



NOTICE

ADDENDUM 1

FLORIDA VIRTUAL SCHOOL

October 7, 2026

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Call Center and Technical Support Services, RFP01-2705030B01-HLPDSK-XXXXXX is hereby amended by the following change(s):

AVERAGE HANDLE TIME – ALL REFERENCES TO THE AVERAGE HANDLE TIME (“AHT”) OF 10 MINUTES 30 SECONDS ARE DELETED AND REPLACED WITH AVERAGE HANDLE TIME (“AHT”) OF 11 MINUTES.

ALL SECTIONS OF COST PROPOSAL SECTION 6 THAT APPLY TO AVERAGE HANDLE TIME (“AHT”) OF 10 MINUTES 30 SECONDS ARE DELETED AND REPLACED WITH AVERAGE HANDLE TIME (“AHT”) OF 11 MINUTES.

Page #18, Table 2 or Average Speed to Answer line of the Solicitation Document which reads as follows:

Average Speed of Answer: User Entered Trouble Incidents	80% answered in ≤ 480 seconds (4 min)	80% answered in ≤ 480 seconds (8 mins)	First Occurrence: 2.5% rate reduction. Second Occurrence: Escalates to 5.0% reduction + Action Plan. Third Occurrence: Escalates to 10.0% reduction + Right to Terminate with Transition Period.
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Deleted and replaced with:

Average Speed of Answer: User Entered Trouble Incidents	80% answered in ≤ 240 seconds (4 min)	80% answered in ≤ 480 seconds (8 mins)	First Occurrence: 2.5% rate reduction. Second Occurrence: Escalates to 5.0% reduction + Action Plan. Third Occurrence: Escalates to 10.0% reduction + Right to Terminate with Transition Period.
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Page #46, Section 8 Definitions: Call Abandon Rate which reads as follows:

Call Abandon Rate: (aka Negative Abandon Rate). A caller hangs up without reaching a Help Desk agent. Calls abandoned **<30 seconds** are excluded from this metric. Call Abandon Rate does not include if the caller selects the opt-out call-back option.

Deleted and replaced with:

Call Abandon Rate: (aka Negative Abandon Rate). A caller hangs up without reaching a Help Desk agent. Calls abandoned that **are less than 30 seconds (Short Abandon)** are excluded from this metric. Call Abandon Rate does not include if the caller selects the opt-out call-back option. SLA metrics in Table 1 apply for all Call Abandons exceeding 30 seconds. No fees to FLVS for Abandoned Calls apply.

1.

To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

FLVS requires that the awarded Contractor resources be within the United States.

2.

How are fees currently being billed by any incumbent(s), by category, and at what rates?

This question is not relevant to the RFP.

3.

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

This question is not relevant to the RFP.

4.

Is previous experience with any specific customer information systems, phone systems, or software required?

No.

5.

What is the minimum required total call capacity?

See the Scope of Services for call and incident volumes provided by month.

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6.

What is the minimum simultaneous inbound call capacity?

200 people can queue up on a single number simultaneously. There are no minimum guarantees for this Contract.

7.

What is the maximum hold time?

See Section 5 Service Level Metrics Table 1

8.

What percentage of inbound calls must be answered by a live operator?

See Section 5 Service Level Metrics Table 1.

9.

Is there a minimum or maximum number of operators and supervisors?

Contractor is responsible for staffing according to stated call volumes.

10.

What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?

We are looking for dedicated agents to the FLVS contract while on shift.

11.

What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?

Duplicate question, see #10.

12.

What is the current number of seats for operators and supervisors at your existing call center?

The current number is not relevant. Proposer shall determine resources needed based upon call volumes provided.

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13.

What is the current average wait time for phone calls?

See Section 5 Service Level Metrics Table 1.

14.

What is the current average handle time for phone calls and other types of communications?

See Section 5 Service Level Metrics Table 1.

15.

What is the current average after-call work time for operators?

Average after-call work is approximately 1 Minute.

16.

Over the past year, what is the percentage of calls received in English versus non-English?

From July 1, 2025, to June 30, 2026, there were 3785 non-English calls, accounting for approximately 1%.

17.

Over the past year, what percentage of calls received were in Spanish?

1%

18.

When is the anticipated go-live date?

The schedule is defined within the Scope of Services, see section 5 of the RFP. Soft launch May 1, 2027, and go live June 1, 2027.

19.

Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

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There is no requirement related to subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses. Per FLVS Board Policy po6320, in the case of identical qualified bids or proposals, the following criteria shall be utilized to determine award of the procurement: A. Minority and Women's Business Enterprises (M/WBE) vendor certified by one of the following agencies: Orange County Government, City of Orlando, State of Florida Department of Management Services or National Supplier Diversity Council (NMSDC); or B. Certified Veteran Business Enterprise. The certification of a veteran business enterprise shall be granted by the Florida Department of Management Services, with the assistance of the Department of Veterans' Affairs, as required by State law.

20.

Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate 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?

All of section 6.1 must be completed in its entirety without deviation or exceptions. See Section 6 of the RFP for Cost Proposal Instructions. Review the RFP for required information.

21.

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

This question is not relevant to the RFP.

22.

How many of the 442,110 reported inbound calls would have qualified as billable contacts under the RFP definition?

Does the 27,529-ticket pricing quantity include email? The historical activity table separately lists 6,082 emails.

Can FLVS provide hourly arrival patterns for peak months and clarify billing for callbacks, chats, and repeat contacts?

1. 389,755

2. No that is just the self service tickets

3. If the customer requests a callback then the callback is the billable contact. We do not have live chat, if the customer calls back in then that is a new billable contact.

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23.

1. Can you explain the ability to work remote? Does this mean employees can work at home, or does it mean they need to be in a facility? If a facility, do they need to be located in Florida?
2. Can FLVS provide the complete historical call volume data for the past 24 months by month, including inbound calls, outbound calls, chats, emails, and self-service tickets?
3. Can FLVS provide call volume distribution by hour, day of week, and season to support staffing modeling?
4. What percentage of contacts are currently resolved at Tier 1 versus escalated to Tier 2?
5. What are the current First Call Resolution (FCR) rates for student, parent, and employee requests?
6. Can FLVS provide historical Average Speed of Answer (ASA), Abandonment Rate, and Service Level performance metrics?
7. How many concurrent agents are currently required during peak periods?
8. What percentage of total contacts are employee support versus student/parent support?
- 9.. How many languages beyond English are currently supported, and are multilingual services required?

- 1. FLVS does not dictate the operations of the service provider. However, it is a requirement that all support agents reside within the US.**
- 2. See Excel spreadsheet (1 yr back and current 15 months' worth)**
- 3. Yes**
- 4. Not tracked.**
- 5. First call resolution sits at about 99%**
- 6. Prior performance is not relevant to the RFP. Review FLVS SLAs for required metrics.**
- 7. Proposer shall determine number of agents/resources required to meet support needs as defined.**
- 8. The majority of calls are students and parents.**
- 9. FLVS requires the availability of agents with fluency in Spanish. Additional languages are preferred within the scope of services are French/Creole. FLVS is interested in any additional languages supported. Question and Answers #4 Section 5, Scope of Services.**

24.

1. What telephony platform, IVR solution, and call-routing system does FLVS currently use?
2. Is the successful contractor expected to provide the contact center platform, or will FLVS continue utilizing its existing telephony infrastructure?
3. Will API integrations be required between the contractor's systems and FLVS systems?
4. Are there any CRM platforms used in conjunction with ServiceNow?
5. Does FLVS record all calls, and if so, what retention requirements apply?
6. Will contractors have access to knowledge management documentation and existing support

scripts?

1. FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers. **Call Routing:** Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.
2. Contractor utilizes their platform. See Section 5, Scope of Services. FLVS provides toll free numbers.
3. The awarded Contractor is required to utilize FLVS systems. No API integrations are required.
4. No
5. All calls are required to be recorded by the vendor and retained for 1 Year
6. Yes – See Scope of Services.

25.

1. The RFP references Service Level Metrics Tables 1 and 2. Can FLVS provide the complete Service Level tables and associated financial penalties?
2. What service level targets are mandatory versus desired?
3. Are there service credits or financial penalties associated with missed KPIs?
4. What is the expected response and resolution time for tickets by priority level?
5. How is customer satisfaction currently measured and what CSAT targets are expected?

1. These are provided within the Scope of Services Section 5.
2. All are required as defined in the Scope of Services.
3. Yes, see the Scope of Services for details.
4. See the Scope of Services for Service Level Metrics
5. With an after-call survey Target is in RFP (85%)

Note: SLAs requested within the Questionnaire #17 apply to Contractor support platforms, systems, and utilized technology. FLVS is seeking the Contractor's applicable SLAs. This is in addition to the Service Levels and Metrics for support incidents as described in Table 1 and Table 2.

26.

1. Please provide a detailed inventory of applications, platforms, and systems that Tier 1 agents will be expected to support.
2. How many software applications are currently included in the support catalog?



3. What percentage of calls relate to:
- Password resets
 - Account access issues
 - LMS navigation
 - SIS support
 - Technology troubleshooting
 - General information inquiries
4. Are contractors expected to support future applications introduced during the contract term without additional cost?

1. and 2. Tier 1 will use the FLVS Knowledgebase and provided training to assist with troubleshooting. FLVS does not provide a detailed list of applications for security reasons.

3. Approximately 25% of the calls are IT related, password resets are the bulk of that. The rest are not tracked to that level of detail

4. Yes. FLVS will work with the awarded Contractor in these situations and in accordance with the Contractor shall allow two weeks of notice for any changes of applications.

27.

1. What background screening requirements are required for contractor personnel?
2. Will agents have access to student personally identifiable information (PII)?
3. Are there FERPA-specific compliance requirements in addition to standard cybersecurity controls?
4. What cybersecurity assessment process will FLVS use to evaluate proposed solutions?
5. Does FLVS require annual penetration testing, vulnerability assessments, or independent security audits?

1. See Scope of Services – All resources must pass an FLVS Level II background screening at the Contractor's expense. In addition, all proposers must comply with E-Verify.

2. Yes

3. Yes.

4. The evaluation is dependent upon the solution offered. See Section 3.

5. Yes.

28.

May the prime proposer rely on a named subcontractor's experience, case studies, personnel qualifications, and reference letters to satisfy Sections 3.3.2 and 3.3.3? Will FLVS evaluate the combined qualifications of the proposed team (prime + subcontractor) as a whole?

The named proposer must meet the stated business and financial requirements of the RFP.

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While they may subcontract for partnered services, they retain full liability for the Agreement and they must also be able to meet the stated requirements for compliance. In addition, all proposers must comply with E-Verify.

29.

What subcontractor information and documentation must be included with the proposal, and will proposed subcontractors be considered approved upon contract award, or is a separate post-award approval process required?

FLVS shall only award to a single prime proposer. The proposer assumes full liability for any subcontractor utilized. See the RFP and attached MSA for more detailed information on subcontractor information. Proposal shall address the requirements of the RFP in full by providing a comprehensive overview of the solution.

30.

The annual inbound call quantity of 442,110 (Table 3) includes abandoned calls. For pricing purposes on the Cost Proposal form, should proposers price all offered calls, only agent-handled calls, or completed contacts only? How should callbacks and repeat contacts be treated for billing?

If the customer calls back, it is a new contact. See RFP for the a billable contact definition.

31.

Table 4 identifies 27,529 self-service contacts and 6,082 emails separately (annual total 33,611), while Section 6.1(A)'s Cost Proposal form combines "Self-Service/Email Tickets" under a single estimated quantity of 27,529. Should the priced/evaluated quantity be 27,529 or 33,611?

