

Revised Addendum 1

RFP for Call Center Services
Contract Number 17-03-24-04

Questions and Answers

Below are questions and answers regarding subject RFP. All questions are written in black color font and the answers are provided in dark red color font.

- 1) Multiple Source Awards - Is the school considering splitting the award among one or more vendors? **No.**
- 2) Will the school consider a longer than 30-day notice requirement for cancellation, other than for cause? **No.**
- 3) Whether companies from Outside **USA** can apply for this? (like, from India or Canada) **No.**
- 4) Whether we need to come over there for meetings? **Yes.**
- 5) Can we perform the tasks (related to RFP) outside **USA**? (like, from India or Canada) **No.**
- 6) Can we submit the proposals via email? **No.**
- 7) Will the vendor process payments on behalf of the University? **No**
- 8) Is the University requiring 24/7 call center operations? **No.**
- 9) Can the company have a call center in the USA and a backup call center out of the country (like, from India or Canada)? **No.**
- 10) What's the average time/call? **1-3 minutes**
- 11) What is the total number of seats currently in use for this volume? **12 - 15 seats**
- 12) Any restriction if the call center can be off shore? **No off shore services will be allowed.**
- 13) Who is the incumbent contractor providing the call center services? **CMD Solutions Outsourcing Solutions**
- 14) Do references have to be an active contract? **Yes**
- 15) What CRM system is used? **Delaware University currently does not have one.**
- 16) Section 15 (Prices): this section states "the pricing policy you choose". Can a bidder submit transaction and/or fixed fee pricing for the elements listed in Attachment 8? **Yes**

- 17) Page 4, Section I.6. Please provide clarification as to the right of the University to extend the contract on a month-to-month basis, as well as the right of the University to change the term of the contract resulting from the RFP as deemed necessary and at its sole discretion. It is standard practice for a month-to-month extension to be either limited in term (i.e. 60 days maximum) or to allow for either party the right to terminate the month to month extension upon 30-60 days' notice. In addition, if the University desires to increase the initial term beyond 3 years or either of the 2 extension periods beyond one year each, would the vendor be permitted the right to mutually agree to any such extension? **No it is not standard for the month to month extension to be limited in term. The vendor would have the right to mutually agree to any extension after the 3-year initial term and 2 extension periods.**
- 18) Page 6, Section III.K. Since this is a services contract and not a construction contract, will a certificate of insurance under Section 24 satisfy the bonding requirement in Section III.K? **It will be required as stated in the RFP.**
- 19) Page 14, item 42 "Drug Testing": Is this clause applicable to this contract? **Yes**
- 20) Page 14, item 43 "Prevailing Wage": is this applicable to vendors who have operations in Delaware and/or employ Delaware residents? Are firms that do not have operations in Delaware and who do not employ Delaware resident exempt from this clause? **As stated in the RFP.**
- 21) Page 25, Section 45 "Termination of Individual Purchase Orders": Can you please explain the interplay between the termination provisions of par VI.B. 45 (termination of purchase orders) and par VI.B.46 (termination of the contract) as the former appears more applicable to purchases of discrete products or services under an "umbrella" contract. Does the University intend to use purchase orders under this RFP and, if so, in what capacity and under what circumstances? **No a purchase will not be needed for a signed contract.**
- 22) Page 25, Section 46 "Termination of Contract" Would the University consider modifying its terms to provide for mutual rights to terminate for breach and for convenience? **No**
- 23) Page 39, Question 28 asks, "What would keep the service from operating 24 hours, 7 days a week?" Is the University requiring 24/7 call center operations? **No**
- 24) Attachment 7, for question 13, please clarify who the user is and what the messages are. Will the call center representative be able to send messages directly to DSU questions and/or guidance? **DSU is the user the messages are escalation calls. Call center will be able to send questions/ messages to University staff and University staff will respond.**
- 25) Attachment 7, for question 14, please clarify or describe call tracing service? **Allows you to see the telephone number of the call being received and will allow the call center to be able to track threatening, alarming or harassing telephone calls.**
- 26) Attachment 7, for question 15, please clarify or describe message verification system. **An automated system that would provide basic information to the caller before reaching a live call center representative. Offering students, a personalized support be verifying student information before speaking to a call center representative.**
- 27) Attachment 7, for question 16, Does the University define "automatic periodic reminders: as reminders that are scheduled by a calendar or triggered by a change in student status? **Scheduled by**

a calendar.

