Date: June 06, 2018

To: Proposers

Ref: RFP-18-PG-001 Answering Services

Subject: **ADDENDUM NO. 01**

This addendum amends, clarifies, amplifies, or further explains the above reference Request for Proposal (RFP). The information contained herein shall supersede and take precedence over the information contained in the RFP.

Clarifications

Q: Whether companies from Outside USA can apply for this? (like, from India or Canada)
A: Companies from outside the United States can submit a proposal for this contract.

Q: Whether we need to come over there for meetings?
A: We expect regular meetings with the selected vendor, however technology can be used to facilitate the meetings.

Q. Can we perform the tasks (related to RFP) outside USA? (like, form India or Canada)
A: The vendor for this contract will need to provide a high level of customer service and be able to respond to our students in English and Spanish. Outside of those requirements, location is not an issue.

Q: Can we submit the proposals via email?
A: NO, please refer to page 5 of RFP for further details.

Q: Page 11, 2.2. Will TSTC route ALL calls year round to the vendor for the designated offices and campuses?
A: All calls that come into the main campus number would be routed to the vendor. However, there will still be direct numbers for all employees and if those numbers are called directly it will go to the employee and not the vendor.

Q: Page 11, 2.2. Please define the current 100/500 inbound calls referenced?
A: The campuses receive a minimum of a 100 calls a day through the main line an right now do not receive more than 500 calls a day. Since this RFP cover more offices, this number may increase.

Q: Page 11, 2.2, 3ʳᵈ bullet. Please confirm the service is for Monday through Friday.
A: Yes, the service would just be Monday-Friday

Q: Page 12, Minimum Mandatory Requirements, 1ˢᵗ bullet. What early alert software system are you currently using? Will the vendor have access to the system or will TSTC provide reports to the vendor?
A: We currently use an Ellucian product but it is no longer supported, so we are looking into new options. The access into the system would be negotiated based on what would be the most effective option for our students and safety of their information.

Q: Page 12, Minimum Mandatory Requirements, 1ˢᵗ bullet. What are the alerts would TSTC wish to trigger the vendor outreach?
A: There are several different criteria that could trigger a need for an outreach call to students regarding their attendance, grades, etc. This would also be negotiated with the vendor to determine what the best use of their services would be for our students.

Q: Page 12, Minimum Service Requirements, 5ᵗʰ bullet. Abandon rates are influenced by IVR messaging, student patience, point in the academic year and other factors. Would TSTC allow the vendor to use Average Speed of Answer as an alternative service level metric instead of Abandon Rate?
A: **The institution would be willing to consider this metric, but would also like to review the abandon rate as well. We do understand there are many factors that play into the abandon rate.**

Q: Page 22, A, #4 states that the firm name should appear on each continuation page of a RFP in the block provided in the upper right hand corner. As there is no block, does TSTC want the vendor name in the upper right in the page header?
A: The upper right hand corner will be fine.

Q: Page 27, #4 and #5 request the qualifications and minimum number of trainers. Can TSTC clarify what training is requested?
A: We will need to train the vendors on use of Colleague, Salesforce, potentially early alert software, information regarding to all 10 of our campuses, etc. This in turn will be taken back to the additional team members who will be answering the inbound calls and conducting outbound calls. We would like to know the qualifications for your trainers that would be taking care of this and how many are on staff.

Q: Page 29. The pricing grid asks for additional charges for hours outside of Monday – Friday, 8am to 5pm. Page 11, 2.2 states that the hours are 7am to 7pm. What are the days and times of call support?
A: We would prefer to be able to extend out the hours of support from 7 am - 7 pm Monday-Friday. However, we would need to review the additional cost involved for covering these extended hours in order to determine if it is worth the additional investment.

Pedro Guardiola

Pedro Guardiola
Buyer
Phone: (956) 364-4428
Pedro.guardiola@tstc.edu

In submission of this proposal, proposers must acknowledge receipt of this addendum; otherwise proposal will not be given consideration. Proposer must acknowledge receipt by returning a copy of this notice with (RFP) Request for Proposal.

Proposer's Signature: _____

Printed   Name: _

Vendor   Name: _

Vendor Identification Number: _____

Date: _