27,529 self-service tickets and 6082 emails.

32.

Will FLVS provide historical 30-minute or hourly contact-volume data by day of week, channel, and month, including offered, handled, abandoned, callback, and average handle-time detail, to support staffing and pricing models?

See the Excel spreadsheet.

33.

Please provide the historical percentage breakdown of contacts by major category (e.g., registration, password resets, exam resets, student support, employee hardware support, network connectivity, application support).

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About 25% of call volume is IT calls.

34.

Are these services currently delivered internally by FLVS staff, by an incumbent contractor, or through a blended model? If an incumbent contractor is used, will any incumbent agents be made available for transition or employment by the newly awarded contractor?

Tier 1 has been administered by a service provider while Tiers 2 and 3 have been managed by FLVS. FLVS has no access to the service provider's agents.

35.

The RFP describes FLVS currently routing inbound calls through "an established toll-free number that routes calls to an internal IVR." Will this existing toll-free number and IVR be transferred to the awarded Contractor for reuse, or does the Contractor need to stand up an entirely new toll-free number and IVR ahead of the May 1, 2027 soft launch?

FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers. Call Routing: Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.

36.

Will FLVS provide all required ServiceNow accounts and licenses to the Contractor at no cost? Are any integrations, APIs, or Contractor-developed workflows within ServiceNow expected as part of this scope?

Yes. FLVS provided ITIL account at no cost to the awarded Contractor. No API is required.

37.

Table 1 states a flat 8-minute response goal for user-entered incidents, while Table 2 lists the same 480-second threshold under both the Non-Peak and Peak columns but labels them inconsistently as "(4 min)" and "(8 mins)" respectively. Please confirm the governing standard and correct the apparent labeling error in Table 2.

Table 2 is correct. The requirement is 4 minutes (240 seconds) non-peak and 8 (480 seconds) minutes peak.

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Can multiple SLA performance credits be assessed against the Contractor in the same month across different metric categories, and is there a maximum cumulative monthly credit or rate reduction? How will these percentage-based credits be calculated against a per-contact pricing model?

Calculations shall be based upon the individual KPI/Metric. If the Contractor fails in multiple areas, yes, there can be multiple penalties.

39.

What is the anticipated duration of FLVS's Train-the-Trainer and agent training programs, and how many Contractor trainers may attend? Section 6.1(B) lists "Knowledge Transfer & Training" as a One-Time Cost separate from the per-contact rate — should nesting/on-the-job-training labor also be captured under that one-time cost, or built into the proposed per-contact rates?

The train-the-trainer is approximately 4 to 6 weeks. FLVS does not determine the Contractor's solution. The number of proposed resources for the solution shall be included within the proposal.

40.

Section 6.1 describes rates as all-inclusive and not-to-exceed for the life of the Agreement (5 years plus up to three one-year renewals), and separately allows FLVS to negotiate revised pricing only if actual volumes or handle times materially differ from estimates. Outside of that provision, will FLVS permit annual wage or CPI-based adjustments, or price adjustments resulting from changes in law, minimum wage, or screening costs?

Yes. FLVS may consider requests for price adjustments related to documented significant increases in labor costs, statutory requirements, minimum wage changes, or new government-mandated screening or compliance requirements. Any adjustment request must be submitted in writing, include sufficient supporting documentation demonstrating the direct impact on the services provided, and be approved in advance by FLVS. Adjustments are not automatic, may not be requested more than once annually, no earlier than twenty-four (24) months after contract commencement. Adjustments shall become effective only upon execution of a written contract amendment. Likewise, if changes in law, market conditions, service delivery methods, technology, automation, staffing requirements, volume, or other factors result in a verifiable reduction in the Contractor's cost of providing the services, FLVS reserves the right to require a corresponding reduction in pricing. FLVS may review and audit supporting documentation and reserves the right to negotiate, approve, deny, increase, or decrease pricing based on demonstrated cost impacts.

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Section 3.3 requires inclusion of the Contractor's current VPAT 2.5. If the Contractor primarily relies on FLVS-provided systems (SIS, LMS, ServiceNow) for service delivery, does FLVS require a full corporate VPAT covering the Contractor's own technology stack (e.g., ACD, IVR, dashboards), or only for the specific Contractor-provided components?

The VPAT shall include the customer-facing systems, such as:

- 1. anything that FLVS customers interact with (students, teachers, anyone calling into the call center) a VPAT is must be provided**
- 2. Anything FLVS interacts with (communications and systems that allow us to work back and forth)**
- 3. Anything that is internal to them is out of our scope**

42.

What is the primary driver for this solicitation — is FLVS dissatisfied with a current vendor's performance, looking to expand scope beyond what's currently provided, or is this a standard re-compete due to an expiring contract?

This question is irrelevant to the RFP.

43.

Section 12.9 requires all personnel performing services to be "lawful employees of Contractor or lawful employees of a subcontractor authorized by FLVS." Will FLVS accept U.S.-based independent contractor (1099) agents who meet the same background-screening and training standards as employees, or must all agents be W-2 employees of the Contractor or an authorized subcontractor

Contractor retains full responsibility for all assigned resources. All resources must reside within the US and must pass the FLVS Level II background screening. In addition, all proposers must comply with E-Verify.

44.

Section 8 states that "Transfers (all)" are not billable. (1) If a Contractor agent handles a contact and escalates it to Florida Virtual School (FLVS) Tier 2 support by ServiceNow ticket, is that contact billable? (2) If an agent handles a contact and then warm-transfers it to FLVS, is that contact billable?

It is billable with the initial contact; escalation will take place when the ticket is created and is not billable. There are no warm transfers; everything is done via service now.

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Section 12.9 of the Master Service Agreement (MSA) requires all persons performing Services to be lawful employees of the Contractor or of a subcontractor authorized by Florida Virtual School (FLVS). Will FLVS accept a workforce that combines W-2 employees and 1099 independent contractors based in the continental United States, with all agents meeting the same Level II background screening, training, skills assessment, FERPA and Do-Not-Do Policy requirements? If not, may the Contractor use an FLVS-approved staffing subcontractor for seasonal peak coverage?

Contractor is responsible for staffing appropriately. All agents must be US-based and pass the FLVS Level II background screening. In addition, all proposers must comply with E-Verify.

46.

Requirements 88 through 106 and Questionnaire item 11 ask the Contractor to provide Automatic Call Distributor (ACD), Interactive Voice Response (IVR), queue callback, call recording and workforce management. Section 5 describes an existing Florida Virtual School (FLVS) toll-free number that routes calls to an internal IVR, and Requirement 99 states that FLVS shall provide a toll-free number and voice access to the Contractor's data center. Please confirm which components FLVS will provide and which the Contractor must supply at go-live, including the telephony platform, IVR, queue callback, call recording, live chat platform and remote-control tool.

FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers. Call Routing: Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.

47.

While we understand your preference for vendors with experience in your specific industry, would you consider organizations that have successfully delivered similar services in other highly regulated or customer-focused environments, such as pharmaceuticals, healthcare, or financial services? If so, what factors would you consider most important when evaluating the relevance of that experience?

FLVS will consider all responsive and responsible proposals. See the RFP for detailed requirements.

48.

We noted that the RFP identifies specific holidays; however, another section indicates that the contact center operates seven days per week, including holidays. Could you please clarify the required operating schedule? Specifically, are services expected to be provided on all listed holidays, and if so, are there any exceptions or modified hours of operation?

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FLVS provided the list of FLVS holidays when it is closed. Contractor shall provide coverage 356 days per year, including holidays as described in the Scope of Services.

49.

To support accurate staffing and pricing, please provide for the most recent fiscal year: (1) inbound calls by hour of day and day of week, ideally for August and a typical month such as October; (2) calls by type (password reset, registration, exam reset, employee Information Technology (IT) support, other) and by caller (student/parent vs. employee); (3) the percentage of callers who select Spanish at the Interactive Voice Response (IVR) menu, by month; (4) Average Handle Time (AHT) by call type, including outbound calls and tickets; and (5) the percentage of contacts escalated to Tier 2 and the percentage that are repeat contacts on an existing case.

- 1. See Excel Spreadsheet**
- 2. 25% of calls are IT-related**
- 3. About 1%**
- 4. 11 minutes AHT not broken down by call type**
- 5. Data not tracked**

50.

To help Proposers address Florida Virtual School (FLVS) priorities in their responses: (1) What challenges or needs does FLVS most want the new Contractor to help solve or improve? (2) What are the most important outcomes FLVS wants to achieve through this contract? (3) Beyond the minimum requirements in Section 5, where would FLVS most value added capability from the Contractor for students, parents and staff?

- 1. See Scope of Services Section 5 of the RFP**
- 2. See Scope of Services Section 5 of the RFP**
- 3. To meet or exceed the Scope of Services Section 5 of the RFP**

51.

Requirements 40 and 41 describe agent assistance with student registration, account creation, course requests, updating student account information, placement or withdrawal, and exam resets. Exhibit 4 (Do-Not-Do Policy, referenced as Exhibit 5 in Requirement 26) prohibits agents from modifying course enrollments, adding a parent or guardian to an account, changing student profile information other than address, email, telephone and grade level, resetting or unlocking any assessment, and resetting any exam outside the dates and parameters provided by Florida Virtual School (FLVS). Please clarify which of these tasks agents will perform directly and which must be escalated to FLVS.

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Agents will perform only tasks expressly permitted by FLVS policy and procedures, while all prohibited or FLVS-restricted activities, including course enrollment changes, adding guardians, unauthorized profile changes, and assessment or exam resets outside approved parameters, will be escalated to FLVS.

52.

(1) Requirement 117 states that measurement of Service Levels shall commence 30 calendar days following the contract execution date. Given the June 1, 2027 go-live date in Section 5, please confirm whether Service Level measurement and performance credits begin at go-live. (2) Table 2 lists the non-peak target for User Entered Trouble Incidents as "80% answered in 480 seconds or less (4 min)," while 480 seconds equals 8 minutes and Table 1 lists 8 minutes. Please confirm the non-peak and peak targets. (3) Requirement 58 states Customer Satisfaction (CSAT) of 4.0 for 80% of surveys, while Tables 1 and 2 state 85%. Please confirm which percentage applies.

Contract execution is anticipated in December 2026.

Implementation, training, on boarding, background screening and other activities to ramp up through April 30, 2027.

Soft launch and transition period May 1 through May 31

Go Live of Full Support Services June 1

SLAs become effective June 1.

Table 1 Nonpeak target KPI for ASA is 240 seconds or 4 minutes @ 80%

Table 1 and Table 2 - CSAT is @ 85%

Requirement 58 is 4.0 out of 5.0 points for 85% of all surveys per month

53.

Section 5.1 asks Proposers to demonstrate their ability to meet the anticipated growth of Florida Virtual School (FLVS) over the next five years. To support accurate staffing and pricing, please provide: (1) annual inbound call, outbound call and ticket volumes for the three fiscal years before 2025-26; and (2) FLVS's projected annual contact volumes, or expected growth rate, for the contract term, including any planned changes such as new programs, systems or enrollment periods that may affect volume.

1. Call volume from last year was provided in the RFP. We will use this year's data to project for next year. There have been too many changes to use data from 2-3 years ago.

2. We generally use a 7% growth from the previous year for projections.

54.