- 28) Attachment 7, for question 20, please describe reverse save. **Being able to build a customer service database by saving information from messages back to Delaware State University.**
- 29) Attachment 7, for question 21, please clarify the type of messages that need to be delivered. **Escalation calls from students to the University.**
- 30) Attachment 7, for question 22, Are the messages referenced in these questions outbound alerts and communication to the student or to the University staff? **University Staff**
- 31) Attachment 7, for question 30, please clarify or describe "master account list". **This is the knowledge base list.**
- 32) Attachment 8, for question 1, please provide more information on Interactive Web Video FAQs and it is used? **University is asking the prospective vendor if you offer this service.**
- 33) Attachment 8, for question 1, please provide more information on Voice Blas Calls and what it is used for? **University is asking the prospective vendor if you offer this service.**
- 34) Attachment 8, for question 4, please provide the type of information that needs to be in the call logs. **Call category Report, whether it's for Financial Aid or Student Accounts, the total calls offered, total answered and the percentage of the calls answered.**
- 35) Appendix A, which months are considered peak seasons? **Please refer to Appendix B.**
- 36) Appendix A, please explain how chat support is provided today and provide the name of the tool used. **Delaware State University does not currently provide chat support; we are working on this project.**
- 37) Appendix A, what minimum experience and qualification does the University require of the vendor's representatives for the call center? **1-2 years of call center experience, high school diploma and a preference of higher education knowledge.**
- 38) Appendix A, will the University standard operating procedures and scripts to the vendor to be able to respond to inquiries? **Yes**
- 39) Appendix A will the vendor be responsible for sending information and materials via postal mail? **No**
- 40) Appendix A are there compliance standards that the vendor is expected to comply with? **PCI DSS, CPNI and University Policies and Procedures and Confidentially agreements.**
- 41) Appendix A, is the Banner application system the University Student Information system. **Yes**
- 42) Appendix A, is the Banner application system web-based? **Yes**
- 43) Appendix A, how will the vendor access the Banner application system? **Delaware State University will provide access to the Vendor.**
- 44) Appendix A, section 3, when are peak periods? **Please refer to Appendix B.**
- 45) Appendix A, section 7, will DSU provide the procedures to the vendor if they are not able to provide quick response for chat channel from a specific individual within the specified offices of the University? **Yes.**

- 46) Appendix A, will the University travel to the vendors site provide the initial training or will vendor expected to travel to the University? The vendor is expected to travel to the University.
- 47) Appendix A, what Knowledge Management System does the University use if any and is the vendor expected to manage and maintain it. **Delaware State University currently does not have a Knowledge Management System.**
- 48) Appendix B, Does the chart represent all calls received by the University or al calls that were answered? **Total calls. The percentage answered is not available.**
- 49) Please provide the call arrival patterns for the vendor to properly staff and meet the metrics required by the University. **Please refer to Appendix B**
- 50) Please provide the volumes for email, chat and text? **We currently do not email, chat or text students within the call center perspective.**
- 51) Would the vendor need to access a CRM software or any additional systems outside of the Banner and the imaging system? **No**
- 52) Does the University currently outsource its call center services? **Yes**
- 53) What does the incumbent vendor charge for its services? **This data is not available.**
- 54) What is the escalation rate for the past year for peak, non-peak and overall? **This data is not available.**
- 55) Is the Delaware Substitute Form W-9 required with the proposal from all bidders? Or upon award from the awarded bidder? **Upon award**
- 56) Can the University confirm that call center services can be provided at the vendor's site, and that the University does not expect services to be provided on campus? **It can be provided at the vendors site within the USA.**
- 57) In what form should the physical response be submitted? **Please refer to the format proposal on page 5.**
- 58) May we print the proposal copies double sided? **Yes**
- 59) May we use binder with tabs for each section and the attachment? **Yes**
- 60) The master original can it be printed double sided? **No**
- 61) Should the cover letter from the vendor be included as Tab 1 of the submission? **No**
- 62) If we are proposing, do we need to submit a blank Attachment 1, the 'no proposal reply form' as part of the RFP response? **You can submit a blank attachment form if you are proposing.**
- 63) If confidential information is disclosed in response to answering a question or providing a response to the RFP, is it also to be included on Attachment 4 Confidential Information form? if

so, how should it be referenced? List any confidential information that is listed in the RFP on the confidential information form.

- 64) In addition to providing answers to all questions posed in Attachment 7, Questionnaire, is the school requiring a separate response acknowledging acceptance of the Scope of Work requirements in Appendix A? Yes. if so, are you requiring a general statement of acceptance of the scope or acceptance on an item-by-item basis? Yes
- 65) The part regarding permits and licenses states, "All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the Vendor at its own expense." Do you have a list that states exactly which licenses you require for us to have? State of Delaware Business License if awarded contract and any other legal requirements to operate call center.
- 66) I did see that later on in the RFP that a State of Delaware business license is necessary, but I would like to know if we need a city business license or any other permits as well. There is no city business license required at this point.
- 67) Also, if you had a checklist for all the necessary documents in the proposal, could send that as well? Vendor should submit all attachments duly filled in where necessary, pricing sheet along with other requested information.
- 68) Can the University confirm that call center services can be provided at the vendor's site, and that the University does not expect services to be provided on campus? Call center services can be provided at the vendors site and not at the University.
- 69) Is this contract for call overflow work, and if so, what are the expected call volume? Please refer to Appendix B.
- 70) What is the AHT? Where in the RFP are you referring too?
- 71) Can the University provide a sample contract for vendor review? No
- 72) What are the peak call times. Please refer to Appendix B. That is the data we have currently available.
- 73) How many FTEs are currently handling calls internally and through the vendor (externally). Not known as the services are currently provided by third party. Please also refer to the answer of question #11.
- 74) What is the current abandonment rate and peak call volume? Abandonment rate not known. Please refer to the answer of question number 54.
- 75) Page 20, item 26 "Indemnification": Would the University agree to carve out from this obligation those liabilities, suits, etc. that arise out of our acts or omissions, taken either at the University's direction or in reliance on information provided by the University? Whatever is stated in the RFP, University will stick to that language.

- 76) What is the desired escalation rate peak, non-peak and overall? It will vary depending upon the calls/ nature.
- 77) Page 25, Section 46 "Termination of Contract" Would the University consider modifying its terms to provide for mutual rights to terminate for breach and for convenience? No.