



NOTICE

ADDENDUM 1

FLORIDA VIRTUAL SCHOOL

October 16, 2019

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To be received, 2:00 PM EST, October 23, 2019 at Florida Virtual School Procurement Services Department, 2145 Metrocenter Blvd, Suite 100, Orlando, FL 32835.

RFP01-2001983B01-CALCNT-XXXXXX for Call Center and Technical Support Services is hereby amended by the following change(s) and clarifications:

1.

Q	Can companies from outside the United States apply for this RFP? (i.e. India, Canada)?
A	Due to the requirements associated with the Jessica Lunsford Act, the respondent will need to be physically located within the United States. (Page 40, 8.2.B General Requirements B.2.2 and B.3.1) (Section 1012.465 of the Florida State Statutes).

2.

Q	Are respondents required to attend face-to-face meetings?
A	FLVS reserves the right to conduct face-to-face interviews with respondents at its sole discretion during the solicitation process (Section 2.3.4). All expenses incurred are borne by the proposer. Face-to-face meetings shall be required for “Train the Trainer” training events to be conducted at FLVS location.

3.

Q	Can the awarded respondent perform the tasks related to the RFP outside the USA? (i.e. India, Canada?)
A	No. JLA requirements necessitate that all call center staff is physically located within the United States. (Page 40, 8.2.B General Requirements B.2.2 and B.3.1) (Section 1012.465 of the Florida State Statutes).

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4.

Q	Can proposals be submitted via email?
A	No. At this time FLVS requires all responses to be physically delivered to 2145 Metrocenter Blvd. Suite 100, Orlando, FL 32835. (See Cover Page of RFP)

5.

Q	Can FLVS forward a copy of the RFP to our email address?
A	All Solicitatioin documents can be downloaded from www.demandstar.com or from https://www.flvs.net/about/procurement-opportunities/solicitations-open

6.

Q	What is the date that questions shall be answered by?
A	Responses to questions are typically posted within approximately 3 business days of the Q&A due date.

7.

Q	Why has this bid been released at this time?
A	The current agreements are nearing the end of term.

8.

Q	Are bidders permitted to deviate in any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternative fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
A	See Section 9 – Cost Proposal of the RFP document for the required and alternate pricing structures.

9.

Q	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
A	This question has no relevance to the outcome of the solicitation.

10.

Q	Has the current contract gone full term.
A	See question 7.

11.

Q	Have all options to extend the current contract been exercised?
A	FLVS is within its rights to solicit for these services at this time.

12.

Q	Who is the incumbent, and how long has the incumbent been providing the requested services.
A	Currently FLVS is contracted with multiple service providers including Inktel and Teleforce who have been in contract for multiple years.



13.

Q	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
A	Call Center Agents must be physically located within the United States due to Jessica Lunsford Requirements (Page 40, 8.2.B General Requirements B.2.2 and B.3.1) (Section 1012.465 of the Florida State Statutes). FLVS will consider respondents outside of the State of Florida.

14.

Q	How are fees currently being billed by any incumbent(s), by category, and at what rates?
A	FLVS requires respondents to price according to the provided Cost Proposal.

15.

Q	Is previous experience with any specific customer information systems, phone systems, or software required?
A	See requirements provided in Section 8.2.B.3.5 Requirements for knowledge of supporting technologies can be reviewed at (https://flvs.net/student-resources/system-requirements?source=quickLinks)

16.

Q	What is the minimum required total call capacity?
A	The FLVS IVR can handle max 600 concurrent calls.

17.

Q	What is the minimum simultaneous inbound call capacity?
A	See question 16.

18.

Q	What is the maximum hold time?
A	Maximum hold time should not exceed 40 seconds. There should never be 'dead air' time. Proper hold procedures shall be applied.

19.

Q	Is there a minimum or maximum number of operators and supervisors?
A	Respondent is responsible for staffing adequately to support estimated call volumes

20.

Q	What is the required degree of dedication for the call center?
A	FLVS does not require exclusivity but instead requires that awarded respondent supports the requirements and metrics as defined in the RFP's specified volumes of contacts appropriately.

21.

Q	What is the required degree of dedication for the operators/agents?
A	While it is preferable that agents assigned to support FLVS are dedicated resources, it is

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	not required.
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22.

Q	Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
A	Yes, can be a recorded message. See Requirements table Section 8.2.B.8 items 4, 5, 7, 9, and 10.

23.

Q	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
A	Retention is required for the life of the agreement. All recorded content is the property of FLVS and must be returned upon termination of agreement or upon request at the sole discretion of FLVS. Florida Statute requires a 7 year retention schedule.

24.

Q	What are the recording and storage requirements for non-phone communications?
A	Data storage shall comply with Florida Statutes and provisions as defined by GDPR, CCPA, and FERPA requirements. All content must be available to FLVS immediately upon request.

25.

Q	What information is to be included in call logs?
A	Must include; First name, Last Name, Phone number, email and type of user (student, teacher, parent, staff, etc.)

