

# PROCUREMENT SERVICES

Karen Stolarenko | kstolarenko@flvs.net

## Request for Proposal Call Center & Technical Support Services RFP01-2705030B01-HLPDKS-XXXXXX

<https://flvs.bonfirehub.com/projects/>

### Public meetings shall be conducted via Zoom Conference.

Dial-In Number: 646 876 9923

Zoom Meeting Link: <https://flvs.zoom.us/j/6826895354>

Meeting ID: 682 689 5354

### Direct all inquiries in writing to FLVS Procurement Services via Bonfire.

| Description                                      | Short Description                                          | Date & Time                                | Location                          |
|--------------------------------------------------|------------------------------------------------------------|--------------------------------------------|-----------------------------------|
| Issue Date                                       | Date of RFP posting                                        | September 22, 2026                         | N/A                               |
| Pre-submittal Conference (Non-Mandatory Meeting) | Overview of RFP                                            | September 29, 2026<br>11:00 AM EST         | Public Zoom Conference            |
| Question & Answer Deadline                       | Written question and answer period                         | October 1, 2026 no later than 2:00 PM EST  | Submit via Bonfire                |
| Bid Due Date/Time                                | All responses due. The names of the respondents announced. | October 22, 2026 no later than 2:00 PM EST | Public Zoom Conference            |
| Proposal Evaluation Committee Meeting            | Responses evaluated and scored .                           | October 29, 2026<br>10:00 AM EST           | Public Zoom Conference            |
| Presentation and/or Interviews (optional)        | Scoring (Public Meeting)                                   | November 5, 2026<br>10:00 AM EST           | Private Zoom Invite for interview |
| Notice of Intent to Award Date (Tentative)       | Public notice of FLVS intentions to proceed                | November 6, 2026                           | N/A                               |
| Award Date Tentative Date*                       | Date of FLVS Board Approval                                | December 8, 2026                           | N/A                               |

**NOTICE TO ALL INTERESTED PARTIES:** FLVS is accepting responses to this solicitation via electronic submission at <https://flvs.bonfirehub.com/>. No hardcopy submissions will be accepted. DO NOT ship or deliver your response to FLVS offices. Electronic submissions will be accepted only until the due date and time listed above. The drop box does not accept late submissions. Submission time stamps are determined by Bonfire's system clock. Proposers are responsible for ensuring all submissions are uploaded prior to the deadline. If technical support is needed during the submission process, contact [Support@GoBonfire.com](mailto:Support@GoBonfire.com).

**\*Updates to the Board schedule can be viewed at <https://go.boarddocs.com/fla/flvs/Board.nsf/Public>**

**TABLE OF CONTENTS**  
**REQUEST FOR PROPOSAL**

|                  |                                    |           |
|------------------|------------------------------------|-----------|
| <b>Section 1</b> | Overview                           | <b>3</b>  |
| <b>Section 2</b> | Evaluation of Responses            | <b>4</b>  |
| <b>Section 3</b> | Compliance and Response Submission | <b>7</b>  |
| <b>Section 4</b> | Instructions to Proposer           | <b>12</b> |
| <b>Section 5</b> | Scope of Services                  | <b>14</b> |
| <b>Section 6</b> | Cost Proposal Form                 | <b>37</b> |
| <b>Section 7</b> | General Terms and Conditions       | <b>41</b> |
| <b>Section 8</b> | Definitions                        | <b>46</b> |

