BOARD RESPONSE TO WRITTEN REQUESTS FOR CLARIFICATION

RELATING TO:

INVITATION TO NEGOTIATE
FOR

Contact Center Services

#21-03

August 6, 2021

Florida Prepaid College Board
1801 Hermitage Blvd., Suite 210
Tallahassee, Florida 32308
(850) 488-8514

To:	Prospective Respondents, ITN #21-03
From:	Florida Prepaid College Board
Date:	August 6, 2021
Subject:	Board Response to Written Requests for Clarification relating to ITN #21-03: Contact Center Services

Any questions concerning conditions and specifications of this ITN were required to be submitted in the form of written questions, on the Request for Clarification Form, and pursuant to the schedule in Section 2.01. Please note, if any of these requirements were not met, the questions may not be included in the answer section below.

Company Name: Gatestone & Co. International Inc.

Question	ITN Section	ITN Page	Question/Comment
1.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	Can you provide us with a copy of the contract with the current supplier? If not, can you direct us to a copy of where we can locate the contract?
This ITN is the first time the Board has sought the services of a Contact Center specifically and many of the services requested are not currently performed by any service provider. However, the Board has a Records Administrator that provides customer service on behalf of the Board as part of their broader services (note: the customer service fees are not delineated). If you are seeking a copy of the Records Administrator's contract or any other service provider contract, please contact Brandon Goeke, Director of Operations, at (850) 488-8514 or Brandon.Goeke@MyFloridaPrepaid.com and he will handle your public records request to ensure we provide you with the appropriate records.			

Question	ITN Section	ITN Page	Question/Comment
2.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	Can you provide average monthly volumes, handle times and service levels for each of the contact types listed?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
3.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	Can you provide historical daily call volumes by intervals?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times			

Question	ITN Section	ITN Page	Question/Comment
4.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	Can you provide historical call volumes for an indicative week and seasonal fluctuations?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times			

Question	ITN Section	ITN Page	Question/Comment
5.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	How many FTE's currently service the program?
30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.			

Question	ITN Section	ITN Page	Question/Comment
6.	1.02 PROCURE MENT OBJECTIVE	8	What is the language requirement for the program?
At a minimum, the Board would like to provide services for English and Spanish but would be interested in providing services for other languages such as Haitian Creole.			

Question	ITN Section	ITN Page	Question/Comment
7.	3.01 SERVICES	10	How long is the new hire training for each program?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.			

Question	ITN Section	ITN Page	Question/Comment
8.	3.01 SERVICES	10	After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer			

to the Master Contract and the Program Description and Program Agreement on the Board's
website for additional information on the Board's programs

Question	ITN Section	ITN Page	Question/Comment
9.	3.01 SERVICES	10	Are there expected ongoing training requirements? If so, please define.
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.			

Question	ITN Section	ITN Page	Question/Comment
10.	3.01 SERVICES	10	Does the Board require dedicated trainers and/or training managers?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials.			

Question	ITN Section	ITN Page	Question/Comment
11.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	Can you provide more detail around your Quality Assurance expectations for each program? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)? How is CSAT measured/calculated today?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of quality assurance best practices.			

Question	ITN Section	ITN Page	Question/Comment
12.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	8	What are the system requirements, will it be hosted by the supplier or provided by you, the client?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
13.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	5	Will agents be working off The Board's system platform?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
14.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	8	What technology will be provided by The Board?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
15.	1.01 ABOUT THE FLORIDA PREPAID COLLEGE BOARD	8	Please confirm if The Board will be providing voice/data circuits to the vendor's Points of Presence (POP)? If this will be handled by the vendor instead, please provide your data center locations/address.
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system. Please refer to the ITN.			

Question	ITN Section	ITN Page	Question/Comment
16.	1.02 PROCUREMENT OBJECTIVE	8	What are the communication channels required? Voice, Chat, Email, Other? Can you provide contact volumes by channel?
Please refer to section 1.01 of the ITN.			

Question	ITN Section	ITN Page	Question/Comment
17.	1.03 MINIMUM QUALIFICATIONS FOR RESPONDENTS	9	Are you considering proposals from offshore providers?
No. Please refer to section 1.03 of the ITN.			

Question	ITN Section	ITN Page	Question/Comment
18.	4.03 DELIVERY	14	Would the Board allow consideration for submission by email or another source due to the pandemic?
Yes, please refer to section 4.03 of the ITN.			

Question	ITN Section	ITN Page	Question/Comment
1.	Introduction/ Current State	6	Outside of the caller's ANI, what additional information does the Board want to use to authenticate callers within their IVR? E.g., Entry of PIN, Account Number, Voice biometrics, or a combination of variables.
The Board anticipates working with the Respondent on authentication methods.			

Question	ITN Section	ITN Page	Question/Comment
2.	Introduction / Future State	7	Is there a need for a visual IVR? E.g., provide your callers with the ability to begin their engagement through your IVR (voice channel) but then transfer the interaction to another method (browser on their smartphone). Also, referred to as Multimodal.
The Respondent may propose additional value-added services.			

