

Addendum 2

RFP for Call Center Services

Contract Number 18-04-23-04

Questions and Answers

The work/ clarification/ answers listed in this addenda shall be considered part of the Bid/ RFP document for the referenced project/ product/ services, etc.

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

- 1. Question:** I want to make sure that I understand what it is that DSU is looking for. We have 5 contact centers in South Florida and provide mainly inbound (as opposed to outbound) customer support. This includes all channels (phone, text, chat, etc). Although not registered as an MBE Inktel is Hispanic owned and provides customer support in English as well as Spanish. **Answer: In bound, bound calls, Texting and Chat messaging are required.**
- 2. Question:** Would you please send us a copy of the agreement you have with the current vendor to include the rate schedule? **Answer: At this point, we will be unable to provide this information.**
- 3. Question:** Are questions answered via email and chat today? If so, please provide volumes associated with each. **Answer: Email and Chat answers will be a new feature of this RFP.**
- 4. Question:** The RFP States that the AHT is 1-3 minutes. It further states that the max average daily volume over the last few year is 215 calls. As this equates to a total work effort of 10.75 hours, can you provide additional need on the indicated sizing of 12-15 Seats? **Answer: Delaware State University believes that our growth in our future enrollment position will require 12 – 15 FTE(s) as we desire an 8 am to 8 pm service window.**
- 5. Question:** Must representatives assigned to handle DSU be dedicated? (or can they be shared with other programs and other clients) **Answer: Dedicated**

6. Question: Do agents need to handle calls from a facility? (or can agents work from a virtual locations that meets the stated security standards?) **Answer: Virtual locations with two-way double encryption requirement on access to the student information system.**
7. Question: Will agents have visibility into students' PII (Credit Card, Social Security, etc.) **Answer: NO**
8. Question: Does the call center/vendor need to be located and licensed in Delaware? **Answer: NO**
9. Question: Are voicemail accounts required for customer service reps? **Answer: After service hours voicemail is required for this contract.**
10. Question: Is call recording required? If so, what percentage of calls need to be recorded? **Answer: Yes; All calls that will be escalated to the University (complaints and special request) must be recorded for training purposes.**
11. Question: What type of reports/data does vendor need to be provided DSU and what frequency? **Answer: Daily, Weekly, Monthly and Annual Call Trend Data; time to call resolution, unanswered calls data, average wait time.**
12. Question: Will these agents be taking credit cards on the phone? i.e., is it PCI? **Answer: No agent will be taking credit card payments on the phone.**
13. Question: Is Banner Application System web-based? Or a thick client app? **Answer: Banner is web-based**
14. Question: Will DSU be simply re-directing all calls to Chime, or will they be pre-queuing the calls and only sending identified callers to Chime? (e.g., do we need to receive data along with the call itself? Or will Chime agents be identifying the caller at the point of answer) **Answer: Calls will be redirected to the successful vendor**
15. Question: Does the State of Delaware provide any special consideration, like the Federal government does, for businesses located in a Federal HUB Zone? **Answer: The successful vendor will be a company that can provide the requested services at the most competitive price and at the service levels indicated in the RFP.**
16. Question: Is the service capable of sending out automatic periodic reminders? **Answer: Calls to action are a part of the system.**
17. Question: What medium is the primary preference and what is second choice for the automatic periodic reminders? **Answer: Email primary, text or voice secondary**
18. Question: If SMS (text messaging), does the University have a SMS Short code? **Answer: No**
19. Question: If not, would one need to be acquired exclusively for the University or could it be a shared Short Code with a unique set of Keywords? **Answer: Yes**
20. Question: What type of backup system do you have in place for power failures?
21. Question: Is there a specific requirement that is desired for backup/power failures? **Answer: The ability to be operational in two hours or less.**
22. Question: How often does the service send out your 'master account list' to the

accounts for information updates? **Answer: The system can provide daily updates to the master account or more frequently if required**