**MANDATORY CERTIFICATIONS/FORMS PACKET – RFP  
ATTACHMENT 1**

|                                           |                                                                                                        |           |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------|
| <b>Section 3</b>                          | RFP Introduction – Respondent Requirements Checklist                                                   | <b>2</b>  |
| <b>Section 3</b>                          | Compliance Information Sheet                                                                           | <b>3</b>  |
| <b>MSA</b>                                | Certificate of Insurance meeting required coverage<br>(Section 10 Appendix J Master Service Agreement) | <b>4</b>  |
| <b>Appendix A</b>                         | Contractor's Statement of Qualifications                                                               | <b>5</b>  |
| <b>Appendix B</b>                         | Acknowledgement of Business Type                                                                       | <b>6</b>  |
| <b>Appendix C</b>                         | Statement of Affirmation and Intent                                                                    | <b>7</b>  |
| <b>Appendix D</b>                         | Mutual Non-Disclosure Agreement                                                                        | <b>8</b>  |
| <b>Appendix E</b>                         | Addenda Form / Dispute Resolution Clause                                                               | <b>11</b> |
| <b>Appendix F</b>                         | Public Records Act/Chapter 119 Requirements                                                            | <b>12</b> |
| <b>Appendix G</b>                         | Reference Release Form                                                                                 | <b>13</b> |
| <b>Appendix H</b>                         | Mandatory Certifications: Contracts Supported by Federal Funds –<br>Regulatory Compliance              | <b>14</b> |
| <b>Appendix H<br/>(Federal<br/>Forms)</b> | Certification Regarding Non-Discrimination                                                             | <b>16</b> |
|                                           | Certification Regarding Lobbying                                                                       | <b>17</b> |
|                                           | Debarment, Suspension, and Other Responsibility Matters                                                | <b>18</b> |
|                                           | Drug-Free Workplace Certification                                                                      | <b>19</b> |
|                                           | Non-Collusion Affidavit                                                                                | <b>20</b> |
| <b>Appendix I<br/>(Vendor<br/>Packet)</b> | Vendor Application                                                                                     | <b>21</b> |
|                                           | E-Verify                                                                                               | <b>22</b> |
|                                           | Use of Coercion for Labor or Services Form                                                             | <b>23</b> |
|                                           | Foreign Country of Concern Attestation                                                                 | <b>24</b> |
|                                           | Student Information Addendum                                                                           | <b>25</b> |
|                                           | W-9                                                                                                    | <b>26</b> |
| <b>Appendix J</b>                         | Master Service Agreement, Statement of Work, Change Order, and<br>Forced Labor Affidavit               | <b>33</b> |

**FLORIDA VIRTUAL SCHOOL  
REQUEST FOR PROPOSAL  
Call Center & Technical Support Services**

**1. OVERVIEW**

**1.1. Purpose.** Florida Virtual School ("FLVS") is seeking responses from qualified proposers for Call Center and Technical Support Services.

**1.2. About FLVS**

Founded in 1997, Florida Virtual School (FLVS) has been leading the way in Kindergarten-12 online education for more than 25 years. FLVS provides a robust, award-winning curriculum to public, private, charter, and homeschool families and school districts nationwide. FLVS offers a variety of educational products and services to B2B and B2C audiences, including: K-12 Online Schools, Teacher Training and Professional Development, Digital Curriculum (190+ Courses), Tech Solutions and Platforms. Additional information about FLVS can be found on <https://www.flexpointeducation.com/> (National Products and Services) and [www.flvs.net](http://www.flvs.net) (Florida Services).

FLVS directly serves students through three models. FLVS Flex which offers scheduling on a 365-day flexible calendar. Students can take FLVS courses when enrolled in addition to a brick-and-mortar school, or a full-time course load when enrolled as a homeschool student. FLVS Full Time Public Schools offer scheduling that is available to students in grades Kindergarten–12. Students follow a 180-day traditional school calendar, take all courses through FLVS Full Time, and graduate with an FLVS diploma. FLVS is the operating education service provider for the Florida Scholars Academy, a unified education system for students assigned to a Florida Department of Juvenile Justice residential commitment program. Across these three programs, FLVS serves over 250,000 students a year.

**1.3. Contract Scope, Structure, Terms, and Pricing**

**1.3.1. Contract Services, Structure, Term, Sequence and Pricing:** FLVS shall enter into a "single contract" with a "single prime Proposer", or multiple proposers as deemed to be in FLVS's best interest for all services as described under this RFP. It is the responsibility of the Proposer to partner as necessary and assemble the team, skills, assets and other qualifications to meet all requirements in the RFP. The selected Proposer shall assume all contractual responsibilities and comply with all contract terms and conditions.

**1.3.2. Scope of Work:** The scope of work under this contract is in Section 5 of this RFP.

**1.3.3. Contract Structure:** FLVS shall contract the services described herein under a single contract. The single contract, however, shall be packaged into one Master Service Agreement ("MSA") with an associated Scope of Work (SOW). A separate SOW shall be issued for all services to be provided. A brief summary of the expected contract scope under each of these agreements is shown below.