Question	ITN Section	ITN Page	Question/Comment
3.	Introduction / Future State	7	Is there a need for Co-browse? Improve first contact resolution by letting agents "show and tell" with your customers through a co-browsing session, using real-time annotations, comments, or even the ability to take control of the customer's screen. There's zero footprint for customer ease and content masking for peace of mind.
The Respondent may propose additional value-added services.			

Question	ITN Section	ITN Page	Question/Comment
4.	Introduction / Future State	7	We've noticed that the Board receives payments from their investors via online, check, and phone. Is the Board interested in providing Artificial Intelligence (bot) to provide payment options online or on the phone?
The Respondent may propose additional value-added services.			

Question	ITN Section	ITN Page	Question/Comment
5.	Description of Services / Inbound prospective customer calls	11	We've noticed that the Board has the following social media accounts? Facebook, Instagram, Twitter, and Youtube. Does the Board currently manage any additional social media accounts? If so, which ones?
The Board also manages a LinkedIn account.			

Question	ITN Section	ITN Page	Question/Comment
6.	Description of Services / Inbound prospective customer calls	8	Are there any additional languages aside from English and Spanish that the Board would like to support through their new IVR?
At a minimum, the Board would like to provide services for English and Spanish but would be interested in providing services for other languages such as Haitian Creole.			

Question	ITN Section	ITN Page	Question/Comment
7.	Introduction / Future State	7	What type of information will be provided to the caller from Salesforce as they walk their way through your IVR (Self-service)? E.g., Account status, Payment amounts, Payment history, etc.
Currently, none. The Board anticipates working with the Respondent on best practices.			

Question	ITN Section	ITN Page	Question/Comment
8.	Introduction / Future State	7	Is the Board interest in Artificial Intelligence (bots) for both your voice and chat channels?
The Respondent may propose additional value-added services.			

Question	ITN Section	ITN Page	Question/Comment
9.	Introduction/ Current State	6	We understand that currently, the Board does not have web chat capabilities and associated reports. However, much online traffic did the Board experience within the last six months?
In the last 6 months, the Board received approx. 950,000 visitors to the marketing and online account website.			

Question	ITN Section	ITN Page	Question/Comment
10.	Introduction / Future State	7	Is screen recording of an agent's desktop a requirement?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of quality assurance best practices.			

Question	ITN Section	ITN Page	Question/Comment
11.	Introduction/ Current State	6	How many different call scripts (screen pops) will be required for the Board's representatives?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.			

Question	ITN Section	ITN Page	Question/Comment
12.	Introduction/ Current State	6	Are the Board's representatives expected to be logged into Salesforce during the duration of their work shift? If not, what is their typical user interface during their work shift?
Yes.			

Question	ITN Section	ITN Page	Question/Comment
13.	Introduction / Future State	7	Is callback or virtual hold of interest to the Board?
The Respondent may propose additional value-added services.			

Question	ITN Section	ITN Page	Question/Comment
14.	Introduction / Future State	7	What is the Board's plan for its non-contact center personnel, and how they intend on receiving and establishing communication with others (internally and externally)?
The Board will maintain its current working environment for Board employees. The Board anticipates working with the Respondent on communication channels.			

Question	ITN Section	ITN Page	Question/Comment
15.	Introduction/ Current State	6	Can the Board provide a copy of their existing telephony infrastructure and call flows? E.g., DataCenters, WANs, LANs, etc.
No.			

Question	ITN Section	ITN Page	Question/Comment
16.	Introduction/ Current State	6	What is the Board's current representative and business user count?
30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.			

Question	ITN Section	ITN Page	Question/Comment
17.	Introduction / Future State	7	Are dashboards and wallboards a requirement? If so, how many of each?
The Board would like to learn more about the Respondent's proposed solution. The Board anticipates working with the Respondent on the development of quality assurance best practices.			

Question	ITN Section	ITN Page	Question/Comment
18.	Introduction/ Current State	6	Is the Board planning to utilize their existing telephony carrier? If so, are they premise or cloud-based?
The Respondent will be required to provide their own IVR and Telephony system. Please refer to the ITN.			

Question	ITN Section	ITN Page	Question/Comment
19.	Introduction / Future State	7	What type of phone end-points are required for the representatives? Softphones or SIP desk phones
The Respondent may propose a solution to meet the needs of the Board.			

Question	ITN Section	ITN Page	Question/Comment
20.	Introduction/ Current State	6	Is the Board looking to port any of their existing numbers over to the new contact center platform? If so, how many of those are TFN, DID, and SMS numbers?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system. The Respondent may propose an alternative solution.			

Question	ITN Section	ITN Page	Question/Comment
21.	Introduction / Future State	7	Please provide an example report that the Board is either use to producing or what you are expecting to receive from your new contact center platform.
The Board anticipates working with the Respondent on reporting requirements.			

Question	ITN Section	ITN Page	Question/Comment
22.	Tools, Technology, & Security	11	Approximately how many Predictive outbound dialing campaigns process in a day?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Company Name: Wipro LLC

Question	ITN Section	ITN Page	Question/Comment
1.	ITN 21-03	1	What are the Top challenges/pain areas for the in-scope work that you would want to be addressed by the vendors?

