colleges District currently does not have any forecast headcount for Spanish speaking agents, however do contemplate capturing that requirement in the future.

H. Question: What will be provided if we use Alamo's location? (what hardware and furniture)

Response: Offeror shall refer to Section 1.B.8 Equipment and Furniture – 1.B.10 Facilities (pages 15-16 of the CSP). Additionally, refer to response to Question R, U and V and of Addendum II, issued September 27, 2018.

I. Question: It is mentioned throughout the document a call center, located within Texas, would be preferred. How strongly would that factor in?

Response: Offeror shall refer to the Evaluation Criteria and Proposal table on page 18 of the CSP for weighting breakdown. All proposals received will be evaluated in accordance with the specifications outlined in the CSP.

J. Question: Will a floor plan be provided?

Response: Yes, a floor plan is currently begin developed.

K. Question: Is chat or email in the future?

Response: Offeror shall refer to Section 1.B.4.2 Data and Voice Communication (page 12 of the CSP): Offeror shall possess the ability to manage inbound and

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outbound voice calls and data applications (i.e. email, web-based chat/ instant messaging, social media, etc.).

L. Question: What % of calls are Tier 2?

Response: Transfer rates can range between 30-40% monthly.

M. Question: Under “5.1 Standard Key Performance Objectives • Average Handle Time (AHT) not to exceed 4 minutes,” is the 4 minute Service Level Agreement by queue?

Response: Yes, for purpose of preparing your proposal, the Offeror should utilize 4 minute Average Handle Time (AHT) for all lines of business.

N. Question: Under “7.2 The Alamo Colleges District will provide the following: 7.2.2 All content & scripting,” are we accessing the knowledge base on your end or downloading it into our system?

Response: The Alamo Colleges District will access Offeror’s knowledge management system to create directly in the Offeror’s system.

O. Question: Are you going to do another preliminary meeting (the one that was held on October 2)?

Response: No additional meetings are scheduled prior to the proposal deadline.

P. Question: I am working on our submission to the above referenced Request for CSP for Contact Center Services. I have the PDF document. In order to ensure accuracy in our response, would it be possible to get an MS Word version of this same document?

Response: Yes. A PDF and an MS Word version are attached and can be downloaded from the Alamo Colleges District Purchasing & Contract Administration website:<https://www.alamo.edu/about-us/offices-departments/departments/purchasing/>

Q. Question: We operate from the Dominican Republic and are owned by US companies. Is your institution open to receiving a proposal from us?

Response: All Offerors may submit a proposal. All proposals received will be evaluated in accordance with the specifications outlined in the CSP.

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