23. Question: Does the University have a knowledge base to handle FAQ's? **Answer: Yes**
24. Question: Does the University require the staff of the different queues (Financial Aid, Student Accounts) to be staffed with different people for each line or just appropriately handled by the same cross-trained staff? **Answer: Employees can be cross-trained**
25. Question: What is the anticipated training time for the related University Policies and Procedures? **Answer: All person accessing the system must be trained prior to gaining access to the system (initially)**
26. Question: What is the anticipated training time for the related Financial Aid Processes? **Answer: All person accessing the system must be trained prior to gaining access to the system (initially) New procedures and processes on an annual or semester by semester basis will require 10 hours or less**
27. Question: What is the anticipated training time for the related Student Account FAQ's and processes? **Answer: All person accessing the system must be trained prior to gaining access to the system (initially) New procedures and processes on an annual or semester by semester basis will require 10 hours or less**
28. Question: Can we see an Hourly ACD Reports (showing average calls offered) at intervals during the day (8am-9am, 9am-10am, etc.) as an example of the call arrival patterns? **Answer: Yes**
29. Question: Will University Staff be made available for custom process mapping of the desired outcomes? **Answer: Yes**
30. Question: What CRM system is used? **Answer: Delaware State University currently does not have one.**
31. Question: If a custom CRM was created, how many licenses would the University need? **Answer: N/A**
32. The number of seats currently in place are 12-15 seats. Does the 12-15 seats include your in-house, university employees and the incumbent or does it represent only the incumbent's representatives? **Answer: Represents only Incumbent representatives**
33. Are you expecting 12 – 15 agents to service your customers? **Answer: Yes** Based on the volume and duration of calls mentioned in this RFP, we were not sure whether you need 12 -15 agents. Please let us know how many dedicated agents are currently servicing your customers. **Answer: It is the desire of the University to have dedicated agents to ensure that our message is consistent and timely.**
34. If there are 12-15 agents currently servicing your customers, are they dedicated agents or are these shared agents? **Answer: Shared**
35. Question: What was the result of the RFP Contract Number 17-03-24-04 released in April 2017? **Answer: Contract was not awarded**
36. Question: Has the current contract term been fulfilled in its entirety? If not, why? **Answer: Yes**

37. Question: Does the University require or desire document processing as part of the call center services? **Answer: Yes**
38. Question: How will students access a chat agent (ex. Static button on website, rules engine driven dynamic chat request, social media)? **Answer; Static button on website**
39. Question: Is 2-way video chat required with students and is it dynamic? **Answer: No**
40. Question: What functional purpose does the University anticipate “Voice Blast Calls” will provide to the student community? **Answer: Mass notification of specific activities that affect ALL students in the target group(s)**
41. Question: Which of the communication types are currently in use by the call center service? **Answer: Talk**
42. Question: What outbound calls does the University anticipate will be made by the call center vendor? **Answer: Follow up and return calls from voicemails when office was closed or based on volume that could not be answered during the business day.**
43. Question: Where does the University wish bidders to include their pricing for the “texting” communications option? **Answer: As part of the response to the RFP with a highlight for this function.**
44. Question: Does the University currently obtain cell phone, email and texting consent from its students? **Answer: Yes**
45. Question: How does the University evaluate vendor performance and student/parent satisfaction with the call center services? **Answer: The University plans to evaluate the successful company on calls that escalated to the University that are recorded for quality purposes**
46. Question: Are University representatives available to receive “hot referral” messaging during all hours the call center is open? If not, what hours are they available? **Answer: Yes**
47. Question: Through which of the communication channels does the University anticipate its representatives will receive “hot referral” messaging, e.g., chat, texting, email, phone, other (internal system)? **Answer: Texting, email and phone**
48. Question: How does the University evaluate and validate vendor performance and student/parent satisfaction with the call center service? Does your current vendor meet those University standards? **Answer: The University plans to evaluate the successful company on calls that escalated to the University that are recorded for quality purposes**
49. Question: Does the University currently have standard call scripts in place from which call center representatives respond to the types of inquiries required and anticipated by the University? **Answer: This will be a requirement of this contract**
50. Question: What data exchange is required by the vendor working on your systems? **Answer: In Banner, None**
51. Question: What systems does the University currently utilize that the call center

- vendor would be required to work on or interface with? **Answer: Banner**
52. Who is the incumbent contractor providing the call center services? CMD Outsourcing Solutions, Inc.” **Answer: Yes**
53. Question: How long has CMD Outsourcing been providing call center services for the University? **Answer: Five years**
54. Question: Could the University provide a breakdown of the volume by inbound calls, Chat, email, and outbound? **Answer: Yes**
55. Question: Is the University open to a self-help FAQ being available to the students/Parents? **Answer: Yes**
56. Question: Is the University open to a web portal ticket creation system? **Answer: Yes**
57. Question: Is the expectation that all interactions are documented in a ticketing system? **Answer: No**
58. Question: When following the link to access the substitute W-9 form, we get an error that the page is forbidden. How can we obtain the Substitute W-9 form? **Answer: The University will provide the required information**
59. Question: What other offices are included in “other administrative offices”? **Answer: All administrative offices of the University**
60. Question: The contract start date is listed as 8/1/18, but what is the anticipated go live date? **Answer: 8/1/2018**
61. Question: Does the service confirm with the callers that they received a call back? Please describe a sample scenario. **Answer: Calls received after business hours must indicate a call back and voicemail that is received during normal business hourly must indicated a call back**
62. Question: What version of Banner is DSU using? **Answer: Banner 9**
63. Question: What imaging system is DSU using? **Answer: Image Now but the University is migrating to Banner BDMS in the next few months**
64. Question: Will access to DSU systems be allowed through internet/IP whitelisting and/or through site-to-site vpn? **Answer: Yes, site-to-site vpn will be a requirement for access**
65. Question: What software will be required to access DSU systems including any browser plug ins? **Answer: No software requirement as Banner is an Internet based solution**
66. Question: If java is required, is the latest version supported? **Answer: Java is required, Yes**
67. Question: Are there any predictable patterns of higher volume during the month or day? For example, do the majority of calls come in between 8 am and 10 am, are the majority of calls received in the beginning of the month? Etc. **Answer: Call volume mirrors the annual enrollment cycle of Universities across the country**
68. Question: Are the volumes for chat/email/outbound/voice blast/interactive web video included in the total volume? If not can you provide scope for each? **Answer:**