The Board looks to expand the communication channels available and provide a positive customer experience.

Question	ITN Section	ITN Page	Question/Comment
2.	ITN 21-03	4	What are the top call drivers as of today? Of these, for which all call drivers do we have customer journeys enabled on web and mobile channels?

The top call drivers as of today are new plans, terminations, and matriculation. We have customer journeys for these call areas on web and mobile-friendly channels.

Question	ITN Section	ITN Page	Question/Comment
3.	ITN 21-03	4	Kindly provide the no. of FTEs supporting the Voice calls, emails, and customer requests as of today and in the future due to growth in your business. Please provide the operating structure as well detailing the management span ratios.

30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.

Question	ITN Section	ITN Page	Question/Comment
4.	ITN 21-03	5	Other than Salesforce implementation and Chats BOTs, what are the ongoing initiatives to help improve the call center operations? Are there any technology changes planned shortly?

The Board will look to continue to leverage Salesforce capabilities to provide an enhanced customer experience.

Question	ITN Section	ITN Page	Question/Comment
5.	ITN 21-03	3	What % of calls/emails require bilingual skillsets - English & Spanish?

The Board estimates the following breakdown: English 85%, Spanish 15%.

Question	ITN Section	ITN Page	Question/Comment
6.	ITN 21-03	4-5	Kindly provide the inter-day and inter-week volume arrival pattern for each call type that will help us structure optimal FTEs for running operations.

Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.

Question	ITN Section	ITN Page	Question/Comment
7.	ITN 21-03	4-5	Please share business KPIs such as average handling time, call abandoned rate, call transfer rates, first call resolution rate, etc.

Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of KPIs.

Question	ITN Section	ITN Page	Question/Comment
8.	ITN 21-03	4-5	What are the current process training timelines for onboarding a new hire? Kindly include timelines for process training, On the job training as well as timelines for 100% Volume Ramp up.

Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.

Question	ITN Section	ITN Page	Question/Comment
9.	ITN 21-03	4-5	Please share your transactional quality methodology. What % of the calls & back-office transactions are quality checked?

Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of quality assurance best practices.

Question	ITN Section	ITN Page	Question/Comment
10.	ITN 21-03	9	What is the average work experience required for the roles in scope?

The Board would like to learn more about the Respondent's proposed work experience requirements based on the information provided in the ITN.

Question	ITN Section	ITN Page	Question/Comment
11.	ITN 21-03	9	What would be the connectivity medium between Florida prepaid college board and the Wipro delivery center for data application access (MPLS or internet VPN)? If it's through MPLS, kindly share the Florida prepaid college board DC address with a pin code to get the link.

The Board will provide access to their Salesforce environment via the internet.

Question	ITN Section	ITN Page	Question/Comment
12.	ITN 21-03	9	Is "Salesforce Social Studio" part of current technology stack? If not, will it be okay for respondents to suggest a new solution to manage social media channels?

Yes.

Question	ITN Section	ITN Page	Question/Comment
13.	ITN 21-03	9	What is the deal period Florida prepaid college board wants us to consider?

The Board would like to consider a five (5) year initial term with a five (5) year renewal period.

Question	ITN Section	ITN Page	Question/Comment
14.	ITN 21-03	4	Kindly provide AHT for each of the queues/call types in-scope of this ITN. Please provide the average monthly volume of outbound calls as well.

Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.

Question	ITN Section	ITN Page	Question/Comment
15.	ITN 21-03	4	What are the certification criteria to certify the trainees for all training phases and all Processes & Sub-Processes? Is Federal background verification required for all employees?
Representatives must be appropriately trained and pass a State of Florida background verification process.			

Question	ITN Section	ITN Page	Question/Comment
16.	ITN 21-03	4-5	Please confirm the call center infrastructure components (TFN, ACD, CTI, screen & voice recording, etc.) that you are using currently. Do you recommend the vendors to leverage the same till new technology is approved by you and implemented by the vendors?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
17.	ITN 21-03	4-5	Kindly confirm the retention duration for the screen & voice recordings (if required). Also, Please confirm if you would provision softphones for vendor agents to make and receive calls.
The Board anticipates working with the Respondent on acceptable retention policies. The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
18.	ITN 21-03	4-5	Please confirm if the overall scope includes all the activities mentioned in Page 4 of ITN (all 4 IVR prompts)
Please refer to the ITN.			

Question	ITN Section	ITN Page	Question/Comment
19.	ITN 21-03	4-5	Please provide details on tools/ technology being used in the current customer support function? - Omni channel platform ((Voice / Chat / e-mail etc.) - Ticket/Case Management - Workforce Management - Quality Monitoring - Reporting and Analytics etc. - Others (please specify)"
The Board would like to learn more about the Respondent's proposed tools and technology.			

Question	ITN Section	ITN Page	Question/Comment
20.	ITN 21-03	4-5	Do you have a virtual desktop infrastructure in place (Citrix,rdpweb, AWS) where all tools will be accessed?
No, The Board will provide access to their Salesforce environment through a web browser.			