26.

Q	What is the current number of seats for operators and supervisors at your existing call center?
A	See question 19.

27.

Q	What is the average wait time for phone calls?
A	The required Average Speed to Answer is defined in the Service Level Metrics Table Page 34, Section 8.1.3, Figure 8.1.

28.

Q	What is the current average handle time for phone calls and other types of communications?
A	The required Average Handle Time is below six minutes and thirty seconds (see page 35 Key Performance Metrics).

29.

Q	What is the current average after-call work time for operators?
A	Wrap-time is not specified but rather is assumed as part of the service providers internal processes.

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Q	Over the past year, what is the percentage of calls received in English versus non-English?
A	Data requested is not available.

31.

Q	Over the past year, what percentage of calls received were in Spanish?
A	Sept 2018 – Oct 15th is 8680 calls

32.

Q	Is it possible to obtain a copy of the RFP in MSWord format?
A	FLVS posts all documents in .pdf format. Respondents may use additional pages or insert responses in the provided areas as needed.

33.

Q	Will the legal documents contained (MSA & SOW) be subject to redlines and negotiation?
A	Respondents shall refer to Section 6.14 for FLVS' response to redlines of MSA and or SOW terms and conditions. FLVS reserves the right to accept or reject modifications (exceptions and alternatives) as in its best interest to do so.

34.

Q	What licenses and certifications are required by the vendor to be in full compliance?
A	See Section 3.1 of the Request for Proposal for compliance requirements as well as 7.4 for Minimum Qualifications/Experience (business licenses).

35.

Q	What are the specific requirements required by the client to be in compliance with the "Public Records Act"?
A	"By submitting a bid, the Proposer agrees to protect, defend, and indemnify FLVS for any and all claims arising from or relating to the Proposer's determination that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Proposer fails to submit a redacted copy of information it claims is confidential, FLVS is authorized to produce the entire documents, data, or records submitted in answer to a public records request for these records." (Section 5.3.1 p3)

36.

Q	What (if any) Bonds apply to this contract?
A	FLVS has not requested any bonds for this Request for Proposal.

37.

Q	Our organization has several lines of business. Can the letters of reference come from our customers that our company has serviced or do they need to come specifically from outsourcing clients?
A	Letters of Reference should be from existing or previous clients where work where contracts of similar size and scope were contracted.

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Q	We have been in business for two years. Will that be an issue?
A	Per requirement B.2.4 “Respondent has a minimum of five years of experience of similar size and scope preferably in the K-12 educational sector.” However, FLVS reserves the right waive any irregularities in this RFP, or in the responses received as a result of this RFP as in its best interest to do so (Section 6.1).

39.

Q	Can we get the call volume break down by hour?
A	This information is not available.

40.

Q	Is FLVS looking specifically for a Brick and Mortar contact center or will they consider a work at home contact center?
A	FLVS will consider entities that utilize remote agents provided all assigned agents have satisfied the specified requirements.

41.

Q	RFP 3.1.6, p. 10, Accessibility Requirements. FLVS is responsible for providing the ICT assets cited at 8.1.7 (ServiceNow, Focus SIS, LMS, etc.), i.e., all assets used by FLVS staff and students. The vendor will use these assets to comply with requirement Questionnaire Requirement 9. Please confirm requirement 3.1.6 and specify which vendor-provided systems it applies to.
A	Respondent is responsible for providing their VPAT in their response. The respondent VPAT provides disclosure of ADA compliance or planned compliance efforts for their organization. FLVS is not asking respondents to assume responsibility for FLVS platforms.

42.

Q	RFP 6.23.3 hourly rates...time and materials. This text does not align with section 9.0 Proposal Price Sheet. Please clarify.
A	See Section 9.2 for additional services. “Rates” equates to “hourly rates.” These rates would apply in the event that additional services are required through issuance of SOW.

43.

Q	RFP 8.1.5 FLVS Customer Relation Management (CRM) system. Please identify the CRM system. From context, we assume Salesforce; please confirm.
A	FLVS Global utilized Salesforce; Call Center and Technical Support Services tickets are logged into ServiceNow. Customer Care has used Salesforce in conjunction with incumbent to conduct outbound call campaigns for FLVS Full Time program. These campaigns are not often and are discussed well in advance.

44.

Q	Does FLVS require the awarded respondent to process fees or tuition? Are there any requirements for PCI or other where contractor will handle personal financial data of parents or students for payment processing?
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A	No.
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45.

Q	Are there any Bond requirements for this RFP?
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A	No.
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46.

Q	Are there any specific licensing requirements?
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A	Respondents must be registered with the state of Florida to correct revenue. For more information visit: www.sunbiz.org
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47.

Q	Section 3.1 Compliance requires signatures. Where should this information be provided?
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A	An authorized signature must sign the cover letter. In addition, we ask that respondents provide contact information for the authorized signature as well as the main business contact on the compliance worksheet (Attachment J).
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48.