**1.3.4. Contract Term:** The term shall be for five (5) years with three (3) optional one-year renewals as directed by FLVS.

**1.3.5. Contract Pricing:** The MSA and SOW(s) shall be based upon the final negotiated prices. Contractors shall provide pricing as required on the proposal price sheet. Alternative pricing structures may be submitted in addition to the requested pricing. FLVS reserves the right to reject proposals that do not comply with the information requested on the proposal price sheet.

## 2. EVALUATION OF RESPONSES

Every response shall be reviewed/evaluated in terms of its conformance to the RFP specifications. FLVS shall generally follow the process outlined below. In doing so, FLVS at its will, reserves, at a minimum, the following rights:

- a. All responses properly completed and submitted shall be accepted by FLVS. FLVS reserves the right to reject any or all responses, re-advertise, postpone or cancel this RFP, waive any minor irregularities, or reject any response that does not meet all mandatory requirements of this RFP according to its best interest. Additionally, FLVS may at any time during the solicitation and contracting process, require Proposer to submit additional evidence of qualifications, clarifications or any other information FLVS may deem necessary.
- b. FLVS shall not be under any requirement to complete the evaluation or negotiations by any specific date and reserves the right to suspend or postpone the evaluation or negotiation process should the need arise due to budget constraints, time constraints or other factors as directed by FLVS.
- c. The award shall be made to the Proposer that best meets FLVS needs.
- d. There will be no interim briefing regarding the status of a particular response until the evaluation of all responses is complete.

### 2.1. Proposal Evaluation Committee ("PEC")

**Responses shall be reviewed and evaluated by the PEC as described herein.**

- 2.1.1 The PEC committee shall consist of FLVS voting staff members, non-voting subject matter experts (SMEs) and at FLVS's discretion, non FLVS staff. The voting members of the PEC shall convene, review, evaluate and rank all valid responses submitted based on the evaluation criteria. Non-voting member(s) responsibilities include reviewing the proposals, testing in demo environments where applicable, and providing subject matter expertise.
- 2.1.2 The PEC, at its sole discretion may waive the requirement to have demonstrations or interviews and may determine an award based on the evaluation criteria listed in the Table in Section 2.6.1.
- 2.1.3 The PEC reserves the right to interview any, all or none of the Proposers that responded to the RFP and to require at the discretion of FLVS formal presentations with the key personnel who shall administer and be assigned to work on behalf of the contract before recommendation of award.
- 2.1.4 The PEC reserves the right to conduct site visits of a Proposer's facilities and/or of a current project they are managing.
- 2.1.5 FLVS reserves the right to request login access to a test environment or other simulation of proposed solution for evaluation purposes.

### 2.2 Public Notices. FLVS Public notices shall be posted on Bonfire: <https://flvs.bonfirehub.com/> and Florida Virtual School Procurement Opportunities: <https://www.flvs.net/about/procurement>

### 2.3 Reply Opening. All submissions will be opened by FLVS Procurement via Zoom Conference as per the cover sheet. The list of responses received shall be made available within 48 hours following the opening as described in 2.2 Public Notices.

**2.4 Responsiveness to Submittal Requirements.** A preliminary evaluation by FLVS Procurement staff shall determine whether each response received prior to the due date and time specified, is complete and compliant with the instructions and requirements specified in the RFP. Findings shall be reported to the PEC during the evaluation session. Any responses that are incomplete or that do not comply with the instructions and /or submittal terms and conditions may be rejected and excluded from further consideration. Responses which are compliant as determined solely by FLVS, are moved to the evaluation stage.

## **2.5 Proposal Evaluation**

**2.5.1 Step 1: Evaluation.** Proposals will be evaluated and scored by a PEC approved by the Procurement Director or designee using the evaluation criteria specified in Section 2.6.1.

**Step 1a:** The PEC will discuss all contractor responses, and each evaluation committee member will score the responses individually.

**Step 1b:** Procurement will combine the evaluation scores submitted by all PEC members and shall determine the highest scoring responses based on the total evaluation scores received. PEC shall determine the cutoff score and the number of responses that may advance to Step 2. Step 2 is optional at the sole discretion of FLVS. If FLVS determines that Step 2 is not required, award recommendation will be made based on the scores from Step 1.