Question	ITN Section	ITN Page	Question/Comment
21.	ITN 21-03	4-5	Do the contact center agents use Customer 360 for viewing client information? If not, do they have to toggle between multiple systems?
Yes.			

Question	ITN Section	ITN Page	Question/Comment
22.	ITN 21-03	9	Is there any robotic process automation and AI-led automation in place?
No, the Board would like to learn more about the Respondent's proposed solution.			

Question	ITN Section	ITN Page	Question/Comment
1.	3.01 Services	8	For staffing purposes, does the Board have any volumes regarding communication with Spanish speaking customers?
The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
2.	3. Description of Services Salesforce Integration	9	Explain the salesforce integration in more detail such as fields, customer experience, etc What specific fields will need to be integrated between the FHC contact platform and Salesforce? • Can you provide by channel (voice, email, chat). Will necessary professional services on the Salesforce side for this be provided by the state? What kind of integration is expected? (File transfers, API, etc.) Will the integration require a person to build campaigns daily?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system. The Board would like to learn more about the Respondent's proposed integration solution.			

Question	ITN Section	ITN Page	Question/Comment
3.	3.02 Contract	10	What is the length of the awarded contract?
The Board would like to consider a five (5) year initial term with a five (5) year renewal period.			

Question	ITN Section	ITN Page	Question/Comment
4.	3. Description of Services Other General Communication Channels	9	What does the Board envision the scope of social media to be in this contract and what platforms are they most interested in? Facebook/Twitter? Is the Board looking for direct interactions with customers over social media? Is the board looking for a collaboration on how to best leverage social media and develop this process in tandem with Contractor?
Please refer to section 3.01 of the ITN. The Board currently uses Facebook, Twitter, Instagram, YouTube, and LinkedIn. The Board anticipates working with the Respondent on best practices for social media engagement.			

Question	ITN Section	ITN Page	Question/Comment
5.	1.02 Procurement Objectives	6	Does the Contractor have any expected volumes for the other services that they are looking to expand into in the future (i.e. Live chats, emails, etc.).
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
6.	1.02 Procurement Objectives	6	Is the Board going to promote or advertise Omni Channel to drive volume? Does the Board want Omni Channel at time of launch or in phases?
The Board may promote Omni Channel in the future. The Board will work with the Respondent on the implementation timeline.			

Company Name: Inktel Government BPO Services

Question	ITN Section	ITN Page	Question/Comment
1.	3.02	12	If awarded, what is the term of contract?
The Board would like to consider a five (5) year initial term with a five (5) year renewal period.			

Question	ITN Section	ITN Page	Question/Comment
2.	3.01	10	Is Spanish support the only language needed? Can you provide the volume of Spanish speaking calls?
At a minimum, the Board would like to provide services for English and Spanish but would be interested in providing services for other languages such as Haitian Creole. The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
3.	1.01	5	How many full-time and temporary agents does this program currently have (steady state and peaks)?
30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.			

Question	ITN Section	ITN Page	Question/Comment
4.	1.01	8	Can you please confirm the technology needed? The Board will only provide CRM Platform and Salesforce, is this correct?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
5.	1.01	5	Is there a preference for the operation, brick and mortar or can it be remote?
The Board would like to learn more about the Respondent's proposed solution including brick and mortar or remote work.			

Question	ITN Section	ITN Page	Question/Comment
6.	1.01	5	Does the team have to reside in the State of Florida?
No, please refer to section 1.03 of the ITN.			

Question	ITN Section	ITN Page	Question/Comment
7.	1.01	8	Can you share historical call Arrival patterns?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
8.	3.01	10	Can you please share job descriptions by position required?
The Board expects Respondent to provide appropriate staff to fulfil services as outlined in the ITN.			

Question	ITN Section	ITN Page	Question/Comment
9.	1.01	5	What is the length of training – number of hours? Will the Board provide the training curriculum/program?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.			

Question	ITN Section	ITN Page	Question/Comment
10.	N/A	N/A	What is going well with the program and where is there room for improvement?
The Board is always looking for ways to increase customer satisfaction and college savings. Additionally, the Board wants to build a knowledgeable contact center team to provide an excellent customer experience.			

Question	ITN Section	ITN Page	Question/Comment
11.	N/A	N/A	What are the top goals for the chosen vendor to focus on?
The top goal is to assist customers save for college and provide a positive customer experience with knowledgeable professionals as outlined in the ITN.			

Company Name: Tyme Global Technologies

Question	ITN Section	ITN Page	Question/Comment
1.	N/A	N/A	How long is the contact center agreement for?
The Board would like to consider a five (5) year initial term with a five (5) year renewal period.			

Question	ITN Section	ITN Page	Question/Comment
2.	N/A	N/A	What percentage of calls, emails, etc. are handled by bilingual agents?
The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
3.	N/A	N/A	What media is used to promote the Florida Prepaid college program to prospective customers?
The Board uses paid and earned media to promote the Florida Prepaid College Program to prospective customers.			

Question	ITN Section	ITN Page	Question/Comment
4.	N/A	N/A	What is the reason for seeking to replace ICSS your current contact center provider? It is noted that the incumbent vendor has served the program for over 30 years?
Many of the services in the ITN are new to the Board.			