Q	Is FLVS willing to consider exceptions to the standard Master Services Agreement and/or other attachments that must be returned with the proposal response?
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A	The FLVS standard attachments are written to be accepted in their entirety. FLVS reserves the right to consider minor irregularities or exceptions and alternatives as in its best interest to do so.
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49.

Q	What are some of the challenges for providing service encountered in the past that you would like to address with this solicitation?
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A	Respondents shall refer to the scope of services when preparing their response. FLVS has presented a detailed scope of services that identifies the current needs of our organization.
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50.

Q	What is the estimated budget?
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A	The budget remains to be determined at this time.
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51.

Q	Does FLVS require all agents to be bi-lingual or can a percentage of agents be bi-lingual and callers be supported by routing as needed?
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A	All agents do not need to be bi-lingual. Routing callers as needed is acceptable provided the requirement is adequately staffed to support the volume of callers (and in accordance with KPIs).
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52.

Q	Are there peak periods for enrollment campaigns? Will awarded contractor need to support enrollments peaks or engage in campaigns to boost enrollments?
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A	Enrollment campaigns would be viewed as outbound call services. In the event that FLVS engages the awarded respondent in activities to boost enrollments FLVS will provide advance notice to allow the contractor to adjust staffing headcount accordingly.
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53.

Q	Is there an opportunity to change the existing Channel Management Platform (IT Infrastructure)?
A	No, ServiceNow is fully integrated and FLVS is not interested in making changes at this time.

54.

Q	What is currently used to handle the channel?
A	FLVS uses Office 365 for the email channel.

55.

Q	What are the minimum data field requirements for logging tickets within Zendesk?
A	First and last name of caller, contact type (i.e. student, parent, staff), contact information. Tickets are not logged in Zendesk,– if a ticket is needed for escalation they are logged in ServiceNow

56.

Q	Is the average handle time of 6 minutes 30 seconds applicable to all types of contacts?																										
A	No. Chat is as follows: 2018 - 2019 Cohort Year <table><tr><th>Month</th><th>Chat Duration</th></tr><tr><td>Jul-18</td><td>12m 49s</td></tr><tr><td>Aug-18</td><td>16m 55s</td></tr><tr><td>Sep-18</td><td>11m 34s</td></tr><tr><td>Oct-18</td><td>10m 28s</td></tr><tr><td>Nov-18</td><td>10m 55s</td></tr><tr><td>Dec-18</td><td>10m 42s</td></tr><tr><td>Jan-19</td><td>13m 25s</td></tr><tr><td>Feb-19</td><td>10m 12s</td></tr><tr><td>Mar-19</td><td>9m 12s</td></tr><tr><td>Apr-19</td><td>9m 17s</td></tr><tr><td>May-19</td><td>11m 6s</td></tr><tr><td>Jun-19</td><td>13m 24s</td></tr></table> Average 11m 28s	Month	Chat Duration	Jul-18	12m 49s	Aug-18	16m 55s	Sep-18	11m 34s	Oct-18	10m 28s	Nov-18	10m 55s	Dec-18	10m 42s	Jan-19	13m 25s	Feb-19	10m 12s	Mar-19	9m 12s	Apr-19	9m 17s	May-19	11m 6s	Jun-19	13m 24s
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57.

Q	Attrition less than 10%?
A	See question 160.



58.

Q	Is the cost proposal seeking pricing based upon the aggregate shown in table 9.1?
A	Yes.

59.

Q	What information specifically are you seeking in relation to Section 3.1.16 for ADA Compliance?
A	FLVS has provided a link to the VPAT for respondents to complete and provide with their proposal. In the event that the respondent has not fully executed their ADA compliance initiatives they may provide their plan toward compliance.

60.

Q	Is any weight being given (preference) to respondents located within the state of Florida?
A	No. FLVS only requires respondents to be within the United States. There is no requirement or preference to vendors to be in state.

61.

Q	There was no historical detail provided for inbound calls for the month of September. Can these be provided? Did September have contact activity?
A	Yes. September had activity but that information is currently unavailable.

62.

Q	What are FLVS' security requirements for storing call recordings and how long do they need to be retained?
A	See question 23.

63.

Q	3.1.3 Reference: If applicable, provide a statement concerning the Proposer's status as a Drug-Free Work Place... Question/Clarification: Please confirm that the proposer's signature on Appendix I, Drug-Free Workplace Certification, satisfies the requirement for a statement concerning the Proposer's status as a Drug-Free Work Place?
A	Confirmed. FLVS is seeking signature on Appendix G form to satisfy this requirement.

64.

Q	3.2.1 Reference: Number of clients: Active and Inactive and List the number of Active clients by year, within the past five (5) years. List the number of clients who are no longer using your services by year, within the past five (5) years. Question/Clarification: Is it acceptable to reference Appendix J in response to the requirement in Section 3.2.1 as Appendix J requires the same information?
A	Yes. Appendix J is providing a form where this information can be provided and identified easily.

65.