**2.5.2 Step 2 (optional): Presentation and/or Interview.** Finalists shall be notified by FLVS Procurement to appear in-person or via Zoom meeting at a designated date and time for further detailed discussions of the elements of their response. Step 2 evaluation is a “fresh evaluation” with scores from step 1 not carried forward.

- a. Using the evaluation criteria in Section 2.6.2, each member of the PEC will separately score each respondent’s demonstration/oral presentation.
- b. The procurement representative will combine the evaluation scores submitted by all PEC members for this step to determine the final rankings.
- c. FLVS at its sole discretion may require additional public meeting(s).

**2.6 Evaluation Criteria.** The responsive replies will be evaluated and ranked on a scale of 0-10 using the following criteria multiplied by the weights assigned. This meeting shall be open to the public via the zoom link provided on the cover page.

**2.6.1 Proposal Evaluation Criteria Step 1.** These criteria shall be used through the evaluation process as described:

| Criteria # | Step 1: Main Criteria Description                                                                                 | Weight      |
|------------|-------------------------------------------------------------------------------------------------------------------|-------------|
| 1.         | Qualifications, Experience, and Letters of Reference                                                              | 20%         |
| 2.         | Demonstrated ability to meet or exceed Scope of Services, Requirements, Responses to Questionnaire, and Reporting | 50%         |
| 3.         | Cost Proposal                                                                                                     | 30%         |
|            | <b>TOTAL</b>                                                                                                      | <b>100%</b> |

The total maximum number of weighted points that can be earned in the evaluation process is 100 points.

Cost Proposal for Price Analysis. Price Analysis is conducted through the comparison of Cost Proposals submitted. The maximum points will be awarded to the lowest acceptable Cost Proposal. Replies with higher costs will receive the fraction of the maximum points proportional to the ratio of the lowest Cost Proposal to the higher Cost Proposal. The fractional value of points

to be assigned will be rounded to one decimal place. The criteria for price evaluation shall be based upon the following formula: (Low Price/Respondent's Price) x Price Points (30) = Respondent's Awarded Points).

#### 2.6.2 Respondent Demonstration/Interview Criteria – Step 2 (Optional)

| Criteria No. | Step 2: Main Criteria Description                                                                                                      | Weight      |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1.           | Substance and content of the presentation                                                                                              | 30%         |
| 2.           | Question and answers session including requested clarifications that demonstrate Proposer's ability to meet or exceed RFP requirements | 50%         |
| 3.           | Additional value-added services and/or cost-saving strategies                                                                          | 20%         |
|              | <b>TOTAL</b>                                                                                                                           | <b>100%</b> |

#### 2.7 Basis of Award

Recommended award shall be made to the highest ranked Contractor(s) whose response is determined in writing to be the most advantageous, bringing "best value" to meet the criteria of FLVS. FLVS reserves the right to make awards by individual item, group of items, all or none or a combination thereof; to reject any and/or all bids/proposals or to waive any minor irregularities or technicalities. All purchases are contingent upon FLVS funding. Following the selection and upon final negotiation of the contract terms and conditions with the top ranked Respondent(s), recommendation for contract award will be submitted to the FLVS Board of Trustees (if total value is \$300,000 or more) or the Senior Director of Procurement for approval (if total value is under \$300,000).

The FLVS Executive Team at their sole discretion shall accept or reject all recommendations of the PEC. If the Executive Team accepts the PEC's recommendation, the process continues as noted in each step above. If the Executive Team rejects any PEC's recommendation, the Executive Team at their sole discretion, shall proceed with any of the following methods: directing the Procurement Representative to recommence the selection ranking process at whatever state or step the Executive Team deems appropriate; pursuing the project by any other alternative method permitted under Florida law; or abandoning the project all together. If the Executive Team elects to pursue the project through an alternative method or abandon the project all together, FLVS shall provide public notice of that decision.

Services will be authorized to begin when the Contractor receives a fully executed contract and issuance of a Purchase Order from FLVS. Once awarded, Procurement will provide notice of the award to the Contractor

### 3. RESPONSE SUBMISSION FORMAT AND INFORMATION THAT MUST BE SUBMITTED

**Compliance and Electronic Response Submission.** Proposals must be received by FLVS Procurement Department through Bonfire at <https://flvs.bonfirehub.com/opportunities> no later than the response due date and time specified above. Proposals received after this time will not be considered. Proposals shall not be modified after the RFP closing date and time.