Company Name: Computer Generated Services Inc.

Question	ITN Section	ITN Page	Question/Comment
1.	N/A	N/A	How many total agents (including support staff – QA, Trainers, Workforce Management, Team Leaders, etc) currently provide the Customer Service Support today and what levels of support are provided and or required? Level 1 – basis script resolution – standard problem resolution Level 1.5 – Level 1 + detailed problem resolution and problem determination Level 2: Level 1/1.5+ complex problem determination and resolution; root cause analysis
30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.			

Question	ITN Section	ITN Page	Question/Comment
2.	N/A	N/A	What will be the total monthly volume required to be supported by the selected partner on an annual basis? Is it only for the open enrollment period volumes listed in the RFP? Or will it also include contact volumes associated with annual account maintenance?
The Respondent would be expected to provide the services in the ITN.			

Question	ITN Section	ITN Page	Question/Comment
3.	N/A	N/A	What is the estimated weekend volumes during the open enrollment period?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
4.	N/A	N/A	Does the Customer Service support transfer problem tickets to external groups or 3rd parties for resolution? If so, please describe how they are transferred (tickets, email, fax, phone calls, etc.). How are these tickets tracked and closed?
Currently, no.			

Question	ITN Section	ITN Page	Question/Comment
5.	N/A	N/A	Do you have any special call handling for "VIP" users?
Currently, no. The Board will work with the Respondent on best practices to handle VIP users.			

Question	ITN Section	ITN Page	Question/Comment
6.	N/A	N/A	Do you perform customer satisfaction surveys? If so, please describe the process and provide a sample survey and report.
The Board does not currently perform customer satisfaction surveys.			

Question	ITN Section	ITN Page	Question/Comment
7.	N/A	N/A	What is the current length of the agent training programs? Do you conduct onsite or virtualized training to your customer service support teams today?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.			

Question	ITN Section	ITN Page	Question/Comment
8.	N/A	N/A	Can you please provide the current training curriculum/scripts?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.			

Question	ITN Section	ITN Page	Question/Comment
9.	N/A	N/A	Can you provide a breakdown of the assignment groups within the current Salesforce CRM platform you are using today?
The Board anticipates working with the Respondent to develop appropriate assignment groups.			

Question	ITN Section	ITN Page	Question/Comment
10.	N/A	N/A	Will you require all agents to work from centralized facility, or will you allow Work From Home (WFH) support model as well, due to potential future COVID-19 and CDC guidelines?
The Board would like to learn more about the Respondent's proposed solution including brick and mortar or remote work.			

Question	ITN Section	ITN Page	Question/Comment
11.	N/A	N/A	Current and desired Average Speed to Answer (ASA)
The Board would like to learn more about the Respondent's proposed service level standards.			

Question	ITN Section	ITN Page	Question/Comment
12.	N/A	N/A	Current and desired Abandonment Rate %
The Board would like to learn more about the Respondent's proposed service level standards.			

Question	ITN Section	ITN Page	Question/Comment
13.	N/A	N/A	Current and desired Average Handle Time for each Channel (email, chat, voice)
The Board would like to learn more about the Respondent's proposed service level standards.			

Question	ITN Section	ITN Page	Question/Comment
14.	N/A	N/A	Current and desired First Call Resolution %
The Board would like to learn more about the Respondent's proposed service level standards.			

Question	ITN Section	ITN Page	Question/Comment
15.	N/A	N/A	Current and desired Customer Satisfaction %
The Board would like to learn more about the Respondent's proposed service level standards.			

Question	ITN Section	ITN Page	Question/Comment
16.	N/A	N/A	What is your objective for this outsourcing initiative? Consolidation, cost reduction, efficiency gain or all of the above. Please explain your objectives for selecting an outsourcing partner and the time frame in which you want to go live with the new partner.
Many of the services in the ITN are new to the Board, the Board is looking to provide new channels of interactions with customers.			

Question	ITN Section	ITN Page	Question/Comment
17.	N/A	N/A	Do you have an established Business Case – ROI/TCO analysis completed?
No.			

Question	ITN Section	ITN Page	Question/Comment
18.	N/A	N/A	Regarding the agent equipment provided by CGS, are you open to CGS using thin clients since VDI is more secure for work from home agents?
Yes.			

Question	ITN Section	ITN Page	Question/Comment
19.	N/A	N/A	In the RFQ regarding firewalls and routers, are you assuming that CGS will provide the routers and firewalls, or will Customer be providing them to CGS?
The Board anticipates the Respondent to provide a solution for their representatives to securely access the Salesforce environment.			

Question	ITN Section	ITN Page	Question/Comment
20.	N/A	N/A	Please list the tools currently implemented for Service desk.

Name of the Tool	Description of Use	Vendor Name (or Internal)
	Remote Take Over	
	Knowledge Base	
	Telephone System	
	Ticket/Problem Management	
	Configuration Mgmt	
	Customer Sat Survey	
	Change Management	
	Asset Management	
	Chat	

The preference is for these tools to be delivered through Salesforce, as appropriate. The Respondent may propose alternate solutions.