Q	3.2.3 Reference: Each Proposer should also include under this tab, in tabular form, summary information for all contracts of similar size and scope...
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	Question/Clarification: Please clarify what is meant by “tabular form”? Is presenting this information in a table format acceptable?
A	Section 3 identifies the “Tabs” or sections to use when formatting your proposal response. “Tabs” literally refers to tabs or dividers used within a binder or book that divide the page content for easier identification.

66.

Q	3.2.3 Reference: d. Owner’s contract/project manager, or other representation and f. Contact Person Question/Clarification: Please confirm that these requests are specific to the contractor and not the customer?
A	FLVS is seeking name of individual your organization worked with as primary contact for the assignment.

67.

Q	3.0 Reference: Submit one (1) unbound original Question/Clarification: Is it the implication that the original unbound copy is meant to be housed in a manila type letter sized envelope with butterfly or string clasp? Is this copy to be non 3-hole punch paper?
A	The single unbound original copy shall remain the official copy within procurement throughout the solicitation process. This copy should not be hole punched, stapled, or bound. Rubber bands and binder clips are typically used for the original copy.

68.

Q	8.1.4 Reference: Inbound Call Patterns graph Question/Clarification: September and October data are missing from Figure 8.2. Can these monthly inbound volumes be provided?
A	FLVS currently does not have the available data for sharing.

69.

Q	Reference: (8.1.3) “Average Speed of Answer: User Entered Trouble Incidents... “User-entered incidents answered in 8 minutes” (8.5) “Response times” for self-service tickets from “Level 1 Support Target Responses & Resolution Time” column Question/Clarification: “Response” times for “self-service” tickets in Section 8.5 and the “Answer” times for “user-entered” incidents in Section 8.1.3 appear to be measuring the same thing with different service level metric goals. Please clarify the differences in these two metrics.
A	The response times in Section 8.5 apply to non-telephone call incidents (Chat, email, self-help tickets).

70.

Q	What challenges are you facing with the current Help Desk, if any?
A	See question 49.

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71.

Q	What is the estimated budget you have in mind for this project?
A	See question 50.

72.

Q	How much are you currently spending on your Help Desk annually?
A	This question has no relevance to the required scope.

73.

Q	As stated on page# 55 of the RFP document. Please share a copy of questions that will be sent to the references.
A	See Attachment 1 for Reference Template Sample

74.

Q	Do we need to submit the "Sample Florida Virtual School - Standard Master Service Contract Form" on page# 69 along with the RFP response?
A	Respondents are not required to complete/sign the MSA attached to the RFP. The MSA represents the required FLVS terms and conditions. See question 33.

75.

Q	Electronic copies submission: Will PDF copies suffice or is it mandate to scan the entire response?
A	The flash drive needs to contain one copy of the proposal in its entirety as a single scan and a second copy with redactions if applicable (also as a single scan).

76.

Q	Could you please push the submission deadline by a couple of days?
A	Unfortunately, there is no room in our schedule to extend this deadline. All submissions must be received by the response date as indicated on the RFP.

77.

Q	Is it a mandate to provide the "Financial Stability Document" along with the RFP response? Or, can it be provided once FLVS has shortlisted a couple of vendors or before the award notification? If it is required along with the RFP response, can it be shared via email and not as hard copy?
A	Financial stability information is required with the proposal response and is part of the initial evaluation process. It is required that a copy be included with every hardcopy as well as within the flashdrive. This should not be submitted as separate copy via email. Financial stability may be provided using any of the provided options listed in section 3 of the RFP. The provided content should be scanned and saved as part of the single document response in accordance with the instructions.

78.

Q	Can proposers still respond if they did not attend the Pre-submittal meeting?
A	Yes, the pre-submittal meeting was optional attendance.

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Q	Reference: 3.1.1 Include under this tab the following signed forms (<i>An original form and signature is required. <u>These forms must not be modified in any manner.</u></i>). Question/Clarification: Please confirm that the original unbound submission must contain original wet ink signatures on all forms and attachments, and that the “four (4) exact duplicates” do not need original wet ink signatures.
A	Original signature must be on the original unbound copy. Duplicates do not need to be wet signatures.

80.

Q	RFP 9.4, p. 53, P-Card Acceptance. Please provide the merchant rate associated with the FLVS P-Card. This directly impacts the cost proposal. Alternately, please identify the bank issuing FLVS' P-Card and the associated Interchange Classification for your P-Card.
A	Our provider is SunBank with a rate of 3%

81.

Q	RFP 10, 5. 55, online web form. Please provide a copy of the questions on the web form.
A	Unable to answer this question. There is no webform addressed in RFP 10 and there is no section 5.55 on the RFP.

82.

Q	Is FLVS providing all systems required for this program?
A	FLVS is providing access to FLVS systems that will be supported. The respondent shall utilize the FLVS ticketing system

83.

Q	Is there a preferred Telephony system to be used? Is the vendor expected to provide their own telephony or will we be utilizing FLVS's
A	The awarded service provider is responsible for providing their own call system. See Technical System Requirements provided in Section 9, Scope of Services

84.