Regarding Questionnaire item 14 and Section 8: (1) Will Florida Virtual School (FLVS) accept agentic Artificial Intelligence (AI), meaning an AI agent that resolves simple Tier 1 contacts from start to finish

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without a live agent? Examples include answering common questions, providing ticket status, guiding login troubleshooting and creating ServiceNow tickets, with a warm transfer to a live agent when needed and the ability for FLVS to turn the AI on or off. (2) Section 8 states that automated system interactions are not billable unless specifically identified in the pricing schedule. If an AI agent fully resolves a contact, is that contact billable? (3) If so, should Proposers price it at the per-contact rate in Section 6.1, or as a separate AI contact rate in Section 6.4 or 6.5?

1. No
2. N/A
3. N/A

55.

How long does Florida Virtual School (FLVS) typically take to complete Level II background screening determinations under the Jessica Lunsford Act for Contractor agents? May agents be screened and cleared in groups before the May 1, 2027 soft launch, and for seasonal additions after go-live?

Yes, the first four months will be used for training, onboarding, and background screening to prepare for the soft launch. An FLVS Level II Background screening following the resource connecting with Feidprint takes typically about 72 hours.

56.

Section 3.2.5 accepts audited financial statements or an investment-grade credit rating for Proposers with annual revenues below \$1 billion. The Compliance Information Sheet in the Mandatory Certifications/Forms Packet also lists a "Dun & Bradstreet (D&B) Report or SER" and a "CFO/Controller Financial Stability Attestation F.S. 92.525." For a Proposer with annual revenues below \$1 billion that does not have audited financial statements, will Florida Virtual School (FLVS) accept any of the following as proof of financial stability: (1) a D&B report or SER; (2) a CFO or controller attestation under F.S. 92.525; or (3) financial statements reviewed or compiled by an independent Certified Public Accountant (CPA)?

The requirements are determined by F.S., and responses shall be reviewed by the FLVS Senior Director of Finance for acceptability.

57.

Why has FLVS issued this RFP prior to the end of the optional extensions in the current contract?

This question is not relevant to the RFP.

58.

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Will FLVS provide volume forecasts for the vendor to staff to? If actual volumes exceed forecasts will SLA penalties be waived?

In the event that actual monthly call volume exceeds 120% of the predicted Monthly Forecast, Contractor may submit a written request for proportional SLA relief. Any such relief is strictly contingent upon Contractor proving that: (a) all contracted staffing slots were fully occupied during the period, (b) Contractor was in full SLA compliance prior to the volume spike, and (c) reasonable mitigation efforts were deployed. If approved, SLA penalties shall only be waived for the volume of calls received in excess of the 120% threshold, and standard SLAs shall remain enforceable for all baseline volume.

59.

How long is agent training?

FLVS provides a train-the-trainer to the awarded Contractor. Delivery of training is the Contractor's responsibility. FLVS has asked for proposers to explain their methodology in their response.

60.

Please confirm the contractor will leverage FLVS' ServiceNow instance.

ServiceNow is the current platform utilized. However, this is at the sole discretion of FLVS and may change in the future.

61.

What tool/solution is FLVS currently leveraging for its knowledgebase

ServiceNow

62.

Can FVS provide additional information related to the Customer facing Technical Knowledgebase (e.g., where is it hosted, what information is stored on it, etc.)?

The customer-facing technical knowledge base is hosted within ServiceNow and contains troubleshooting guidance for common technical issues. The Tier 1 vendor is responsible for creating and updating basic troubleshooting knowledge articles, while FLVS Level II teams develop and maintain more complex technical content. Knowledge base management is a shared responsibility between FLVS and the Contractor.

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Can FLVS provide details regarding the need to migrate historical data? What data will need to be migrated to the contractor's system? How much data is there? What is the current format of the data?

Historical data will remain in FLVS-owned systems, so no data migration to the Contractor's system will be required.

64.

Can FLVS provide the AHT for outbound calls?

The AHT for inbound and outbound calls remains at ten minutes and thirty seconds on average.

65.

Can the bidder propose price increases during the initial term?

No.

66.

What is the current contract value? Or What is your budget for this contract?

This question is not relevant to the RFP. The budget for the future term is TBD.

67.

Is any portion of the work currently performed outside the United States?

No.

68.

Can bidders propose off-shore work?

No.

69.

Please provide contact volumes by channel for the 12 month period prior to July 2025.

See Excel Spreadsheet

70.

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What are the current SLA requirements and historical performance results?

See the Scope of Services for FLVS required SLAs. Past performance is irrelevant to the RFP.

71.

What technology platforms are currently used for telephony, ticketing, CRM, chat, knowledge management, and reporting?

FLVS currently uses ServiceNow for tickets. FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers. Call Routing: Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.

72

Please provide details on the current staffing model, including FTE counts, schedules, and any specialized support requirements.

Contractor shall propose their solution for staffing and methodology in response to the requirements provided by FLVS within the Scope of Services.

73.

Are remote agents permitted, and if so, what restrictions or security requirements apply?

All agents must reside within the US and must pass FLVS Level II background screening. E-Verify applies. See Section 3 of the RFP for Cybersecurity requirements.

74.

Can sample operational, quality, and executive reporting packages be shared?

No.

75.

What business continuity and disaster recovery requirements must be supported?

FLVS has defined its support requirements. The Scope of Services has defined standards for operation. In addition, the questionnaire directs respondents to provide their levels of support, including in disaster situations.

76.

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What transition support and knowledge transfer will be provided by the incumbent vendor?

Transition efforts shall be directed by FLVS.

77.

Are there any updated volume forecasts, budget assumptions, or pricing preferences that should be considered during proposal development?

FLVS has provided call volumes, durations, peak and non-peak. Proposers shall offer their most competitive rates in response.

78.

1. Please provide the SLA targets for Outbound (OB), Email, and Self-Service channels.
2. Please provide the volume arrival patterns at both the interval level and day level.
3. What is the Average Handle Time (AHT) for Email and Self-Service tickets?
4. What is the Outbound (OB) AHT for both successful and unsuccessful contact attempts?
5. Please provide the volume split between English and Spanish interactions.
6. What are the Training and Nesting durations for new hires?
7. What is the target production hours requirement during the nesting period?
8. Please provide the volume and AHT details separately for:
 1. Technical Support
 2. Customer Service

1. In the RFP
2. See Excel spreadsheet for information
3. Ten minutes and thirty seconds
4. This is not broken down
5. Spanish accounts for about 1% of call volume
6. Up to the contractor
7. As of 1 June 2027, we will go live and regular hours are required
8. Agents currently handle all types of calls not broken down separately
 1. 11 minutes
 2. 11 minutes

79



1. The RFP requires support in both English and Spanish. Could FLVS provide the approximate percentage of contacts currently requiring Spanish-language support, including any seasonal variation?
2. Is Spanish-language support expected across all operating hours and contact channels, or only during specific hours/channels?
3. Do we need to have Tier 1 support analyst speak both English and Spanish or can we have separate lines(call and chat) for both?
4. Can we give Spanish Tier 1 support provided from near shore i.e. Costa Rica?
5. What are the key challenges or pain points FLVS is looking to address through this engagement?
6. Could FLVS provide historical volumes for chat and FLVS Bot?
7. Is the support required on public holidays?
8. Could FLVS provide historical volume split/percentage of channels: Live Chat Vs calls Vs Emails Vs Self-service channels. Percentage variance throughout weekdays & weekends for all channel contact volumes to support staffing estimates for these channels? To Simplify – If we can get a sample weekly volume split of all the channels from Mon – Sun i.e. one usual week?
9. Could FLVS provide historical contact volumes during holidays and special events, including exam-reset volumes, preferably by channel, to support holiday staffing calculations?
10. Does FLVS currently have a self-service password reset/account unlock solution in place?
11. Can you list the applications that are on the URL – <https://www.flvs.net/student-parent-resources/more/systemrequirements>. We are unable to open this URL.

1. **Approximately 1% of the call volume is Spanish speakers**
2. **Available all hours**
3. **We have dedicated Spanish lines on our IVR**
4. **No.**
5. **Not relevant to RFP**
6. **We do not have live chat and Bot traffic is not relevant to the RFP**
7. **Yes**
8. **We do not have live chat**
9. **Have on excel spread**
10. **No**
11. **Redirect via URL: <https://www.flvs.net/student-parent-resources/more/system-requirements>**

80.

Is this a new initiative, or is the FLVS currently utilizing an incumbent contractor for the services contemplated under this RFP? If there is an incumbent, please provide the incumbent's name, current contract term, and, if available, the current or most recent contract value. If the incumbent's

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proposal and pricing are publicly available, please provide the applicable reference or location.

These are existing services. The remainder of this question has no relevance to the RFP.

81.

What is the estimated budget or anticipated annual spend for this contract? If an estimated budget is not available, please provide the FLVS's historical annual expenditure for comparable services, if available.

The future budget is TBD. Historical cost has no relevance to this RFP.

82.

The RFP identifies an AHT of 10 minutes 30 seconds. Please confirm whether this represents FLVS's current historical AHT. If available, please also provide the current Average Talk Time and Average After-Call Work (ACW) for inbound calls.

AHT is 11 minutes, ACW 1:00

83

Please provide FLVS's current historical ASA for inbound calls. If available, please provide the historical ASA and service-level performance during both normal and peak periods for the most recent 12 months.

July 25 – 6:15, Aug 2025- 1:20:37, Sep 2025-32:54, Oct 2025 2:38, Nov 2025 1:52, Dec 2025 1:18, Jan 2026 4:54, Feb 2026 1:17, Mar 2026 1:54, Apr 2026 00:53, May 2026 3:13, Jun 2026 14:54

84.

Please provide FLVS's historical inbound call abandonment rate for the most recent 12-month period. If available, please provide abandonment rates during both normal and peak periods.

July 25 –4.6%, Aug 2025- 12.8%, Sep 2025-6.1%, Oct 2025 2.9%, Nov 2025 2%, Dec 2025 1.1%, Jan 2026 0.3%, Feb 2026 0.8%, Mar 2026 2.1%, Apr 2026 0.9%, May 2026 0.3%, Jun 2026 2.2%

86.

Please provide historical interaction volumes for the most recent 12-month period by channel, including inbound voice calls, outbound callbacks, live chat, email, and self-service tickets. Please provide average monthly volume and peak monthly volume for each channel, if available.

We do not have live chat. Have calls by the hour for July 2025-Jun 2026 and July 2026 to

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present. See the Excel spreadsheet.

87.

Please provide the approximate number of agents and other operational personnel currently supporting the FLVS Call Center and Technical Support operations, including any dedicated supervisory or management resources, if available.

Proposer shall provide their recommended solution based upon the Scope of Services.

88.

Please provide the current Average Handle Time/Resolution Time for live chat and email interactions, as applicable. Please also provide any current response-time, resolution-time, or service-level targets applicable to live chat and email.

We do not have live chat and do not track handle time for emails.

89.

It is our understanding that the vendor can provide services from anywhere (across U.S.). Is it correct?

Yes.

90.

The Mandatory Certifications/Forms Packet, Appendix J, Section 11 – Bonds, lists Bid Bond, Contract Bond, Maintenance Bond, Performance Bond, and Payment Bond, with options for “Required” or “Not Applicable”; however, the applicable checkboxes appear unselected in the provided form. Please clarify whether any of these bonds are required with the proposal submission, required only after award/execution of the contract, or not applicable. If any bond is required, please provide the applicable bonding percentage/amount, timing, form, and submission instructions.

Question refers to terms specified within the Master Service Agreement. Those boxes would be checked “no” during the contracting process. The document references all of the FLVS standard terms and conditions for disclosure purposes and has not been modified for the specific award. There are no Bond requirements for this RFP.

91.