Question	ITN Section	ITN Page	Question/Comment
21.	N/A	N/A	Will your current support environment will be used, or will CGS be expected to provide the required telephony and connectivity for support?
The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
22.	N/A	N/A	Additional Network Requirements (Data connectivity, VOIP)
Please refer to section 3.01 of the ITN.			

Question	ITN Section	ITN Page	Question/Comment
23.	N/A	N/A	Additional PC Specification Requirements
Representatives must be able to access the Salesforce environment from their web browser.			

Question	ITN Section	ITN Page	Question/Comment
24.	N/A	N/A	Additional licenses/application required?
The Board will provide the Respondent access to the Salesforce environment. The Respondent may propose additional licenses or applications as needed.			

Question	ITN Section	ITN Page	Question/Comment
25.	N/A	N/A	Reporting requirements?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of reports.			

Question	ITN Section	ITN Page	Question/Comment
26.	N/A	N/A	Do you require PCI certification?
No, but please indicate if you do have this certification.			

Question	ITN Section	ITN Page	Question/Comment
27.	N/A	N/A	Do you require SOC 2 certification?
No, but please indicate if you do have this certification.			

Question	ITN Section	ITN Page	Question/Comment
28.	N/A	N/A	Do you require ISO certification?
No, but please indicate if you do have this certification.			

Question	ITN Section	ITN Page	Question/Comment
29.	N/A	N/A	What is your estimated timeline to have this customer service support in place to take live calls?
Please refer to the ITN. The Board will work with the Respondent on the implementation timeline.			

Company Name: AnswerNet Education Services

Question	ITN Section	ITN Page	Question/Comment
1.	1	6	Other than Spanish are there other languages that the respondent should provide service?
At a minimum, the Board would like to provide services for English and Spanish but would be interested in providing services for other languages such as Haitian Creole.			

Question	ITN Section	ITN Page	Question/Comment
2.	3	8	What level of experience must an agent have in financial product sales and marketing?
The Board would like to learn more about the Respondent's proposed experience level.			

Question	ITN Section	ITN Page	Question/Comment
3.	1	6	What forms of Social Media will be utilized?
The Board manages the following social media accounts: Facebook, Instagram, Twitter, YouTube, and LinkedIn.			

Question	ITN Section	ITN Page	Question/Comment
4.	1	7	Can customers request a call outside of the traditional hours of operation?
The Board anticipates working with the Respondent to offer reasonable hours of operation.			

Question	ITN Section	ITN Page	Question/Comment
5.	3	9	What would be the extended hours of operation for live chat?
The Board would like to offer prospective and existing customers extended hours and anticipate working with the Respondent to offer reasonable hours of operation for live chat.			

Question	ITN Section	ITN Page	Question/Comment
6.	3	9	Must Chat be delivered through SalesForce?
The preference is for chat to be delivered through Salesforce. The Respondent may propose an alternative solution.			

Question	ITN Section	ITN Page	Question/Comment
7.	1	4	What percentage of the calls do you expect to be inbound/outbound/chat?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
1.	2.01	7	Would you consider having a pre-bid conference call to clarify the requirements?
The ITN schedule does not include a pre-bid conference call.			

Question	ITN Section	ITN Page	Question/Comment
2.	1.01	4	The Board references 220,000 'prepaid' phone calls for 'Annual Account Maintenance'. Do the 220,000 'prepaid' phone call number include Spanish calls? What percentage of these 220,000 calls involve work from a live agent (as opposed to complete IVR self-service)?
Yes, this includes Spanish calls. Currently, all work is completed by a live agent.			

Question	ITN Section	ITN Page	Question/Comment
3.	1.01	4	What is the AHT for prepaid phone calls for Annual Account Maintenance?
Many services are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
4.	1.01	4	The Board references 20,000 'savings' phone calls for 'Annual Account Maintenance'. Do the 20,000 'savings' phone call number include Spanish calls? What percentage of these 20,000 calls involve work from a live agent (as opposed to complete IVR self-service)?
Yes, this includes Spanish calls. Currently, all work is completed by a live agent.			

Question	ITN Section	ITN Page	Question/Comment
5.	1.01	4	What is the AHT for savings phone calls for Annual Account Maintenance?
Many services are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
6.	1.01	4	What is the annual volume of 'Annual Account Maintenance' calls in Spanish?
The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
7.	1.01	4	The Board references 37,000 enrollment (22,000 + 15,000) calls per year? Does this 37,000 call number include Spanish calls?
Yes.			

Question	ITN Section	ITN Page	Question/Comment
8.	1.01	4	What is the annual volume of enrollment calls in Spanish?
The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
9.	1.01	3	The Board referenced on AHT of 7 minutes for enrollment calls. Does the 7 minutes include required after call work? If not, do you have any data on time required for after call work activity?
Many services are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
10.	1.01	4	Does the 30,000 (25,000 + 5,000) incoming email volume include Spanish emails? What is the annual email volume in Spanish?
Yes, the Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
11.	1.01	4	What is the average handle time to resolve an inbound email?
Many services are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
12.	3.01	9	There is a reference to 30,000 accounts eligible for outbound call treatment associated with incomplete applications, refunds, and delinquent customers. Are these outbound outreach efforts being performed today?
No.			