Q	What is the scope of the Customer Service role v. the IT Support role? (top 10 call drivers for each)
A	<ul style="list-style-type: none"> • Username/Password • Program Questions- Flex • Enrollment Status Update • Program Questions • Technical Issues • Updated VSA Account Information • Program Questions- Full Time • Franchise • Other • Course Request • Withdrawal Requests



For additional details see the RFP: Section 8-Scope of Services.

85.

Q	Can we see historical AHT breakouts for each channel, including chat and email?																										
A	<p>FLVS can respond by providing the following breakdowns.</p> <p>Help Desk Support (chat volumes not available): Fiscal Year 2018-2019 AHT July 2018 – December 2018: 7 minutes 3 seconds January 2019 – June 2019: 6 minutes 46 seconds</p> <p>Customer Support volumes: Fiscal Year 2018-2019 AHT– July 18 – Dec 18 7 mins 6 seconds Jan 2019 – June 2019 7 mins 5 seconds. 2018 - 2019 Year chat</p> <table><tr><th>Month</th><th>Chat Duration</th></tr><tr><td>Jul-18</td><td>12m 49s</td></tr><tr><td>Aug-18</td><td>16m 55s</td></tr><tr><td>Sep-18</td><td>11m 34s</td></tr><tr><td>Oct-18</td><td>10m 28s</td></tr><tr><td>Nov-18</td><td>10m 55s</td></tr><tr><td>Dec-18</td><td>10m 42s</td></tr><tr><td>Jan-19</td><td>13m 25s</td></tr><tr><td>Feb-19</td><td>10m 12s</td></tr><tr><td>Mar-19</td><td>9m 12s</td></tr><tr><td>Apr-19</td><td>9m 17s</td></tr><tr><td>May-19</td><td>11m 6s</td></tr><tr><td>Jun-19</td><td>13m 24s</td></tr></table>	Month	Chat Duration	Jul-18	12m 49s	Aug-18	16m 55s	Sep-18	11m 34s	Oct-18	10m 28s	Nov-18	10m 55s	Dec-18	10m 42s	Jan-19	13m 25s	Feb-19	10m 12s	Mar-19	9m 12s	Apr-19	9m 17s	May-19	11m 6s	Jun-19	13m 24s
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Jun-19	13m 24s																										

86.

Q	Are we looking to be involved in the enrollment process, or post enrollment support, or both?
A	Both.

87.

Q	Can we see historical CSAT and Quality breakouts by month for 2019 (hoping to see if there is a correlation or not)
A	No. This question has no bearing on providing a response.

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88.

Q	What CSAT format does FLVS use?
A	See attachments 8.6. A and 8.6.B

89.

Q	What is your trainer certification process? How long is training for each channel?
A	Training will be broken into two areas. FLVS will provide train the trainer for Technical Support and Train the Trainer for Customer Support. Final training plans shall be provided to the awarded contractor through agreed upon Statement of Work. FLVS anticipates two one-week face-to-face sessions for two trainers for kick-off. FLVS also requires ongoing adhoc training for trainers as needed.

90.

Q	Does FLVS currently outsource their business?
A	We do not understand this question. It is too vague.

91.

Q	What is the main strategic advantage they are hoping to capitalize on in an outsourced partner relationship?
A	FLVS is seeking a cost effective solution that meets or exceeds FLVS' standards.

92.

Q	The RFP states that every interaction is logged into a ticket system. This is Zendesk correct? If so, will the email volume flow through Zendesk as well and how many inboxes require support?
A	No. FLVS utilizes ServiceNow for all ticketing.

93.

Q	Operationally, will the team be segmented based on channel (inbound, outbound, email, & chat) or will they be multifunctional and cross trained for redundancy
A	The respondent is responsible for staffing appropriately and including their clearly defined staffing plans and methodology in their response for FLVS consideration.

94.

Q	Should we provide the staffing solution based on the historical volumes OR will FLVS be sharing the projected volumes considering the growth in volumes expected?
A	Staffing solution should be based upon appropriate headcounts that support all of the identified requirements and FLVS volume driven needs. FLVS is seeking a service provider capable of providing the flexibility to staff during both low and peak call volume periods in order to support defined calling metrics.

95.

Q	Under section 8.1.4 "Estimated Usage Volume, volume projections shared by FLVS have monthly/quarterly volumes. Would need this to be broken down further into days. This would help to establish DOW pattern, if any.
---	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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A	Mondays and Tuesdays are the heaviest call volumes. See section 8.1.4
---	------------------------------------------------------------------------------

96.

Q	Under section 9.1, Since pricing is required on Per contact basis. Please help with the below requirements
A	There is no question being asked. Applicable to the next X questions 97 - 104

97.

Q	IDP - Intra-day level volume pattern for last couple of months for all contact types. This is to establish occupancies, staffing & seats requirement.
A	See question 39.

98.