Section 3.3.3(a) states that reference letters should be on company letterhead from the referee. Some public-sector agencies have policies that prohibit issuing reference letters on agency letterhead. Will FLVS accept a reference letter provided on the Proposer's letterhead, signed by the

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authorized reference contact and including the reference organization's contact information, where the client's policy prohibits use of its letterhead?

Yes provided they can be verified. Proposers shall complete the references release form in addition to providing the references in the event that follow up is required.

92.

Since inception of this model, how many calls annually have been considered Serious Incident calls?

This information is not available.

93.

Please provide the following regarding call classification:

- Monthly number of calls requiring Technical support vs. Non-Technical Support
- Breakdown by Apple and Windows O/s's when a Tech Call.
- Monthly number of non-technical calls

Technical calls account for Appox 25% of total inbound calls.

94

Currently how many people do you have that answer Technical calls only? Are there several "experts" by Operating System for difficult scenarios? If yes, please provide that number and if they are part of this team or reached out to on an as needed basis

FLVS supports all Tier 2 and Tier 3 tickets. The number of FLVS staff for this support is not relevant.

95.

Please provide the name of the current remoting tool (if by operating system, please indicate). Does this current tool meet your requirements?

Contractor utilizes their in-house remote access application.

96.

Our agents will be on the phones until 9:00 PM on weekdays and on weekends, when FLVS Tier 2 staff may not be available. Would FLVS want us to handle certain Tier 2 issues during those hours? If so, which types of issues, and would FLVS provide the extra training and system access needed? If not, how should agents handle calls that need Tier 2 until FLVS staff are back? Is there an after-hours contact for Student Wellness incidents specifically?

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No these will be escalated. Yes it is on the document in the RFP.

97.

How long does the FLVS Train-the-Trainer program usually take, and how many of our trainers can attend? Once our trainers are certified, how long does FLVS expect a new agent class to take before going live on the phones?

4-6 weeks. We do not dictate the agent training time.

98.

A few targets are stated differently in different places. Ticket response time is listed as 8 minutes in Table 1 and 4 minutes in Table 2. CSAT is 85% in one place and 80% in another. Which numbers should we build our plan around?

The RFP is amended to reflect CSAT is 85% throughout.

Table 1 and Table 2 - CSAT is @ 85%

Requirement 58 is 4.0 out of 5.0 points for 85% of all surveys per month

99.

Requirement 117 says service levels are measured starting 30 days after the contract is signed, but go-live isn't until June 1, 2027. Can FLVS confirm that SLAs start at go-live? Since June is one of the busiest months, would FLVS consider a short ramp period before performance credits apply?

The schedule is defined within the Scope of Services, see section 5 of the RFP.

Soft launch May 1, 2027 is for ramp up and easing into support. Directly following the initial 30 day period will be go-live June 1, 2027 when SLAs will apply.

100.

The monthly volumes are helpful, but to staff correctly we'd need to see calls by half-hour or hour for a busy week and a slow week. Can FLVS also share current handle times and first-call resolution for technical vs. non-technical calls, and how the current team is performing against these SLAs today?

See excel document "Calls by hours from Jul 2025 – Jun 2026 and July 2026 – to present"

101.

Roughly what percentage of callers need Spanish support today? Is there meaningful demand for Haitian Creole or any other language?

Approximately 1% of the call volume is Spanish-speaking.

102.

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Is live chat part of the base scope or an optional add-on? It shows up in the scope of work and Question 18, but it's priced under Additional Services. If it's in scope, what are current chat volumes, and should chat hours match phone hours (7:00 AM to 9:00 PM) or the 8:00 AM to 6:00 PM listed in Question 18?

Live Chat is not a current requirement. FLVS would like proposers to disclose their ability to provide live chat support for potential future use.

103.

Table 4 shows about 6,000 emails a year, but email doesn't have its own line on the cost form. Should email be priced together with self-service tickets?

Yes.

104.

Credits for a missed SLA apply to the invoice line tied to that metric, but with per-contact pricing there isn't a line per metric. What amount is the credit calculated on, and is there a monthly cap across all metrics?

Total monthly.

105.

Section 5.1 mentions "predetermined, specific technical support" for franchise students. What does that support include, and about how many contacts come from franchise students?

Franchise support is included in the total volume provided within the Scope of Services in Section 5 of the RFP.

106.

How will calls reach us from the current FLVS phone setup? Will FLVS keep its IVR and transfer calls to us, or should our system take over the toll-free number?

FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers. Call Routing: Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.

107.

In what ways does FLVS currently use automation and AI, and how would you like the vendor to

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support or expand on these efforts?

AI is not being used for Call Center Support Services at this time.

108.

Will FLVS please clarify the exact solicitation number proposers should enter on all forms and use to label submission files?

RFP/Solicitation Reference: Cover Page; Page Footers; Forms Packet Cover

Document / Attachment: RFP base document (cover page, page footer); Mandatory

Certifications/Forms Packet (cover, file name); Bonfire project page

Page No.: RFP p. 1 (cover); RFP page footers pp. 1-59; Forms Packet p. 1; Bonfire project page (no page number)

Requirement / Quoted Text: The solicitation number appears in five different forms across the package: "RFP01-2705030B01-HLPDKS-XXXXXX" on the RFP cover page, "RFP01-270530B01-HLPDSK-XXXXXX" in the page footer on RFP pages 1-2, "RFP01-27053B01-HLPDSK-XXXXXX" in the page footer on RFP pages 3-59, "RFP01-270503B01-HLPDKS-XXXXXX" on the Bonfire project page, and "RFP01-2705030B01-HLPDSK-XXXXXX" in the Forms Packet file name. The Mandatory Certifications/Forms Packet requires the solicitation number on its cover, and FLVS will not accept edits to required forms.

The RFP number to be referenced is RFP01-2705030B01-HLPDKS-XXXXXX.

109.

Will FLVS please clarify whether it intends to award all inbound, outbound, and ticket services priced in Section 6.1 to a single Contractor, or whether it may split the award by service line or pricing line item?

RFP/Solicitation Reference: § 1.3.1; § 2.7; § 5 (Scope of Services)

Document / Attachment: RFP base document

Page No.: RFP pp. 3 (§ 1.3.1), 6 (§ 2.7), 14 (§ 5 Scope of Services)

Requirement / Quoted Text: Section 1.3.1 states that FLVS "shall enter into a 'single contract' with a 'single prime Proposer', or multiple proposers as deemed to be in FLVS's best interest," and Section 2.7 reserves the right "to make awards by individual item, group of items, all or none or a combination thereof." Section 5 states that FLVS is "seeking a single service provider."

FLVS intends to award with a single service provider. We reserve the right to award in our best interest.

110.

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RFP/Solicitation Reference: § 2.6.1; § 6.1(C); §§ 6.2-6.5

Document / Attachment: RFP base document

Page No.: RFP pp. 5-6 (§ 2.6.1), 38 (§§ 6.1(C), 6.2, 6.3), 39 (§§ 6.4, 6.5)

Requirement / Quoted Text: Section 2.6.1 scores price using "(Low Price/Respondent's Price) x Price Points (30)." Section 6.1(C) states that the "Total Cost for Section A and Section B" table "shall be used for evaluation purposes."

Will FLVS please confirm that "Respondent's Price" is the Total Cost for Section A and Section B (one year of estimated per-contact extended costs plus one-time costs), and that the P-Card response (Section 6.2), alternative pricing (Sections 6.3 and 6.4), and Additional Services (Section 6.5) are excluded from the price score?

For evaluation purposes, FLVS shall apply the calculation against the total cost for Sections A and B which equal C. of 6.1. In other words, the total extend cost for specified call type and any additional cost unique to year one such as implementation fees.

111.

Will FLVS please confirm that proposers should complete the checklist as issued without correcting its section references, and that the RFP section numbering governs?

RFP/Solicitation Reference: Forms Packet Checklist; §§ 3.2.2-3.2.6; § 3.3; MSA § 10

Document / Attachment: Mandatory Certifications/Forms Packet (Respondent Requirements Checklist); RFP base document; Appendix J - Master Service Agreement (Forms Packet)

Page No.: Forms Packet p. 2; RFP pp. 7-11 (§§ 3.2.2-3.3)

Requirement / Quoted Text: The Respondent Requirements Checklist in the Forms Packet references Section 3.1.3 (Cover Letter), Section 3.1.5 (Financial Stability), Section 3.1.6 (Security Compliance), Section 3.1.7 (ADA/VPAT), Section 3.2 (Qualifications), and Section 7.18 (Certificate of Insurance). In the RFP these items appear at Sections 3.2.2, 3.2.5, 3.2.4, 3.2.6, and 3.3, and the RFP contains no Section 7.18; insurance requirements appear in Section 10 of the Master Service Agreement. The checklist also states "FLVS shall not accept edits to required forms."

Note Corrections to Numbering:

The Cover Letter is defined within Section 3.2.2 of the RFP

Financial Stability is defined within Section 3.2.5 of the RFP

Cyber Security is Section 3.2.4

VPAT is section 3.2.6

Qualifications is Section 3.3

Insurance requirements are defined in Section 10 of the Master Service Agreement as provided in the Required Forms Packet.

112.

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Will FLVS please clarify whether the Cybersecurity Compliance narrative and the VPAT 2.5 report should be placed in the Proposal Section 1 or Proposal Section 2?

RFP/Solicitation Reference: § 3.1; § 3.2.2; § 3.2.4; § 3.2.6

Document / Attachment: RFP base document

Page No.: RFP pp. 7 (§§ 3.1, 3.2.2), 9 (§ 3.2.4), 10 (§ 3.2.6)

Requirement / Quoted Text: Section 3.1 places "Cyber Security, and VPAT" in Proposal Section 2, while the instructions for Cybersecurity Compliance (Section 3.2.4) and Accessibility Requirements (Section 3.2.6) appear within Section 3.2 alongside the Proposal Section 1 cover letter instructions.

For clarification purposes, proposers may include items in sequential order: Cover Letter, Compliance (includes all items in section 3.2 Table of Contents, Required Forms, Cybersecurity, Financial Stability, VPAT, Qualifications – Background, Experience, Case Studies, Letters of Reference, Response to Scope of Services, Cost Proposal.

113.

Will FLVS please confirm that all four items belong in Proposal Section 3, Response to the Scope of Work Requirements?

RFP/Solicitation Reference: § 3.1; §§ 5.2, 5.3, 5.6, 5.7

Document / Attachment: RFP base document

Page No.: RFP pp. 7 (§ 3.1), 23-26 (§ 5.2), 26-34 (§ 5.3), 36 (§§ 5.6, 5.7)

Requirement / Quoted Text: Section 3.1 requires proposers to use the listed section numbers and layout "without deviation," but does not state where the Respondent Questionnaire (Section 5.2), the Functional Specifications and Minimum Requirements table (Section 5.3), and the Exceptions/Alternatives tables (Sections 5.6 and 5.7) are to be placed.

The above items belong in Section 3 of the Response. Ideal response content shall follow the order as shown in section 3.1 of the RFP.

114.

Will FLVS please confirm whether the completed Section 6 Cost Proposal Forms must appear in both the Full Proposal (Proposal Section 4) and the separate Cost Proposal upload?

RFP/Solicitation Reference: § 3.1; Bonfire Items 1.1.3 and 1.1.4

Document / Attachment: RFP base document; Bonfire project page (Items 1.1.3, 1.1.4)

Page No.: RFP p. 7 (§ 3.1); Bonfire project page (no page number)

Requirement / Quoted Text: Section 3.1 lists "Section 4 - Cost Proposal" within the proposal layout and separately requires "Cost Proposal Forms - RFP Section 6" as a separate electronic document. Bonfire Item 1.1.4 describes the Full Proposal as including "ALL content."