Question	ITN Section	ITN Page	Question/Comment
13.	3.01	9	What is the connect rate for outbound outreach associated with incomplete applications?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
14.	3.01	9	What is the right party connect rate for outbound outreach associated with incomplete applications?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
15.	3.01	9	What is the AHT for outbound outreach associated with incomplete applications?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
16.	3.01	9	What is the connect rate for outbound outreach associated with refunds?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
17.	3.01	9	What is the right party connect rate for outbound outreach associated with refunds?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
18.	3.01	9	What is the AHT for outbound outreach associated with refunds?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
19.	3.01	9	What is the connect rate for outbound outreach associated with delinquent customers?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
20.	3.01	9	What is the right party connect rate for outbound outreach associated with delinquent customers?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
21.	3.01	9	What is the AHT for outbound outreach associated with delinquent customers?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
22.	3.01	9	The Board referenced flexible, scalable, and weekend hours for chat (presumably webchat, SMS, and Social). Can the board stipulate the hours that it desires staffing for if beyond the hours listed in the RFP? Can the board provide the Saturday hours desired?
The Board would like to offer prospective and existing customers weekend hours and anticipate working with the Respondent to offer reasonable hours of operation during the weekend.			

Question	ITN Section	ITN Page	Question/Comment
23.	3.01	9	Can you detail how the contractor would access the Board's CIS system? Can you detail the desired methodology for delivering the calls to the contractor? Will the board be responsible and absorb the costs with delivering the call volume?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
24.	1.01	4	What is the total number of annual inbound phone calls that are expected to be routed to the contractor?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
25.	1.01	4	What is the total number of annual inbound calls that are expected to be routed to a live agent?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Company Name: Tech Mahindra Americas Inc.

Question	ITN Section	ITN Page	Question/Comment
1.	Current State	5	Can you please share specifications of your current IVR system?
The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
2.	Current State	5	Can you please share count of current staff handling call center?
30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.			

Question	ITN Section	ITN Page	Question/Comment
3.	Preferred Qualifications for Respondents	9	What is your preferred coverage for weekends?
The Board would like to offer prospective and existing customers weekend hours and anticipate working with the Respondent to offer reasonable hours of operation during the weekend.			

Question	ITN Section	ITN Page	Question/Comment
4.	Preferred Qualifications for Respondents	9	Are you looking to automate response to incoming calls over weekend?
The Board would like to offer prospective and existing customers weekend hours and anticipate working with the Respondent to offer reasonable hours of operation during the weekend.			

Question	ITN Section	ITN Page	Question/Comment
5.	Schedule	9	Can you please provide 1-week extension to submission deadline? This extension will provide vendors more time to submit quality response to this bid
No.			

Question	ITN Section	ITN Page	Question/Comment
6.	Future State	7	Do you want call center tools and technologies to be hosted and owned by the Vendor?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
7.	Future State	7	Vendors will be proposing various tools and technologies to meet future state as described in RFP. Do you want call center tools and technologies to be procured by Board or Vendor?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.			

Question	ITN Section	ITN Page	Question/Comment
8.	Tab 6: Pricing Schedule	14	Current pricing sheet in RFP does not have placeholder to quote licensing cost of any additional tool license or value added services. How should vendor include those price item in pricing schedule ?
The Respondent may add an additional section to provide additional pricing.			

Question	ITN Section	ITN Page	Question/Comment
9.	Tab 6: Pricing Schedule	14	As RFP requires vendors to provide SLA and KRA and various other options in services, Can vendor quote multiple pricing quotes?
Yes.			

Question	ITN Section	ITN Page	Question/Comment
10.	Tab 6: Pricing Schedule	14	What is minimum volume of call center representative to be assumed to provide "One Contact Center Representative -$XX.XX/per day" pricing quote?
The Board does not have a minimum volume of call center representatives.			

Question	ITN Section	ITN Page	Question/Comment
11.	Current State	5	What Salesforce components have been installed by board in Jan 2021? (e.g. marketing Cloud, Sales cloud etc.)
The Board has Marketing Cloud, Social Studio, Adverting Studio, Sales and Service Cloud.			

Company Name: Lumen

Question	ITN Section	ITN Page	Question/Comment
1.	3.01	8	Is there a minimum education level or experience required of agents?
No.			

Question	ITN Section	ITN Page	Question/Comment
2.	3.01	8	What level of background checks must be done for personnel working on this project?
All personnel will need to pass a State of Florida Level 2 background test.			

Question	ITN Section	ITN Page	Question/Comment
3.	2.01	7	How quickly after the award of contract does the contact center need to launch?
The Board will work with the Respondent on the implementation timeline.			

Question	ITN Section	ITN Page	Question/Comment
4.	3.01	8	What percentage of agents need to be multilingual?
At a minimum, the Board would like to provide services for English and Spanish but would be interested in providing services for other languages such as Haitian Creole. The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
5.	1.03	6	Are agents permitted to work remotely from home?
The Board would like to learn more about the Respondent's proposed solution including brick and mortar or remote work.			