Q	As per SLA, FCR target is of 75% for L1 queue. So considering this, would it be fair to assume that for L2 we will have around 25% of L1 volumes? What is the target AHT for L2 queue?
A	The AHT should be 6..5 min across for L1 and L2.

99.

Q	As per section 9.1.3, under Key Performance Metrics - Shared average Handling time of 6.5 minutes is applicable for all contact types (voice IB & OB, Chat)? Please clarify.
A	Yes.

100.

Q	Can we also get the AHT glide path week on week based on the tenure of an associate?
A	No.

101.

Q	Capacity % required - Against the shared forecast, what is the capacity to be maintained or volume liable to answer (100% Or 105%)?
A	This has been defined by the provided SLAs.

102.

Q	Would there be any minimum guarantee on projected volumes?
A	No. There are no minimum guarantees in the RFP. This will be addressed during contract negotiations as in the best interest of FLVS.

103.

Q	Mandated feedback / up-skill /refresher training / coaching requirements for Agents in production. So, we can factor in center shrink accordingly.
A	Coachings daily as they occur, weekly call calibration sessions, training refreshers, focus groups, updates, etc.

104.

Q	Can we cross-skill agents between different contact types?
A	Yes.



105.

Q	Under SLA – Average Speed of Answer: User Entered Trouble Incidents - Amount of time that a support center professional will respond to an incident being raised via submission in the online support portal. Please provide more clarity on this requirement.
A	ASA should be separated by impact/urgency. Low/Medium/High urgency (non-phone call) trouble tickets shall follow the SLA's provided in Figure 8.1. Additional data shall be provided to the awarded respondent.

106.

Q	Under volume section along with Voice, Chat and OB volumes. There is a mention of emails as well. Please provide SLA /TAT & AHT as well for scoping this segment as well.
A	The Service Level Metrics & Format Figure 8.1 applies.

107.

Q	Please provide the actual occupancies & service levels for past 6 months for all contact types.
A	The respondent is responsible for staffing appropriately and including their clearly defined staffing plans and methodology in their response for FLVS consideration supporting the estimated volumes provided.

108.

Q	Volume forecasting process - timelines for the rolling & locked forecast. We assume FLVS would be providing the forecast.
A	FLVS is going to provide a min of 30 days forecast for expected incident volume.

109.

Q	Our understanding on HOOP is as follows: Voice Support - 365 days per year (Monday through Friday between the hours of 7:00 AM EST and 9:00 PM EST and between the hours of 9:00 AM EST and 5:00 PM EST Saturday-Sunday) Chat - 8:00 AM EST and 6:00 PM EST Monday through Friday. What would the HOOP be for the other contact types?
A	Same across all.

110.

Q	What is the earliest date that you can provide your training agenda &/or training content to the service provider?
A	The training schedule is subject to contract execution with the awarded respondent in accordance with the mutually agreed upon SOW that defines deliverables and milestone dates.

111.

Q	What is the training duration?
A	See question 110.

112.

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Q	What is the duration of nesting?
A	This has yet to be determined.

113.

Q	When is voice and data connectivity required? (example: Training day-1, Nesting day-1, etc.)
A	This shall remain subject to negotiation with final determination made during the transition process as agreed upon in the Statement of Work.

114.

Q	Please provide the details of any additional language support beyond English (specific language and percentage of volume).
A	All agents must be fluent in English. FLVS requires that awardee also employ bilingual agents that are fluent in both English and Spanish. Not all agents are required to be bilingual. Bilingual agents must be available to support Spanish speaking callers as needed. FLVS is interested in knowing what other languages can be supported (i.e. Creole, French, etc.).

115.

Q	What is the lead time to provide Employee roster to obtain client system credentials?
A	Two weeks.

116.

Q	Please provide details related to staffing needs.
A	Respondent shall determine and propose staff size based upon estimated contact volumes provided.

117.

Q	Please specify the hours of operation for all the LOBs.
A	FLVS staff operational hours are between 8:00 AM and 8:00 PM EST.

118.

Q	Please provide an estimate for the full production staff size.
A	Respondent shall determine and propose staff size based upon estimated contact volumes provided.

119.

Q	What is the preferred connectivity arrangement for Voice and Data (i.e. dedicated circuits, PSTN, MPLS)?
A	PSTN

120.

Q	What is the preferred method for delivering calls to the Service Provider?
A	Outbound over PSTN



121.

Q	Will the Service Provider be required to develop IVR self-service features or system integrations?
A	YES. The vendor must develop IVR workflow, swell messages, etc.

122.

Q	Are there any CTI variables transferred with the calls?
A	No.

123.

Q	Will an outbound dialer be required (preview, predictive, etc.)? If “Yes” who will supply this FLVS or the Service Provider?
A	The respondent is responsible for providing their own call (call-back) system. FLVS is interested in an automated call system that allows callers to opt out of hold, save their place in line and receive an automated call back. In lieu of that, the respondent will need to support manual call backs for messages left.

124.

Q	If outbound voice via dialer is required, will lead lists need to be checked against Do Not Call or TCPA registries? If so, who will provide the DNC capabilities?
A	We do not need to check do not call.