**Proposer is responsible for allowing adequate time to upload their documents to Bonfire.**

For technical support contact [support@gobonfire.com](mailto:support@gobonfire.com).

- Upload files in Adobe Portable Document Format (.pdf), Excel (.xls or .xlsx)
  - **No Zip Files shall be accepted**
- Enable Printing on all files submitted
- All required documents must be completed without exception and signed by a legally authorized individual within the proposing entity.
- **All documents must be in the LEGAL name of the proposing entity exactly as it appears under business registration of state of origin (registered/incorporated) with the matching FEIN or Tax ID number provided. Do not submit a proposal under a d/b/a (“doing business as”) or a fictitious business name.**

**3.1 Proposal Structure.** In order to maintain comparability and consistency in the review and evaluation of responses, all responses shall be organized as specified below. Avoid unnecessary promotional materials. Clearly identify each part of the submission as directed by the solicitation. **All proposal responses should use the below section numbers and layout without deviation:**

- Table of contents
- Section 1 – Cover Letter and Compliance Information
- Section 2 – Qualifications, Background, Reference Letters, Case Studies, Cyber Security, and VPAT
- Section 3 – Response to the Scope of Work Requirements
- Section 4 – Cost Proposal

**Submit the following separate electronic documents clearly labeled in PDF format**

- One (1) electronic full unredacted response
- One (1) redacted version (see Public Records Appendix F)
- Cost Proposal Forms – RFP Section 6
- Mandatory Certifications/Forms Packet - must be submitted as part of the response completed fully and without edits
- Proof of Financial Stability

**3.2 Compliance.** All responses must be prepared and submitted in accordance with the instructions provided in this RFP. Each response received will be reviewed to determine if the response is responsive to the submission requirements outlined in the RFP. A responsive response is one that follows the requirements of the RFP, include all documentation, supporting exhibits, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may deem your response non-responsive.

**3.2.1 Table of Contents.** Clearly outline and identify the material and responses by Section in sequential order for the major areas of the response, including enclosures. All pages must be consecutively numbered and correspond to the table of contents.

**3.2.2 Proposal Section 1 - Cover Letter.** Provide a brief formal letter regarding the company's understanding of requirements/scope of this RFP, and interest in and ability to perform the

requirements of this RFP.. The prospective Proposer hereby certifies, by submission and signature of this letter, complete and unconditional acceptance of the requirements, terms and conditions of this solicitation and all appendices and any Addendum released hereto unless specific exceptions are noted in the response package. Cover letter shall be signed by authorized principal party.

For each of the following provide a full list of names, titles, addresses, telephone numbers, and email addresses:

1. **Primary Contact:** Point of contact for solicitation process and contracting purposes.
2. **Principals and Authorized Signatures:** Person(s) or entities serving or intending to serve as principals, authorized to legally commit the Proposer's organization to perform the services.

**3.2.3 Mandatory Certifications/Forms Packet.** Responses must include all Mandatory Certifications/Forms (provided in RFP Attachment 1 – “Mandatory Certifications/Forms Packet”) listed below. All forms must be completed and signed (and notarized where applicable). No modifications shall be accepted. Note: The “Mandatory Certifications/Forms Packet” also contains an Appendix J, FLVS Master Service Agreement (MSA), Statement of Work (SOW) template, and Change Order template.