Question	ITN Section	ITN Page	Question/Comment
6.	1.03	3	Is there any preference given to companies or agents who work within the State of Florida?
No, please refer to the ITN.			

Question	ITN Section	ITN Page	Question/Comment
7.	1.01	6	Is there a desired compensation rate for agents?
No.			

Question	ITN Section	ITN Page	Question/Comment
8.	3.01	8	Are any languages outside of Spanish required? If so, can we use translation services for those calls/interactions?
At a minimum, the Board would like to provide services for English and Spanish but would be interested in providing services for other languages such as Haitian Creole. The Board estimates the following breakdown: English 85%, Spanish 15%.			

Question	ITN Section	ITN Page	Question/Comment
9.	1.01	3-4	Will the selected vendor only answer calls and interactions (chats, emails, etc) for the prospective customers (Option 1 of IVR) at a rate of 100-300 calls per day, or will the selected vendor also answer calls and emails for the annual Account Maintenance as shown on Page 4? If the selected vendor is only handling prospective customers, will the incumbent remain in place for other/maintenance types of calls? If the selected vendor will also answer calls and interactions for the Annual Account Maintenance, can additional call volume date be provided for those calls (e.g., calls per day, handle time, etc)?
Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes, handling times, and services.

Question	ITN Section	ITN Page	Question/Comment
10.	N/A	N/A	What compliance standards must be met for this project?
None, but please indicate if you do have any certifications.

Question	ITN Section	ITN Page	Question/Comment
11.	3.01	9	In addition to Salesforce, what software applications owned/managed by the Board will agents need to access to perform their job functions? Will the Board provide VPN access software, if required, or will applications be accessible via a website without the need for VPN?
The Board will provide access to their Salesforce environment. The Respondent will be required to provide their own IVR and Telephony system.

Question	ITN Section	ITN Page	Question/Comment
12.	3.01	9	How many outbound calls does the Board anticipate each year?
Please refer to section 3.01 of the ITN.

Question	ITN Section	ITN Page	Question/Comment
13.	1.01	3	How many agents are currently staffed for this project? Does the Board believe these staffing levels are adequate?
30-50 FTEs currently service the program, depending on the time of year. The Board currently does not have any FTEs for outbound calls.

Question	ITN Section	ITN Page	Question/Comment
14.	1.01	3	How much training is currently given to existing agents, or is anticipated for each agent on this project?
Many of the requested services are new to the Board. The Board anticipates working with the Respondent on the development of high quality and efficient training materials. Please refer to the Master Contract and the Program Description and Program Agreement on the Board's website for additional information on the Board's programs.

Question	ITN Section	ITN Page	Question/Comment
15.	1.01	3	Will the selected vendor maintain the IVR?
The Respondent must have their own telephony system and IVR system to integrate with Salesforce.			

Question	ITN Section	ITN Page	Question/Comment
16.	Appendix A Tab 6	13	On the pricing Schedule, does the Board have a desired quantity of agent hours or days they would like Respondents to use for purposes of the "Quantity" and "Item Total"? If no, and the Board would like Respondents to propose agent quantity levels, can the Board provide more detailed historical call detail records and projections for future volume?
The Board anticipates working with the Respondent to determine appropriate staffing levels based on volume and service level expectations. Many of the services in the ITN are new to the Board, please refer to the ITN for available statistics regarding known volumes and handling times.			

Question	ITN Section	ITN Page	Question/Comment
17.	3.01	N/A	Will the Board determine the number of agents to staff on a monthly basis, or will the selected vendor set staffing levels based on volume projections and service level expectations?
The Board anticipates working with the Respondent to determine appropriate staffing levels based on volume and service level expectations.			

Company Name: CDR Maguire

Question	ITN Section	ITN Page	Question/Comment
1.	N/A	N/A	What is the term of the contract? Renewals?
The Board would like to consider a five (5) year initial term with a five (5) year renewal period.			

Question	ITN Section	ITN Page	Question/Comment
2.	N/A	N/A	What is the presence needed? In other words, does the Respondent provide the office space? Are the agents to be in-office, remote, or both? How many agents are needed?
The Board would like to learn more about the Respondent's proposed solution including brick and mortar or remote work. The Board anticipates working with the Respondent to determine appropriate staffing levels based on volume and service level expectations.			

Question	ITN Section	ITN Page	Question/Comment
3.	N/A	N/A	Are there any costs involved with the proposal? (insurance, bonds)
No.			

Company Name: ThoughtFocus

Question	ITN Section	ITN Page	Question/Comment
1.	N/A	N/A	The scope of the project is to provide contact center services, which includes us providing both people and technology. Is this correct?
Yes.			

Question	ITN Section	ITN Page	Question/Comment
2.	N/A	N/A	Can this operation run from Dominican Replublic?
No, please refer to section 1.03 of the ITN.			

Question	ITN Section	ITN Page	Question/Comment
3.	N/A	N/A	How many agents are required? Or do you want us to size the team based on the statistics outlined?
The Board anticipates working with the Respondent to determine appropriate staffing levels based on volume and service level expectations.			