for chat/email/outbound/voice blast/interactive web video included in the total volume are not in the current data provided but will be required of the successful company

69. Question: It was stated that this is currently operated by 12-15 seats, is that only agents or are supervisors included? If it is not included how many supervisors are assigned? **Answer: Agent and supervisor**
70. Question: Can you provide sample calls for review? **Answer: No**
71. Question: What is the approximate volume of calls that are received in a language other than English? **Answer: The University receives calls from a diverse background of callers but a second language requirement is not expected of the RFP**
72. Question: Are there any systems from the University that a vendor would need to utilize that are not 508 co **Answer: No**
73. Question: How many times have extended hours been executed during peak in the past 2 years? **Answer: A minimum of three times a year during the onboarding of students for the fall, spring and summer semesters**
74. Question: What other services would the call center need to provide? **Answer: Services expressed in the RFP are the only services required by the University**
75. Question: Many past RFPs have been given additional consideration for being a Delaware based company. Will additional consideration be given for a Delaware based call center where alumni could be hired, if alumni were permitted to work for winning bidder? **Answer: The most competitive bid will be the successful company. The company can hire the best employees to service the contract.**
76. Question: Are the "Total Calls" listed on the statistical data chart total contacts "Offered" or "Answered"? **Answer: Offered**
77. Question: Are any increases/decreases in contact volume anticipated for the upcoming contract period? If yes, what percentage of variation is anticipated? **Answer: Increase. The University planned growth is 10-25% over the next five years**
78. Question: What are the earliest and latest times that the call center would need to be in operation during peak seasons? Would these times still be Monday through Friday or would weekend support also be requested during peak seasons? **Answer: 8:00 a.m. to 8:00 p.m., Monday through Friday**
79. Question: Does the existing call center currently receive inbound requests for support via email? If so, are there historical reports to show the number of emails received (by hour, day, month, etc.)? **Answer: No**
80. Question: If support via chat sessions are requested, will the University provide the chat platform via integration into the existing University website or will the vendor need to provide an external chat platform? **Answer: Yes Chat is required and must be provided by the successful company**
81. Question: Based on a contract award date of August 1, 2018, what is the transition time allotted for the incumbent call center to transition services to the new vendor

(i.e. what is the anticipated go-live date for the new vendor to begin receiving contacts)? Answer: Go live date is 8/1/2018

82. Question: How often will meetings be required on-site at DSU? Would video conference calling be an acceptable alternative? Answer: Monthly. Video conferencing is an acceptable alternative
83. Question: Does the “total number of seats” referenced indicate the number of full-time, dedicated agents that are currently supporting this contract monthly? Answer: Full-time
84. Question: How will initial training information be delivered (i.e. in person, video conference, training documents, etc.)? Answer: in person, video conferencing and training documents
85. Question: Will the student/parent call a single number at the University and then be provided IVR options to reach various University departments (Financial Aid, Student Accounts, etc.) or is there a different number that students call for each department? Answer: Students and parents will call a single number which is routed to the successful company
86. Question: Will the University forward calls from DSU owned telephone numbers to numbers owned by the vendor, or will ownership of the existing telephone numbers be transferred to the vendor? Answer: DSU owned telephone number will be routed to the successful company
87. Question: Does the Delaware State University expect each vendor to include an “Additional Fee” in their response for health coverage regarding the ACA Safe Harbor clause? If not, please describe in what case this “Additional Fee” would be not be included. Answer: Any additional fees that will be required by your company to be paid by the University during the period of the contract must be provided
88. Question: How often is the vendor required to attend onsite meetings? What amount of notice will be provided for the required meetings? Answer: Monthly meeting, video conferencing will be allowed as an alternative
89. Question: Is there any additional call data available with regards to the timing of calls or number of repeat callers? Answer: Not at this time
90. Question: Are all services listed required to be priced on a per occurrence basis? Answer: Yes