Respondents shall upload the following items as part of the response:

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1. A single full copy of your response including ALL required information
2. A single full copy of your response including ALL required information that has been redacted as appropriate
3. Cost Proposal as directed in Section 6 of the RFP
4. Proof of financial stability as directed in Section 3.2.5 of the RFP

Note: FLVS requires specific portions be uploaded as part of the whole proposal and as stand alone items for evaluation purposes.

115.

RFP/Solicitation Reference: § 3.2.5

Document / Attachment: RFP base document

Page No.: RFP p. 10 (§ 3.2.5)

Requirement / Quoted Text: Section 3.2.5 requires "Audited financial statements that demonstrate their satisfaction of financial stability criteria" but does not state the period the statements must cover. Will FLVS please clarify the number of fiscal years of audited financial statements required (for example, the most recent completed fiscal year, or the two most recent completed fiscal years)?

The most recent fiscal year applicable.

116.

RFP/Solicitation Reference: § 3.2.4; § 5 (FLVS systems); § 5.3 Items 89, 90, and 106

Document / Attachment: RFP base document

Page No.: RFP pp. 9 (§ 3.2.4), 15 (§ 5 FLVS systems), 33 (§ 5.3 Items 89, 90), 34 (§ 5.3 Item 106)

Requirement / Quoted Text: Section 3.2.4 lists both "General Requirements for self-hosted solution" and "General Requirements for Contractor-hosted solution." Under Section 5, agents work within FLVS systems (the Incident Management System, SIS, and LMS), while the Contractor provides the ACD, IVR, call recording, and workforce management systems (Section 5.3, Items 89, 90, and 106). Will FLVS please clarify whether the Contractor-hosted requirements in Section 3.2.4 apply only to the Contractor-provided telephony and contact center platform, and whether any of the self-hosted requirements apply to this procurement?

FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers. Call Routing: Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.

117.



RFP/Solicitation Reference: § 3.2.4; § 5.3 Item 115

Document / Attachment: RFP base document

Page No.: RFP pp. 9 (§ 3.2.4), 34 (§ 5.3 Item 115)

Requirement / Quoted Text: Section 3.2.4 requires that the "Contractor has, and continues to maintain, an active SOC2 report that is available to FLVS upon request." Section 5.3, Item 115 (Soft Launch): "Contractor agrees to a 'soft-launch' beginning May 1, 2027 supporting a thirty-day transition of services prior to the full go-live on June 1, 2027."

Will FLVS please confirm whether a current SOC 2 report issued to a third-party cloud contact center platform provider used by the Contractor (for example, AWS) satisfies this requirement, or whether the SOC 2 report must be issued to the proposing entity? If a Contractor-developed application hosted in that environment must be covered by its own SOC 2 report, will FLVS accept completion of the applicable SOC 2 examination no later than the May 1, 2027 soft launch, rather than at the time of proposal submission, provided the Contractor demonstrates during proposal evaluation and implementation that the application is governed by documented cybersecurity controls meeting the requirements of Section 3.2.4

FLVS is unable to determine until the solution is presented. Different solutions would have different requirements. Refer to the RFP for FLVS Cybersecurity Requirements. Final requirements shall be determined and agreed during the contracting process if awarded.

118.

Will FLVS please clarify if it requires a SOC 2 Type I report, a SOC 2 Type II report, or whether either report type is acceptable for purposes of satisfying Section 3.2.4?

Question 11

RFP/Solicitation Reference: § 3.2.4

Document / Attachment: RFP base document

Page No.: RFP p. 9 (§ 3.2.4)

Requirement / Quoted Text: Section 3.2.4 – Cybersecurity Compliance, Contractor Compliance: "Contractor has, and continues to maintain, an active SOC2 report that is available to FLVS upon request." The RFP does not specify the required SOC 2 report type.

SOC 2 Type 2

119.

Will FLVS please clarify the correct minimum and preferred availability values for Business Critical Products? Will FLVS please clarify the correct minimum and preferred availability values for Business Critical Products?

RFP/Solicitation Reference: § 3.2.4

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Page No.: RFP p. 9 (§ 3.2.4)

Requirement / Quoted Text: Section 3.2.4 lists availability requirements of "Business Critical Products - Minimum of 99.9% availability SLA (preferred 99.5%)" and "Important Business Products - Minimum of 99.5% availability SLA (preferred 99.9%)." In the Business Critical line, the preferred value is lower than the minimum.

Correction:

- Minimum of 99.9% availability SLA (preferred 99.9%)" and "Important Business Products - Minimum of 99.5% availability SLA (preferred 99.9%)."

120.

Will FLVS please clarify whether it classifies the Contractor-provided telephony platform as a Mission Critical, Business Critical, or Important Business Product?

RFP/Solicitation Reference: § 3.2.4; § 5.2 Item 17

Document / Attachment: RFP base document

Page No.: RFP pp. 9 (§ 3.2.4), 26 (§ 5.2 Item 17)

Requirement / Quoted Text: Section 3.2.4 states that Contractor-hosted availability requirements are "Dependent upon the business criticality that has been defined," and Respondent Questionnaire Item 17 asks proposers to list downtime credits by availability band. The RFP does not state which criticality category applies to the Contractor-provided ACD, IVR, and call recording platform.

As a key component of services provided, yes the Contractor's telephony/communications channels are critical components in providing the contracted services. This question applies all critical systems and technologies that are critical to delivering contracted services.

121.

RFP/Solicitation Reference: § 3.2.6; § 5.2 Item 15

Document / Attachment: RFP base document

Page No.: RFP pp. 10 (§ 3.2.6), 25 (§ 5.2 Item 15)

Requirement / Quoted Text: Section 3.2.6 and Respondent Questionnaire Item 15 require the Contractor's "current VPAT 2.5." The services under this RFP are primarily agent-delivered support. Will FLVS please clarify which Contractor-provided products or interfaces the VPAT must address (for example, the IVR, after-call survey, live chat interface, or customer-facing knowledge base), and whether a VPAT published by the manufacturer of a third-party platform is acceptable?

The VPAT shall include the customer-facing systems

- 1. anything that FLVS customers interact with (students, teachers, anyone calling into the call center) a VPAT is must have**

2. Anything FLVS interacts with (communications and systems that allow us to work back and forth)
3. Anything that is internal to them is out of our scope

122.

RFP/Solicitation Reference: § 5 (Service Levels note); § 6.1

Document / Attachment: RFP base document

Page No.: RFP pp. 15 (§ 5 Service Levels note), 37 (§ 6.1)

Requirement / Quoted Text: Section 5 states "Contractor shall provide the same hours of support 365 days per year including holidays (7:00 AM EST - 9:00 PM EST Monday through Friday and 9:00 AM EST - 5:00 PM EST Saturday and Sunday)." Section 6.1 states "Rates quoted shall be the all-inclusive, not to exceed rates for the life of the Agreement."

Will FLVS please confirm that the same per-contact unit rates apply on weekends and holidays and that any overtime, holiday differential, supervisory coverage, bilingual coverage, or other premium labor required to provide 365-day support must be included in the proposed unit rates?

Same rates apply.

123.

Will FLVS please clarify whether live chat is part of the base scope to be priced in Section 6.1, or an optional service priced only in Section 6.5?

RFP/Solicitation Reference: § 5 (Procedures and Methodology); § 5.2 Item 18; § 6.1(A); § 6.5; § 8 (Billable Contact; Help Desk Contact)

Document / Attachment: RFP base document

Page No.: RFP pp. 14 (§ 5 Procedures and Methodology), 26 (§ 5.2 Item 18), 37 (§ 6.1(A)), 39 (§ 6.5), 46 (§ 8 Billable Contact, Help Desk Contact)

Requirement / Quoted Text: Section 5 states "The Call Center shall provide Tier 1 Support by answering calls, chats and self-service tickets," and Section 8 includes live chat in the definitions of Billable Contact and Help Desk Contact. Section 6.5 lists "Live Chat" as an optional Additional Service that "shall not factor into the evaluation process," and Section 6.1 contains no live chat line item.

FLVS is interested in learning what you can offer regarding Live Chat Services as a future potential option. There are no plans to leverage live chat at this time.

124.

RFP/Solicitation Reference: § 5.2 Item 11

Document / Attachment: RFP base document

Page No.: RFP p. 25 (§ 5.2 Item 11)



Requirement / Quoted Text: Respondent Questionnaire Item 11 states "It is expected that calls in queue should not exceed 1 minute call-back time during non-peak seasons and 10 minutes during peak seasons."

Will FLVS please clarify whether this standard measures the time from the caller's call-back request to the Contractor's outbound call attempt, or the caller's time in queue before the call-back option is offered?

Callers time in the queue, they should not lose their spot if call back is requested

125.

RFP/Solicitation Reference: § 5.2 Item 4; § 5.3 Item 21

Document / Attachment: RFP base document

Page No.: RFP pp. 24 (§ 5.2 Item 4), 28 (§ 5.3 Item 21)

Requirement / Quoted Text: Respondent Questionnaire Item 4 states "FLVS requires that the awarded contractor can support callers Fluent in English as well as Spanish," and Section 5.3, Item 21 states "Contractor employs agents/resources with ability to provide multi-language support with fluency in English and Spanish."

Will FLVS please clarify whether every assigned agent must be fluent in both English and Spanish, or whether the requirement is met by staffing enough bilingual agents to answer Spanish-language calls within the Table 1 service levels?

We have dedicated Spanish lines on our IVR. Approximately 1% of calls are Spanish speakers

126.

RFP/Solicitation Reference: § 5.3 Item 9

Document / Attachment: RFP base document

Page No.: RFP p. 27 (§ 5.3 Item 9)

Requirement / Quoted Text: Section 5.3, Item 9 requires that "all assigned agents are screened and cleared by FLVS Level II background screening for Jessica Lunsford Act ("JLA") compliance in accordance with F.S. 1012.465."

Will FLVS please clarify whether a current, valid FLVS Level II screening previously completed for an individual will be accepted for that individual under the new Agreement, or whether all assigned personnel must be re-screened?

All level II background screenings must be executed by FLVS. We are required to maintain our own records.

127.

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RFP/Solicitation Reference: § 5.3 Items 47, 86, 95, and 101

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Page No.: RFP pp. 30 (§ 5.3 Item 47), 32 (§ 5.3 Item 86), 33 (§ 5.3 Items 95, 101)

Requirement / Quoted Text: Section 5.3, Item 47 requires agents to use "Contractor provided, FLVS Cybersecurity-approved remote-control software," and Item 86 lists examples "(i.e. Bomgar, MSP Anywhere, LogMeIn)." The RFP does not identify which tools FLVS Cybersecurity has approved. Will FLVS please clarify which remote-control tools are currently approved, and whether the Contractor must license the approved tool at its own cost or may use an FLVS-licensed instance?

Contractor shall provide their existing options which will require approval by FLVS Cybersecurity. See Section 3 for Cybersecurity standards. The current tool used by FLVS Cybersecurity is N-able.

128.

RFP/Solicitation Reference: § 5 (Outbound Operations); § 6.1(A); § 6.5

Document / Attachment: RFP base document

Page No.: RFP pp. 15 (§ 5 Outbound Operations), 37 (§ 6.1(A)), 39 (§ 6.5)

Requirement / Quoted Text: Section 5 states "Outbound services may also include marketing or survey efforts directed by FLVS if needed," and Section 6.5 lists "Outbound Call Campaigns" and "Outbound Scripted Marketing Campaign or Informational Calls" as optional Additional Services. Will FLVS please confirm that marketing, survey, and campaign calls are excluded from the 48,000 Outbound Call Backs in Section 6.1 and will be ordered and billed only under Section 6.5?