|                                                                                                                                                                                                                                                                                                                     |                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1. Response Checklist<br>(Section 3.1)                                                                                                                                                                                                                                                                              | 2. Compliance Information<br>Sheet (Section 3.1)                                                          |
| 3. Certificate(s) of Insurance<br>(Section 10 Master Service Agreement)                                                                                                                                                                                                                                             | 4. Contractor's Statement of Qualifications<br>(Appendix A)                                               |
| 5. Acknowledgement of Business Type<br>(Appendix B)                                                                                                                                                                                                                                                                 | 6. Statement of Affirmation and Intent<br>(Appendix C)                                                    |
| 7. Mutual Non-Disclosure Agreement<br>(Appendix D)                                                                                                                                                                                                                                                                  | 8. Addenda Form / Dispute Resolution Clause<br>(Appendix E)                                               |
| 9. Public Records Act / Chapter 119 Requirements<br>(Appendix F)                                                                                                                                                                                                                                                    | 10. Reference Release Form (Appendix G)                                                                   |
| 11. Mandatory Certifications (Contracts Supported by Federal Funds) (Appendix H) including:                                                                                                                                                                                                                         |                                                                                                           |
| <ul style="list-style-type: none"> <li>• Regulatory Compliance</li> <li>• Certifications Regarding Non-Discrimination</li> <li>• Certifications Regarding Lobbying</li> <li>• Debarment, Suspension &amp; Other Responsibility Matters</li> <li>• Drug-Free Workplace</li> <li>• Non-Collusion Affidavit</li> </ul> |                                                                                                           |
| 12. Vendor Application, E-Verify Certification, Forced<br>Labor Form, Foreign Country of Concern<br>Attestation, Student Information Addendum, and<br>W-9 Form<br>(Appendix I)                                                                                                                                      | 13. Master Service Agreement, Statement of<br>Work, Change Order & Forced Labor<br>Affidavit (Appendix J) |

**3.2.4 Cybersecurity Compliance.** Describe in detail your organization's cybersecurity compliance policies. Respondents must demonstrate policies in place to prevent a variety of common cybersecurity attacks. This includes, but is not limited to:

- Demonstrate use of current, supported and patched applications and libraries to minimize vulnerabilities in applications code as applicable.
- Demonstrate use of a proper error handling code to ensure that system information is not revealed.
  - Disclose any plugins, add-ons, third party tools or similar that will be included in your proposed solution.

General Requirements for self-hosted solution include:

**Virtualization Requirements:** Supports virtual machines running on currently supported version of virtualization software.

**Operating System Requirements:** Must use current operating systems for servers, desktops, tablets, phones. We will not accept bids without further security analysis using EOL operating systems.

**Web Requirements:** Must use current web hosting technologies with cybersecurity safeguards to include secure web application headers, TLS/SSL configurations and certificates, and port security.

**Database Requirements:** Must use currently supported database models and languages. We will not accept bids without further security analysis using EOL database models or languages.

**Maintenance and Support Requirements:** 24x7x365 access to technical support with a maximum of 4-hour response time. Maintenance updates to ensure FLVS is on the latest version and patched for known vulnerabilities.

General Requirements for Contractor-hosted solution include:

**Contractor Compliance:** Contractor has, and continues to maintain, an active SOC2 report that is available to FLVS upon request.

**Availability:** Dependent upon the business criticality that has been defined:

- Mission Critical Products – Minimum of 99.95% availability SLA (preferred 99.99%)
- Business Critical Products – Minimum of 99.9% availability SLA (preferred 99.5%)
- Important Business Products – Minimum of 99.5% availability SLA (preferred 99.9%)

Data Retention Requirements (All):

**Search Retrieval of Records:** Allows FLVS to schedule and download backups of our data to fulfill retention requirements or:

- Allows FLVS to configure record retention lengths
- Allows FLVS to search records

- Allows FLVS to produce records including ones deleted by users that are within the retention period configured

Access Controls:

- Integrates with Microsoft Single Sign-on/Identify and Access Management tools. We will not accept bids from companies that do not work with Microsoft SSO without further security analysis.

Audit and Accountability:

- Provides an ability to audit and download the following types of events:
  - Access to PII or other sensitive data
  - Actions taken by user with administrative access
  - Failed access attempts
  - When identification and authorization mechanisms are used
  - Creation and deletion of privileged or system-level objects
- Audit Logs Contain:
  - User ID
  - Type of Event
  - Date and Time
  - Success or Failure Status
  - Origin of Event
  - Identify of the affected data, component, or resource

**Configuration Management.** Provides an ability to test and validate changes before deployment to the production environment.