126.

Q	Based on the RFP document under 8.17 it indicates that support agents would have access to FLVS active directory. Could you please elaborate and provide a use case if accurate?
A	Tech support agents must access FLVS active directory via VPN in order to reset staff passwords or unlock accounts. AD can be also used for caller verification

127.

Q	Based on the RFP documents, the Service Provider will access FLVS applications. Can you elaborate on what method the service provider needs to use to connect?
A	Access shall be addressed through VPN, VSA, Educator, A&R, MARS, etc..

128.

Q	Are there any additional CTI requirements or integration into FLVS systems?
A	No.

129.

Q	Will site to site VPN be required?
A	No.

130.

Q	Is credit card processing required? If so, is FLVS platform PCI compliant?
A	No.



131.

Q	If credit card processing is required, will the Service Provider be responsible for providing credit card masking technology?
A	Not applicable.

132.

Q	Will the Service Provider be allowed any data feeds/integrations required for Business Intelligence (reporting)?
A	The pertinent information required to capture and respond to all help ticket requests shall be made available to the awarded contractor.

133.

Q	Will the Service Provider be allowed any data feeds/integrations required for Work Force Management?
A	This functionality is not required at this time.

134.

Q	What are the minimum PC requirements for Engagement Specialists?
A	All contractor equipment must meet minimum system requirements provided by FLVS https://www.flvs.net/student-resources/system-requirements

135.

Q	Are dual monitors required?
A	This is not an FLVS requirement.

136.

Q	Will Microsoft office or email licenses be needed for specialists /supervisors?
A	Not required for operations, your email system will suffice. However, agents must possess knowledge to resolve Microsoft Office tickets.

137.

Q	Are there any servers/rack units that the Service Provider will be required to host in our data center(s) or Engagement Centers?
A	No.

138.

Q	It is mentioned that 'FLVS requires that the awarded contractor can support callers Fluent in English as well as Spanish'. Does this mean that all the callers have to be bilingual?
A	Assuming the question is asking if all Agents must be bilingual, the answer is no. Respondent shall be responsible for providing bilingual agents fluent in both English and Spanish to support (only) Spanish speaking callers. Call routing may be used to satisfy these callers.

139.

Q	There is a question 'Do you have facilities located within Orange County or within the State of
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	Floriday'.
A	"Florida" not "Floriday". FLVS would like to know if you have in-state facilities.

140.

Q	It is mentioned that 'The Contractor shall provide all required bonds as stated by FLVS herein. The bonds shall be issued by the a company licensed to do business in the State of Florida and with a four star rating. Then it mentions Bid Bond, Contract Bond, Maintenance Bond, Performance Bond and Payment Bond. Please outline what is the dollar value associated with these bonds?
A	FLVS has not requested any bonds for this RFP.

141.

Q	Can you provide the number of FTEs required for Inbound Voice, Outbound Voice and Chat, SMS/Text, Email?
A	The respondent is responsible for staffing adequately to support the estimated contact volumes as provided in our scope of services.

142.

Q	Noted from RFP that 100% voice recording is required. How about screen captures? Do you require screen recordings?
A	No screen captures are required for this RFP.

143.

Q	What is the retention period for recorded calls? Require confirmation on Storage devices for call recording: Is it 1 year, 5 years or 10 years?
A	Retention is required for the life of the agreement. All recorded content is the property of FLVS and must be returned upon termination of agreement or upon request at the sole discretion of FLVS. (See question 23)

144.

Q	Please specify chat session archive % requirement?
A	Not relevant. FLVS maintains.

145.

Q	Please clarify length of training.
A	All training must be completed prior to the final transition date. New services must be live by July 1, 2020.

146.

Q	Please clarify call volumes for September and October 2018 to give a full 12 month view
A	That data is currently unavailable.

147.

Q	Can you provide 30 minute interval trend?
A	No, every 30 minute period can vary.



148.

Q	Can you provide SMS/Text volume?
A	See page 35 of the RFP.

149.

Q	Will vendor use a dialer or manual for call back? What is the expected volume for call back?
A	Yes. Also, the vendor must call back if the user opted out from waiting in-line.

150.

Q	Can you provide job descriptions?
A	No. Respondent shall determine appropriate staffing to satisfy stated requirements.

151.

Q	Does one of the copies included need to be the original (signed & notarized appendixes)?
A	Yes. The unbound copy must be original, notarized and signed (wet-ink).

152.

Q	Page 11, Section 3.1.6.b – If we had to provide a Supplemental Accessibility Report (SAR), is there a template for this report? If so, where can we access it?
A	We do not have a template to provide but the following outlines sample content: <ul style="list-style-type: none">• A Supplemental Accessibility Report (SAR) containing the following:<ul style="list-style-type: none">○ Description of the evaluation methods used to produce the ACR to demonstrate due diligence in supporting conformance claims○ Documentation of features that help achieve accessibility and usability for persons with disabilities;○ Information on core functions that can't be used by persons with disabilities;○ Information on how to configure and install the ICT item to support accessibility; and○ Information on how the ICT item enables the creation of accessible electronic content that conforms to the Revised 508 Standards, including the range of accessible user interface elements the tool can create. (only required for authoring tools that generate content (documents, reports, videos, multimedia, web content, etc.)