Correct. These would be in addition to the stated callbacks and would most likely be scheduled initiatives on an as needed basis.

129.

RFP/Solicitation Reference: § 5 (Estimated Usage Volumes; Tables 3-6); § 5.2 Item 2; § 5.3 Items 14 and 106

Document / Attachment: RFP base document

Page No.: RFP pp. 19-21 (§ 5 Estimated Usage Volumes, Tables 3-6), 23 (§ 5.2 Item 2), 27 (§ 5.3 Item 14), 34 (§ 5.3 Item 106)

Requirement / Quoted Text: Section 5 provides "the average call volumes over the past fiscal year (July 1 - June 30)" in Tables 3 through 6. Section 5.3, Item 14 states "The actual call volume is determined by the monthly service reports generated from the incident management system and the Contractor's ACD system," and Item 106 requires "Workforce Management" capability. The RFP does not state whether FLVS will provide forward-looking volume forecasts after award. Will FLVS please clarify what historical and forward-looking contact-volume forecasts it will provide to the Contractor after award for ongoing workforce planning, and how frequently those forecasts will be

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updated?

We will use the prior years' volumes to create a forecast for the upcoming year.

130.

RFP/Solicitation Reference: § 5 Table 1 Metrics 7 and 8; § 5 Table 2; § 5.3 Item 58

Document / Attachment: RFP base document

Page No.: RFP pp. 17 (Table 1 Metrics 7, 8), 18 (Table 2), 30 (§ 5.3 Item 58)

Requirement / Quoted Text: Table 1, Metrics 7 and 8 state "Minimum acceptable value would be 4.0 Rating (85% of the time)," Table 2 sets the Customer Satisfaction target at "≥ 85.0%," and Section 5.3, Item 58 states "Respondent Customer Satisfaction per month averages 4.0 points out of 5.0 points for 80% of all surveys completed per month."

Will FLVS please clarify whether the Customer Satisfaction threshold subject to performance credits is 80% or 85% of surveys at a 4.0 rating or higher, and whether it is measured on the After Call survey (Metric 7), the FLVS-maintained Incident survey (Metric 8), or both?

Table 1 and Table 2 - CSAT is @ 85%

Requirement 58 is 4.0 out of 5.0 points for 85% of all surveys per month

131.

Will FLVS please confirm whether Table 2 performance credits apply to the abandon rate?

RFP/Solicitation Reference: § 5 Table 1 Metric 3; § 5 Table 2; § 5.3 Item 3; § 8 (Call Abandon Rate)

Document / Attachment: RFP base document

Page No.: RFP pp. 17 (Table 1 Metric 3), 18 (Table 2), 26 (§ 5.3 Item 3), 46 (§ 8 Call Abandon Rate)

Requirement / Quoted Text: Table 1, Metric 3 sets an abandon rate standard of "6% or less (non-peak)" and "10% or less (Peak)," while Section 5.3, Item 3 states "The Call Abandon Rate is less than 6% of calls received (off-peak) or less than 10% of calls (during peak), per month." Section 8 states "SLA metrics shall apply for all Call Abandons exceeding 30 seconds." Table 2 does not list Abandon Rate among the metrics subject to performance credits.

After the Call Customer Satisfaction requirement is 4.0 out of 5.0 at least 85% of the time.

Abandons are calls unanswered for greater than 30 seconds that do not receive support. The SLA is less than 6% of calls shall be abandoned (not answered in greater than 30 seconds and disconnected) during non-peak time and 10% peak time.

Section 8 Definitions is deleted and replaced as follows:

Call Abandon Rate: (aka Negative Abandon Rate). A caller hangs up without reaching a Help Desk agent. Calls abandoned that are less than 30 seconds (Short Abandon) are excluded from this metric. Call Abandon Rate does not include if the caller selects the opt-out call-back option. SLA metrics in Table 1 apply for all Call Abandons exceeding 30 seconds. No fees to



FLVS for Abandoned Calls apply.

132.

RFP/Solicitation Reference: § 5 Table 1 Metric 6; § 5 Table 2

Document / Attachment: RFP base document

Page No.: RFP pp. 17 (Table 1 Metric 6), 18 (Table 2)

Requirement / Quoted Text: Table 1, Metric 6 (Re-work/Reopened Incidents) measures "Incidents that are reopened by the user due to the issue not being resolved" against a standard of "10% or less," and Table 2 applies performance credits to Re-work/Reopened Incidents at " $\leq 10\%$."

Will FLVS please clarify whether, for the Re-work/Reopened Incident SLA, incidents reopened because of FLVS Tier 2 activity, application defects, system changes, policy decisions, or other conditions outside the Contractor's Tier 1 authority will be counted against the Contractor and, if exclusions apply, how they will be identified and reported?

We can issue exceptions for anomalies outside the contractor's tier 1 authority. Those calls during that period of time , if approved can be excluded from the monthly numbers

133.

RFP/Solicitation Reference: § 5 Table 2

Document / Attachment: RFP base document

Page No.: RFP p. 18 (Table 2)

Requirement / Quoted Text: Table 2 states "First Occurrence: 2.5% rate reduction. Second Occurrence: Escalates to 5.0% reduction + Action Plan. Third Occurrence: Escalates to 10.0% reduction + Right to Terminate with Transition Period," and "Escalation levels are based on the number of occurrences of the same SLA failure within a rolling twelve (12) month period."

Will FLVS please confirm that a performance credit "rate reduction" applies only to the monthly invoice for the month in which the SLA failure occurs, and that the applicable rate returns to the contracted rate in subsequent months in which the service level is met?

Rate reduction is only for the month they occur.

134.

RFP/Solicitation Reference: § 5 Table 2

Document / Attachment: RFP base document

Page No.: RFP p. 18 (Table 2)

Requirement / Quoted Text: Table 2 states "First Occurrence: 2.5% rate reduction. Second Occurrence: Escalates to 5.0% reduction + Action Plan. Third Occurrence: Escalates to 10.0% reduction + Right to Terminate with Transition Period" for each listed SLA metric. Table 2 does not

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state whether credits for different metrics are cumulative or capped.

Will FLVS please clarify whether, if the Contractor fails to meet more than one SLA metric during the same month, the 2.5%, 5.0%, or 10.0% performance credits may be assessed separately for each failed metric and, if so, whether there is an aggregate monthly cap on total SLA performance credits?

Separately for each metric.

135.

RFP/Solicitation Reference: § 5 Table 2

Document / Attachment: RFP base document

Page No.: RFP p. 18 (Table 2)

Requirement / Quoted Text: Table 2 expresses performance credits as a "rate reduction" of 2.5%, 5.0%, or 10.0% but does not identify the amount to which the reduction is applied.

Will FLVS please clarify whether an SLA performance credit is applied only against revenue associated with contacts subject to the specific SLA, the applicable monthly invoice line item, or the Contractor's entire monthly invoice?

Monthly invoice.

136.

RFP/Solicitation Reference: § 6.1; § 5 (Service Levels note); § 5.3 Item 104; § 5 Table 2

Document / Attachment: RFP base document

Page No.: RFP pp. 15 (§ 5 Service Levels note), 18 (Table 2), 33 (§ 5.3 Item 104), 37 (§ 6.1)

Requirement / Quoted Text: Section 6.1 states "All quantities are estimated. There is no minimum spend guaranteed for this Contract." Section 5 states "Contractor shall provide the same hours of support 365 days per year including holidays," and Section 5.3, Item 104 requires the ability "to support between 20,000-100,000 inbound calls per month." Table 2 applies performance credits to each SLA failure without reference to actual versus estimated volume.

Will FLVS please clarify how performance credits will be applied when actual contact volumes vary materially from the estimated volumes or historical baselines, and whether FLVS intends to establish a volume variance threshold or other mechanism for evaluating SLA performance in those periods?

They will be applied to the total monthly invoice.

137.

RFP/Solicitation Reference: § 5 (Tier 2 Contact); § 5 Table 2

Document / Attachment: RFP base document

Page No.: RFP pp. 18 (Table 2), 22 (§ 5 Tier 2 Contact)

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Requirement / Quoted Text: Section 5 states "If FLVS anticipates a change that could affect contact volume, FLVS will provide notice at least two weeks prior to the change's release." Table 2 applies performance credits to each SLA failure.

Will FLVS please confirm whether the Contractor will remain subject to the standard SLA targets and performance credits during the affected period if an unanticipated release, system event, enrollment event, outage, or other condition produces a material increase in contact volume with less than two weeks' notice?

We can issue exceptions for anomalies outside the contractor's tier 1 authority. Those calls during that period of time , if approved can be excluded from the monthly numbers.

138.

RFP/Solicitation Reference: § 5 (Scope of Services); § 5.2 Item 5; § 5.3 Items 114 through 116; § 5.4; § 6.1(B); § 7.9.3

Document / Attachment: RFP base document

Page No.: RFP pp. 14 (§ 5 Scope of Services), 24 (§ 5.2 Item 5), 34 (§ 5.3 Items 114-116), 35 (§

5.4) RFP/Solicitation Reference: § 5 (Scope of Services); § 5.2 Item 5; § 5.3 Items 114 through 116; § 5.4; § 6.1(B); § 7.9.3

Document / Attachment: RFP base document

Page No.: RFP pp. 14 (§ 5 Scope of Services), 24 (§ 5.2 Item 5), 34 (§ 5.3 Items 114-116), 35 (§ 5.4), 37-38 (§ 6.1(B)), 42-44 (§ 7.9.3)

Requirement / Quoted Text: Section 5.4 states "It is anticipated that the implementation period shall be for a period of 60 calendar days following the contract's execution," while Section 5 and Items 115 and 116 set a May 1, 2027 soft launch and a June 1, 2027 go-live, roughly six months after the anticipated December 2026 award.

), 37-38 (§ 6.1(B)), 42-44 (§ 7.9.3)

Requirement / Quoted Text: Section 5.4 states "It is anticipated that the implementation period shall be for a period of 60 calendar days following the contract's execution," while Section 5 and Items 115 and 116 set a May 1, 2027 soft launch and a June 1, 2027 go-live, roughly six months after the anticipated December 2026 award.

Will FLVS please clarify the implementation start date and duration proposers should use for the implementation plan (Questionnaire Item 5), the Section 6.1(B) one-time costs, and the Critical Milestone dates subject to liquidated damages under Section 7.9.3?

Contract execution anticipated in December 2026.

January 2027 – Implementation period begins: train the trainer, training, planning, resource on-boarding, resource background screening and other activities to ramp up through April 30, 2027.

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Soft launch and transition period May 1 through May 31
Go Live of Full Support Services June 1
SLAs become effective June 1.

139.

RFP/Solicitation Reference: § 5 (Tier 2 Contact); § 5.4; § 7.9.3
Document / Attachment: RFP base document
Page No.: RFP pp. 22 (§ 5 Tier 2 Contact), 35 (§ 5.4), 43-44 (§ 7.9.3)
Requirement / Quoted Text: Section 5.4 states "It is anticipated that the implementation period shall be for a period of 60 calendar days following the contract's execution," and Section 7.9.3 assesses liquidated damages for delayed Critical Milestones and a missed Go-Live date. Section 5 states "FLVS is responsible for providing agent access to systems required as appropriate."
Will FLVS please confirm whether milestone dates and the June 1, 2027 go-live obligation will be extended day-for-day for delays caused by FLVS access, approvals, systems connectivity, training materials, background-screening dependencies, or other FLVS-controlled activities?

