**Solicitation Amendment No. 001**

| To:  Prospective Bidder/Offeror: | Date: |
|---|---|
| Proposers | August 23, 2021 |

| Project Title: | Project No.: |
|---|---|
| Customer Service Call Center | RFP 21-46 |

Description of Solicitation Amendment:  The Request for Proposals (Project RFP No. 21-46) is hereby amended as set forth below:

1.   Questions and answers have been released (below).

Please visit our website at https://www.hccs.edu/about-hcc/procurement/

Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.

| Acknowledgement of Amendment No.  by: | Date: |
|---|---|
| | |

| Company Name (Bidder/Offerer): | |
|---|---|
| | |

| Signed by: | |
|---|---|
| | |

| Name (Type or Print): | Title: |
|---|---|

REQUEST FOR PROPOSAL

PROJECT NO.  RFP 21-46

CUSTOMER SERVICE CALL CENTER

<u>QUESTIONS AND ANSWERS No. 1</u>

Date:      August 23, 2021

To:         Prospective Proposers

From:      Procurement Operations Department, Houston Community College

Subject:  Questions and Answers Responses

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Q1.      Whether companies from Outside USA can apply for this?

**Response**: No. HCC is looking for a partner within United States territory.

Q2.      Whether we need to come over there for meetings?

**Response**: No. Due to COVID-19, virtual meetings are preferred.

Q3.      Can we perform the tasks (related to RFP) outside USA?

**Response:** See response from Question 1.

Q4.      Can we submit the proposals via email?

**Response:**  No. Refer to RFP document, page 4, Submittal Instructions.

Q5.      How confident do you feel with the estimated date for Questions and Answers?

**Response:**  HCC will do the best to answer the questions by the deadline. If project needs to be extended because of the College not meeting the estimated deadlines, HCC will consider an extension on the due date.

Q6.      How many staff the College needs for the call center? Will it be based on call volume?

**Response:**  A minimum of 6-8 agents; however we ask that staffing be adjusted    based  on  call volume to ensure adequate support during peak call periods.

Q7.      How much is the average handle time?

**Response:**  4.54 minutes handle time on average for fiscal year 2020-2021 from Sept 1 to August 17, 2021 for all call centers on 8-2000.

Q8.     What is the preferred configuration of the call center? Can it be remote?

**Response:**  Yes, remote is preferred; however the College expects to receive data at the individual agent level from the vendor in an effort to measure effectiveness (ie, call volume, average call time, types of calls, productivity and quality of service).

Q9.     Is work from home acceptable?

**Response:**  Please refer to Question 8.

Q10.    Are you looking for Agents?

**Response:** Yes, HCC is looking to supplement the existing Call Center with third-party agents.

Q11.    Does the caller have the ability to leave a call back number without losing their turn in queue?

**Response:** No, we do not have this implemented.

Q12.    Does this service include application (apps) questions or will it be strictly for student support services?

**Response:** No, this service will be strictly for student support services.

Q13.    Is this a long-term solution?

**Response:** Yes.

Q14.    On page 7, item 2.4, letter e, is the number 27,500 a typo? Should it say 275,000?

**Response:** Emails should be 27.5K.  At the present time, the Contact Center has completed a total of 20,700 emails from Sept 1, 2020 to August 17, 2021

Q15.    What is the current platform that HCC is using?

**Response:** Cisco Finesse.

Q16.    Will the supplier be providing ECD solution?

**Response:** You should use your own professional call center solution.

Q17.    What is the Average handling time for the emails? Can you provide data?

**Response:** We respond to emails within normal business hours. 24 to 36 hours during heavy registration due to influx of traffic. During normal months we respond to emails within 1-4 hours.

Q18.    Can you provide the historical activity?

**Response**: Historical Data can be provided by our HCC Telecommunications Department regarding all traffic to our 8-2000 line.

Q19.    What is the platform that you are using for training?

**Response:** At this time, we do not have a dedicated platform which is utilized for training purposes. The majority of our training is done in-house by shadowing our agents.

Q20.    Can you provide the Job Description for the desired agents?

**Response:** Yes.  A job description can be provided for Student Information Representative.

Q21.    Do you have statistics for the volume of inquiries in the different languages (English, Spanish and Vietnamese?

**Response**:  1.7% of calls from Sept 1, 2020 to August 17, 2021 have been Spanish or have come into the Spanish queue.   The percentage could flux 1% as some callers do not use the Spanish queue when needing assistance in Spanish.  (Answer: 1.7 to 2.7% of total calls are Spanish) Vietnamese is not tracked but would be less than the percentage above.

Q22.    As you mentioned during the pre-bid conference that recently the College deployed a vendor to supplement the in-house call center, which vendor it is?

**Response:** Westpark Communications, L.P.

Q23.    As the College recently deployed a Chatbot, who is the Chatbot vendor?

**Response:**  SmartMax Live Chat is the main application but the ChatBot is built in Google DialogFlow and is integrated into our ChatBeacon application which is under this company.

Q24.    Section 2.4 Historical Volume - Could you please clarify in TOTAL how many interactions (calls, emails, chats, etc.) do you expect the selected vendor to handle in a year?

**Response**: Financial Aid – 14,000 and Student Services – 16,000

Q25.    Is support in Vietnamese a mandatory requirement?

**Response:**  Yes, it is a requirement as specified on the Scope of Services.

Q26.    Does multi-language support have to be US only or Spanish/Vietnamese support can be offshore?

**Response**:  No. All services must be provided from US territory.

When issued, "Questions & Answers" shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Questions & Answers. All revisions, responses, and answers incorporated into the Questions & Answers are collaboratively from both the Procurement Operations and the applicable HCC Department(s). It is the responsibility of the bidder/respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders/respondents shall be deemed to have received all Questions & Answers and to have incorporated them into this solicitation and resulting proposal response.

Furthermore, it is the responsibility of each Contractor to obtain any previous Questions & Answers associated with this solicitation.

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