153.

Q	Appendix J – (Please refer to highlighted question in attached picture) What exactly are you looking for in this question? Total number of clients?
A	The aggregate total number of clients for the past five years.

154.

Q	Under the Freedom of Information Act, could we please get a copy of the existing contract for Technical Support Services?
A	You would be required to make a formal public records request. Requests for public records must be directed to the custodian of public records at, custodianofrecords@flvs.net, or by phone 407-513-3325, or by mail to: 2145 metrocenter



blvd., suite 100, orlando, fl 32835.

155.

Q	Can you please provide interval level volume delivery for a peak and nonpeak month – for both chat and inbound calls?
A	August is the busiest month with chat volume of 13, 210. September is one of the slowest months with 6,422 chats. Call volume have been provided in the scope of services pages 35 and 36.

156.

Q	Will you please provide handle time data for chat volume?																										
A	<p>2018 - 2019 Year chat</p> <table><tr><th>Month</th><th>Chat Duration</th></tr><tr><td>Jul-18</td><td>12m 49s</td></tr><tr><td>Aug-18</td><td>16m 55s</td></tr><tr><td>Sep-18</td><td>11m 34s</td></tr><tr><td>Oct-18</td><td>10m 28s</td></tr><tr><td>Nov-18</td><td>10m 55s</td></tr><tr><td>Dec-18</td><td>10m 42s</td></tr><tr><td>Jan-19</td><td>13m 25s</td></tr><tr><td>Feb-19</td><td>10m 12s</td></tr><tr><td>Mar-19</td><td>9m 12s</td></tr><tr><td>Apr-19</td><td>9m 17s</td></tr><tr><td>May-19</td><td>11m 6s</td></tr><tr><td>Jun-19</td><td>13m 24s</td></tr></table>	Month	Chat Duration	Jul-18	12m 49s	Aug-18	16m 55s	Sep-18	11m 34s	Oct-18	10m 28s	Nov-18	10m 55s	Dec-18	10m 42s	Jan-19	13m 25s	Feb-19	10m 12s	Mar-19	9m 12s	Apr-19	9m 17s	May-19	11m 6s	Jun-19	13m 24s
Month	Chat Duration																										
Jul-18	12m 49s																										
Aug-18	16m 55s																										
Sep-18	11m 34s																										
Oct-18	10m 28s																										
Nov-18	10m 55s																										
Dec-18	10m 42s																										
Jan-19	13m 25s																										
Feb-19	10m 12s																										
Mar-19	9m 12s																										
Apr-19	9m 17s																										
May-19	11m 6s																										
Jun-19	13m 24s																										

157.

Q	It is stated that chat volume is approximately 22% of inbound volume, can you clarify if the chat volume is in addition to the call volume?
A	See page 35 for contact volumes by type.

158.

Q	Please provide a copy of questions to be asked of our references.
A	See Attachment 1

159.

Q	Are there specific span of control/ratio requirements for support/leadership staff?
A	No. The respondent shall present their approach to managing support including their staffing plan and how they will provide appropriate support based upon the contact volumes estimated in the RFP.

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160.

Q	In section 8.1.3 for SLAs, it states <10% attrition. What is the attrition calculation – post training?
A	Attrition Rate = Number of Attritions/Average Number of Employees *100.

161.

Q	What are FLVS' business priorities?
A	FLVS is seeking a cost effective solution that meets or exceeds FLVS' standards.

162.

Q	Can the NDA be executed prior to the release of our responses?
A	No.

163.

Q	What is the new hire training duration? Is there a required “nesting” period?
A	See questions 112 and 113.



Attachment 1 – Sample Reference Template

REFERENCE

REQUEST FOR REFERENCE

FLORIDA VIRTUAL SCHOOL

October 16, 2019

Re: Solicitation: <Name/Number>

Reference for: <Proposer Name>

Referree Name: _____

Referee Company: _____

*

Assign a score of 1 to 5 with 5 being the highest for each of the following questions.

1. Technical Performance

Rate the service provider's performance on past or current projects/contracts.

1 2 3 4 5

2. Rate their completion of major tasks, milestones, or deliverables on schedule.

1 2 3 4 5

3. Rate their ability to identify risk factors and alternatives for alleviating risk.

1 2 3 4 5

4. Rate ability to manage multiple and divers projects/tasks from planning throughout execution.

1 2 3 4 5

5. Rate the contractor's ability to be cooperative, business-like, and concerned with the interest of the customer?

1 2 3 4 5

6. How likely would you be to contract with this service provider again?

1 3 4 4 5

1-Poor, 2-Need Improvement, 3-Average, 4-Meets Expectation, 5-Exceeds Expectations

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