Need to be live on June 1st 2027, cannot have delays- hard date.

140.

RFP/Solicitation Reference: § 5 (Tier 2 Contact); § 5.4
Document / Attachment: RFP base document
Page No.: RFP pp. 22 (§ 5 Tier 2 Contact), 35 (§ 5.4)
Requirement / Quoted Text: Section 5 states "FLVS will provide train-the-trainer product training to the awarded Contractor's staff on all proprietary and customized applications" and "FLVS is responsible for providing agent access to systems required as appropriate." Section 5.4 requires trained and cleared resources in place "no later than June 1, 2027," including "Completing FLVS Train-the-Trainer and skills assessments."
Will FLVS please clarify how many calendar days before required agent production it will commit to providing finalized Train-the-Trainer materials, system access, knowledge articles, scripts, workflows, and assessment materials and, if those materials, systems, or required procedures materially change after Contractor training begins, whether associated implementation milestones or go-live obligations will be adjusted accordingly?

Once awarded we will work on the training timelines with the Contractor.

141.

RFP/Solicitation Reference: Exhibit 1 (Levels of Criticality)
Document / Attachment: Exhibit 1 - Levels of Criticality

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Page No.: RFP p. 49 (Exhibit 1)

Requirement / Quoted Text: Exhibit 1 states Tier 1 response targets as ranges ("Within 5-10 mins" for Priority 1 and 2, and "Within 15-45 minutes" for Priority 3 and 4), and states the Priority 3 self-service ticket response target as "within 4-16" with no unit of measure.

Will FLVS please clarify the value within each range that it will use to measure compliance, and the unit of measure for the Priority 3 self-service ticket response target?

The SLA's are listed in the RFP.

142.

RFP/Solicitation Reference: § 5.3 Items 56 and 89; § 5 (Data Ownership)

Document / Attachment: RFP base document

Page No.: RFP pp. 23 (§ 5 Data Ownership), 30 (§ 5.3 Item 56), 33 (§ 5.3 Item 89)

Requirement / Quoted Text: Section 5.3, Item 56 requires the Contractor to "record all calls recorded for quality assurance purposes and grant FLVS full access to 100% of the files in real time," and Item 89 requires the Contractor to provide an "ACD and call recording system." The RFP does not state a retention period for call recordings.

Will FLVS please clarify the required retention period for call recordings, and whether recordings must be transferred to FLVS at the end of the retention period?

Contractor will record all calls and retain for 1 year..

143.

RFP/Solicitation Reference: § 8 (Billable Contact)

Document / Attachment: RFP base document

Page No.: RFP p. 46 (§ 8 Billable Contact)

Requirement / Quoted Text: Section 8 states "Transfers (all), repeat contacts within the same case, abandoned contacts before agent connection, and automated system interactions are not billable unless specifically identified in the pricing schedule."

Will FLVS please clarify whether a contact that a Tier 1 agent handles and then escalates or warm-transfers to FLVS Tier 2 is billable as one contact, whether "Transfers (all)" refers only to the transferred leg of the call, and whether no additional payment will be made for repeat contacts or transfers even when an agent performs substantive troubleshooting, documentation, or resolution work during the interaction?

One contact, transfer to tier 2 happens when the ticket is created. No warm transfers. . If an agent fails to complete the ticket and needs to call back the user, it remains a single billable incident.

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RFP/Solicitation Reference: § 8 (Billable Contact)

Document / Attachment: RFP base document

Page No.: RFP p. 46 (§ 8 Billable Contact)

Requirement / Quoted Text: Section 8 defines a Billable Contact as "A customer interaction handled by an agent and completed through voice, email, live chat, or other approved channels. Each unique interaction is counted as one billable contact."

Will FLVS please confirm whether a single customer interaction that involves multiple unrelated issues or incidents requiring separate troubleshooting, documentation, and ticket activity will constitute one billable contact regardless of the number of issues addressed? Will FLVS please confirm whether a single customer interaction that involves multiple unrelated issues or incidents requiring separate troubleshooting, documentation, and ticket activity will constitute one billable contact regardless of the number of issues addressed?

A single ticket is limited to the contents of the incident. A user may require more than one resolution but it remains a single incident. This applies to all Tier 1 incidents.

145.

Will FLVS please confirm whether outbound calls made to follow up on tickets are billable at the Section 6.1(A) Outbound Call Backs rate?

RFP/Solicitation Reference: § 8 (Outbound Contact); § 5.3 Items 44 and 108; § 6.1(A)

Document / Attachment: RFP base document

Page No.: RFP pp. 30 (§ 5.3 Item 44), 34 (§ 5.3 Item 108), 37 (§ 6.1(A)), 48 (§ 8 Outbound Contact)

Requirement / Quoted Text: Section 8 defines an Outbound Contact as "A contact resulting from a caller selecting the call back option on the service provider's automated system or a callback resulting from a caller's voicemail message." Section 5.3, Item 44 requires status updates and follow-up on open incidents, and Item 108 requires staffing "to support more than 4,000 outbound calls per month in response to tickets submitted."

A call back for a User who opted to be called back vs waiting in the queue or who leaves a voice mail is a single contact. A billable contact results when an Agent interacts with a live user. There is no double billing on a single incident. If an agent fails to complete the ticket and needs to call back the user, it remains a single billable incident.

146.

RFP/Solicitation Reference: § 6.6; § 6.1(A)

Document / Attachment: RFP base document

Page No.: RFP pp. 37 (§ 6.1(A)), 40 (§ 6.6)

Requirement / Quoted Text: Section 6.6 states "Extended price should be computed as Estimated Total Hours multiplied by the Proposed Unit Price," while the Section 6.1(A) form uses an Estimated

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Quantity (Per Year) per contact and per ticket.

There is a conflict between Sections 6.1 and 6.6. Will FLVS please clarify that Extended Cost equals the Estimated Quantity (Per Year) multiplied by the Unit Cost, and not the Total Hours?

Correct: The calculation shall always be Estimated Quantity multiplied by Unit Cost regardless of Unit of Measure to determine the Unit Cost.

147.

RFP/Solicitation Reference: § 6.6; § 6.1; § 5.3 Items 92, 102, and 103

Document / Attachment: RFP base document

Page No.: RFP pp. 33 (§ 5.3 Items 92, 102, 103), 37 (§ 6.1), 40 (§ 6.6)

Requirement / Quoted Text: Section 6.6 states "If any services, functions, or responsibilities not specifically described in this solicitation are necessary for the proper performance and provision of the Services, they shall be deemed to be implied by and included within the scope of the Services." Section 6.1 states "Rates quoted shall be the all-inclusive, not to exceed rates for the life of the Agreement."

Will FLVS please confirm that proposers should include all costs of reasonably implied requirements in the proposed per-contact rates, including, as applicable, technology platforms, software and licenses, telecommunications, staffing, integrations, reporting, knowledge management, and other operational support?

See Section 6 B for additional lines items. Proposers shall provide a detailed break down additional costs for year one implementation. FLVS will provide toll free numbers. Contractors are expected to have existing platforms (ACD/IVR) and utilize their own hardware and software. FLVS is seeking a per contact all inclusive fee.

148

RFP/Solicitation Reference: § 6.1 - Document / Attachment: RFP base document

Page No.: RFP p. 37 (§ 6.1)

Requirement / Quoted Text: Section 6.1 states "All quantities are estimated. There is no minimum spend guaranteed for this Contract."

Will FLVS please confirm whether the Contractor is nevertheless expected to maintain staffing, management, training, quality assurance, workforce-management, bilingual, and overflow capacity sufficient to meet all contractual service levels throughout the year regardless of actual billable contact volume?

Contractor shall have available resources to staff accordingly based upon projections for call volumes. The exact number of calls can not be predicted. FLVS has provided call volumes based upon the prior fiscal year's activity to give its best estimate. Pricing is per contact

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because it is subject to fluctuations. Proposer may offer additional alternate pricing models however, they must offer pricing according to Section 6 as directed.

149.

RFP/Solicitation Reference: § 6.1(A)

Document / Attachment: RFP base document

Page No.: RFP p. 37 (§ 6.1(A))

Requirement / Quoted Text: Section 6.1(A) states "Pricing proposed by the Contractor shall remain in effect unless actual contact volumes and / or average handle times materially differ from estimated volumes and handle time, in which case FLVS may negotiate revised pricing based on the applicable volume tier or other mutually agreed-upon pricing methodology."

Will FLVS please clarify what it considers a material variance in contact volume or average handle time, the measurement period that will be used to determine the variance, and whether either an increase or decrease may trigger a pricing adjustment?

Call volumes are estimates.

150.

RFP/Solicitation Reference: § 1.3.4; § 6.1

Document / Attachment: RFP base document

Page No.: RFP pp. 3 (§ 1.3.4), 37 (§ 6.1)

Requirement / Quoted Text: Section 1.3.4 states "The term shall be for five (5) years with three (3) optional one-year renewals as directed by FLVS." Section 6.1 states "Rates quoted shall be the all-inclusive, not to exceed rates for the life of the Agreement."

Will FLVS please clarify whether, given the potential for changes in statutory minimum wages, prevailing market wages, employer payroll costs, and inflation over the potential eight-year period of performance, it will permit annual rate adjustments based on an established economic index such as CPI-W or ECI, or for documented changes in federal, state, or local mandated labor costs? If not, will FLVS please confirm that proposed unit rates are expected to remain fixed for the entire potential eight-year contract term?

See the answer to question #40 in this document.

151.

RFP/Solicitation Reference: § 5.4; § 6.1(B)

Document / Attachment: RFP base document

Page No.: RFP pp. 35 (§ 5.4), 37-38 (§ 6.1(B))

Requirement / Quoted Text: Section 6.1(B), One-Time Costs, covers "Fees associated with Training

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(Train-the-trainer program) and Implementation Services. For any items that are not applicable or have no additional cost enter \$0." Section 5.4 lists implementation activities including completing FLVS Train-the-Trainer and skills assessments and the "Transfer and assumption of in-flight tickets." Will FLVS please confirm whether all recruiting, background screening, training, knowledge transfer, system configuration, integration, testing, parallel operations, transition staffing, and assumption of in-flight tickets necessary to achieve go-live are to be included in the one-time implementation pricing submitted under Section 6, with no separate reimbursement except the amounts proposed in the Cost Proposal?

Proposer may specify additional line items as necessary. Included a detailed explanation for each. FLVS does not accept lump sum pricing.

152.

RFP/Solicitation Reference: § 7.9.3(A)-(B)

Document / Attachment: RFP base document

Page No.: RFP pp. 43-44 (§ 7.9.3(A)-(B))

Requirement / Quoted Text: Section 7.9.3(A) assesses "\$1,000 per calendar day, per Critical Milestone," and Section 7.9.3(B) assesses "\$2,500 per calendar day" for a missed Go-Live date, increasing to "\$5,000 per calendar day beginning on Day 16."

Will FLVS please confirm whether liquidated damages for multiple Critical Milestones may accrue concurrently, and whether Critical Milestone damages and missed go-live damages may accrue for the same period?

The description provided specifies the liquidated damages shall apply for per day for per each Critical Milestone that fails to be met by the Contractor.

153.

RFP/Solicitation Reference: Forms Packet p. 4; § 3.2.3; MSA § 10.1

Document / Attachment: Mandatory Certifications/Forms Packet; Appendix J - Master Service Agreement (Forms Packet)

Page No.: RFP p. 8 (§ 3.2.3, Item 3 Certificate(s) of Insurance); Forms Packet pp. 4, 44 (MSA § 10.1)

Requirement / Quoted Text: The Forms Packet requires a "Certificate of Liability Insurance meeting RFP required coverage" satisfying Section 10 of the Master Service Agreement with the proposal, while MSA Section 10.1 states "All certificates of insurance shall be provided within ten (10) calendar days of contract execution."

Will FLVS please confirm whether a certificate reflecting the proposer's current coverage, together with a commitment to meet all Section 10 limits and endorsements (including naming FLVS as additional insured) upon award, satisfies the proposal submission requirement?

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The Contractor may provide their current coverage at time of submission however; any awarded contract shall be subject to meeting or exceeding all required coverage detailed within Section 10 of the Master Service Agreement. Prior to execution of Contract the Certificate of Insurance with all required coverage, naming FLVS as co-insured must be received by FLVS Procurement. Failure to satisfy insurance requirements could result in withdrawal of award.

154.

Will FLVS please confirm whether claims-made Professional Liability and Cyber Liability policies are acceptable under Section 10.6?

RFP/Solicitation Reference: MSA §§ 10.2, 10.3(a), and 10.6

Document / Attachment: Appendix J - Master Service Agreement (Forms Packet)

Page No.: Forms Packet pp. 44 (MSA §§ 10.2, 10.3(a)), 45 (MSA § 10.6)

Requirement / Quoted Text: MSA Section 10.2 states "All policies of insurance shall be written on a per occurrence basis," while Section 10.3(a) addresses coverage "written on a Claims made basis." Professional Liability and Cyber Liability coverage required under Section 10.6 is commonly written on a claims-made basis.

RFP/Solicitation Reference: MSA §§ 10.2, 10.3(a), and 10.6

Document / Attachment: Appendix J - Master Service Agreement (Forms Packet)

Page No.: Forms Packet pp. 44 (MSA §§ 10.2, 10.3(a)), 45 (MSA § 10.6)

Requirement / Quoted Text: MSA Section 10.2 states "All policies of insurance shall be written on a per occurrence basis," while Section 10.3(a) addresses coverage "written on a Claims made basis." Professional Liability and Cyber Liability coverage required under Section 10.6 is commonly written on a claims-made basis.

FLVS requires the standard minimums for Insurance Coverages as defined in Section 10 of the Master Service Agreement.

155.

Will FLVS please confirm that exceptions submitted in the Section 5.7 table will not cause a response to be deemed non-responsive under Section 2.4?

RFP/Solicitation Reference: § 7 (preamble); § 5.7; § 2.4

Document / Attachment: RFP base document

Page No.: RFP pp. 5 (§ 2.4), 36 (§ 5.7), 41 (§ 7 preamble)

Requirement / Quoted Text: Section 7 states "By submitting a response to this RFP, Proposers acknowledge and agree that they have reviewed this agreement and have no objection," while Section 5.7 invites proposers to "specify exceptions requested for consideration to the Sample Master Services Agreement provided (Appendix J of the Required Forms Packet)."



FLVS will consider exceptions submitted in Section 5.7. However, submitting an exception does not mean it will be accepted by FLVS. FLVS at its sole discretion shall evaluate exceptions based upon its best interest. It is recommended that exceptions be kept to a minimum and that a detailed justification be provided for any exception taken.

156.

Please confirm the required retention period for voice recordings, screen recordings, chat transcripts, and AI-generated transcripts.

1 year on voice recordings, we do not have live chat.

157.

Please clarify the expected role and responsibilities of agents in handling tickets initiated through self-service channels.

Same as a phone contact. No change. Help the customer.

158.

Will the respondent's (Vendor) Tier-1 agents be required to utilize FLVS's workstation hardware? Or, would you prefer respondent provide it's own hardware for it's tier-1 agents?

Contractor provides its their resources with hardware, necessary tools and appropriate work environment. See Scope Services Section 5 paragraph 2. FLVS is seeking an established Call Center facility.

159.

Do these general requirements apply to SaaS based solutions?

ServiceNow.

160.

Tier 1 agents will be responsible for supporting all applications, software and processes utilized by FLVS students, clients, and staff. Please Define "Client" in the RFP context.

Client defined as used within the RPF

Section 3.3.2.b. – Contractor's prior clients or customers

Section 5 paragraph 3 Procedures and Methodology – clients may include FLVS FlexPoint customers

Section 5 FLVS Performance Standards – client defines any user entering seeking support

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Section 5 Questionnaire #3 – Client means YOUR customers

Section 5 Questionnaire #6 – Client means YOUR customers

Section 5 Questionnaire #72 – Client means user, student, parent, instructor, staff – All callers

Section 7.6 Legal Requirements – means any client within your engagement.

161.

What is the count of client users in scope?

FLSV currently has approximately 4,000 employees.

162.

In order to optimally staff daily and weekly shifts please provide call volumes by hour of day and day of week for a typical week based on Tier 1 Call (Table 3) for your last fiscal year. Include the call volume raw data

See Excel spreadsheet.

163.

Please clarify the date on which SLA measurement begins

SLAs become effective June 1, 2027. May is intended as a soft launch to be fully prepared for June 1 go live of full services.

164.

Confirm that beginning May 1, 2027, the Contractor is fully responsible for all incoming calls, tickets, and chats, and the incumbent is responsible for none. If not, please describe how responsibility is divided during the soft launch.

Confirm that Service Level measurement begins July 1, 2027 (30 calendar days after the full go-live on June 1, 2027).

The current Agreement expires May 30, 2027. The month of May shall be used to transition services. May will be a soft launch. Full Services begin June 1. SLAs go into effect starting June 1, 2027.

165.

No choice was prefilled. Should we expect to have access to FLVS's student education records under the agreement?

Yes.

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166.

Please confirm how the tickets referenced following user chat (FLVS BOT contact) are referenced in the volumes provided in Tables 4 and 6 which only reference Phone, Email, and Self-Service. If this volume is not included in Table 4 or 6, please provide the monthly volume and how it should be included for pricing purposes.

Users will utilize the BOT and create a ticket.

167.

Please clarify the following differences between Table 1 and Table 2:
Table 2 provides a 4 min ASA for user-entered trouble tickets during non-peak, but Table 1 lists a single 8-minute goal. Additionally, Table 2 provides the goal as 80% within the target time while Table 1 provides only a target time.

Correction to Table 2 Peak vs Non Peak Penalty & Escalation

Average Speed of Answer: User Entered Trouble Incidents:

Non-Peak Target 80% ≤ 240 seconds (4 minutes)

Peak Target: 80% ≤ 480 seconds (8 minutes)

168.

Section 8 does not define Handle Time, which is indicated (as Average Handle Time) as 10.5 minutes current average and a not-to-exceed in section 5.3. What is FLVS's definition of handle time, and which standard CCaaS elements are included (talk time, on-hold time, after call work time, etc.).

Handle time is the time on the call with the student. After call work is approximately 1 minute and not included in the AHT.

169.

Is the stated average handle time stable over most months or does it vary significantly between peak and non-peak time?

Remains relatively stable.

170.

What is the average time to abandon during both peak and non-peak months?

See RFP Section 8 Definitions – Call Abandon Rate (aka Negative Abandon Rate).

171.



Please confirm which months are considered Peak vs Non-Peak for service level purposes. Table 2 / section 8 Definitions indicate peak months as January plus May through August; however, Tables 4 and 5 show May volume consistent with non-peak months and September volume consistent with peak months despite not being identified as a peak month.

June – August and January are the peak month.

172.

What is the proportion of calls and/or tickets where Spanish support is required? For any other languages that may be desired (French, Creole, etc.), please also provide an estimate of the number of contacts per month for those languages where possible.

Approximately 1% of calls are in Spanish.

173.

Resolution target times are stated in business hours – please clarify if these business hours align with the operating hours (14 hours per day Monday – Friday, 8 hours per day Saturday/Sunday including FLVS holidays).

See scope of services, requirement #6 for required hours of support.

174.

Is the volume of calls required for high availability overflow included in the Tier 1 calls shown in Tables 5 and 6? If not, what is the historic volume of such calls by month for the past year?

FLVS is unclear about the intention of this question. However, see Excel Spreadsheet for historical details.

175.

Please confirm this question is not intended to conflict with #70, which confirms that relevant performance metrics would be reported from the ACD system.

Question does not contain point of comparison. However, confirming that Contractor shall provide operational performance metrics reporting from its ACD by granting access to ACD or other system to generate ad-hoc reports.

Clarification – Contractor grants access to their ACD to FLVS designee for real-time reporting and the ability to generate said reports.

176.

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Since FLVS provides the incident management system and knowledgebase, please confirm whether Section 5.3 items #84 and #100 apply to the Contractor, or whether they are met by the Contractor using FLVS's systems.

#84 Contractor provides customer-facing Technical Knowledgebase

#100 Contractor's system supports incident receipt and recording.

Note: The Contractor is also responsible for creating and maintaining knowledge base articles within the FLVS Incident Management System.

177.

Please provide the total call volume by day for August 2025. If available please also provide the volume by day for January 2026 and June 2026.

See Excel spreadsheet.

178.

The Required Forms Packet includes mandatory certifications tied to federal funding (non-discrimination, lobbying, debarment, drug-free workplace). Please identify the applicable federal award forms and terms that would flow down to the Contractor.

FLVS requires ALL forms be completed and returned. The forms are kept on filing in the event that Federal Funds apply. There are no exceptions and all forms must be completed without edit in their entirety.

179.

1. What annual volumes should we use for pricing? Should abandoned calls be excluded and the 6,082 emails added to the self-service ticket total?
2. What counts as a billable contact, including repeat calls, reopened tickets, follow-up calls and unsuccessful callbacks?
3. Can you share 12 months of contact volumes and handling times by half-hour, channel and language, plus your first-year forecast?
4. Are rates fixed for the full contract and renewal periods, or can they change with labor costs, volumes or handling times?
5. Can agents work from secure home offices in the continental United States, or must they work from a contractor facility?
6. Can you clarify the conflicting ticket response times and customer satisfaction targets, and confirm how phone response performance is measured?
7. How are service penalties calculated, is there a monthly cap, and are FLVS system outages or escalation delays excluded?

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8. Can you confirm the May 1 soft launch and June 1 go-live dates, and when billing, service measurement and penalties begin?
9. Which phone systems, software licenses and ServiceNow connections will FLVS provide, and which must we supply and pay for?
10. Are live chat and outbound campaigns optional or required at launch, and what volumes, hours and billing arrangements should we assume?

1. Yes
2. Billable contact is defined in the RFP
3. Excel Spreadsheet
4. See the answer to question number 40 in this document.
5. FLVS only requires they are within the United States.
6. The CSAT is 85%. The CSAT is a separate KPI from ASA and AHT.
7. Contractor is not responsible for FLVS system outages. See Table 1 and Table 2 in the RFP for SLAs, KPIs and penalties.
8. FLVS confirms soft launch on May 1 with full go-live date of June 1. SLAs become fully applicable effective June 1.

9. FLVS shall provide the toll-free numbers. Contractor shall provide the destination numbers.

Call Routing: Inbound caller dials FLVS Toll Free Number - Call enters FLVS IVR where selection options are offered (select option 1 for x, select option 2 for y). When caller selects option for Tier 1 support the FLVS IVR routes the caller to the destination number provided by the Contractor's IVR.

The Contractor is responsible for their side of the call system, the callback system and swell messages which occur on their side, their callback system shall present the call to the agent without the caller losing their place in line. These costs fall on the Contractor. However, if FLVS emails the contractor and requests them to call this would be a billable outbound contact. Contractor utilizes FLVS ServiceNow instance for ticket management. There are no API integration requirements.

10. Both are optional for potential future efforts.

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