Contingency Planning. Provides ability to:

- Reroute traffic and data to an alternate site in the event of an area-wide disruption or disaster
- Backup and retain copies of FLVS configurations and data

**Maintenance:** Contractor-hosted solution notifications are sent a minimum of seven (7) days prior to scheduled maintenance and will minimally include:

- Date, time, and duration of maintenance
- Description of maintenance

**3.2.5 Financial Stability.** Financial stability means, at a minimum, having adequate income and capital and the capacity to efficiently allocate resources, assess, and manage financial risks, and maintain financial soundness through the term of the Agreement. Bidder/Proposer shall demonstrate financial stability in accordance with this definition by providing one of the following:

1. For bidder/proposer with annual revenues below \$1 billion:
  - Audited financial statements that demonstrate their satisfaction of financial stability criteria or;
  - Documentation of an investment grade rating from a credit reporting agency designated as a nationally recognized statistical rating organization by the Securities and Exchange Commission.
2. In addition to the above two options, bidders/proposers with annual revenues exceeding \$1 billion can provide a letter containing a written declaration, pursuant to s.92.525, F.S., issued by the chief financial officer or controller attesting that the supplier is financially stable and meets the definition of financial stability.

**3.2.6 Accessibility Requirements.** Respondent deliverables shall adhere with Americans with Disabilities Act (ADA) in accordance with federal, state and local disability rights legislation in accordance with WCAG 2.2 and 508 Accessibility Standards. Respondents shall also be able to provide an accessibility conformance report using the Voluntary Product Accessibility Template (VPAT) VPAT 2.5 WCAG which can be found at <https://www.itic.org/policy/accessibility/vpat>.

### **3.3 Proposal Section 2 – Qualifications, Experience, and References Instructions.**

**3.3.1 Qualifications.** Complete the Compliance Information Sheet within the forms packet, Attachment 1.

#### **3.3.2 Experience.**

- a. **Background.** Describe your company's overall experience with the services specified herein. Include any strategic advantages offered, and/or professional/industry awards won over the past three years (URLs acceptable).
- b. **Case Studies and Samples of Work.** Proposer shall include a minimum of three (3) Case Studies demonstrating prior experience and proven success in delivering similar services to other clients. Prior experience in the educational sector is highly desirable (preferably within K-12 and/or digital education industry).
  - i Describe the client requirements, challenges, goals, budget, and objectives.
  - ii Strategies developed to achieve goals and objectives.
  - iii Explain in detail what the outcome was and what value your services realized for the client against chosen metrics.

**3.3.3 References.** FLVS reserves the right to contact all references and to obtain, without limitation, information on the Proposer's performance on the listed efforts.

- a. Provide **three (3) written letters of reference** from the last thirty-six (36) months. Letters of reference should be on company letterhead from the referee and include signature and contact information.
- b. Proposers are required to sign the Authorization for (Appendix G) to contact and check previous performance on projects.

#### 4. INSTRUCTIONS TO PROPOSER

- 4.1 **No Contact Period.** To ensure proper and fair evaluation, FLVS has established a **Cone of Silence** applicable to all Competitive Solicitations. The Cone of Silence is designed to protect the integrity of the procurement process by shielding it from undue influences. The Cone of Silence will be imposed upon all Competitive Solicitations (including the RFP) beginning with the advertisement for the same and ending with the approval for award.

**Upon the issuance of this RFP, all contact with FLVS must be made through the procurement representative named on the first page.** The Proposer must limit communication with the designated contact to the means specified in this document. Other employees and representatives of FLVS and the participating agencies are instructed not to answer questions regarding the RFP or otherwise discuss the contents of the RFP with the Proposer or its representatives. Any contact made with other employees and representatives of FLVS will be reported and forwarded to Procurement. Proposer shall not, under the penalty of law, offer any gratuities, favors or anything of monetary value to any officer or employee of FLVS in connection with this competitive procurement.

- 4.2 Proposers or persons acting on their behalf are specifically instructed not to contact Board of Trustees, members, staff, or Committee Members during the course of the Response and Selection process. All procedural matters shall be directed to Procurement. Evaluation Committee members or other School employees shall not be contacted or approached by representatives of any potential Proposer to this RFP. Contact or communication initiated by any responding firm may result in rejection of the Response.
- 4.3 **Public Records.** Upon award recommendation or thirty (30) days after opening, whichever is earlier, any material submitted in response to this RFP will become a public record and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes (Public Records Law). Proposers must claim the applicable exemptions to disclosure provided by law, in their response to the RFP, by identifying materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. FLVS reserves the right to make any final determination of the applicability of the Public Records Law.
- 4.4 **Posting of Public Notices:** All public notices will be posted for review by interested parties on <https://flvs.bonfirehub.com> and <https://www.flvs.net/about/procurement>. Notices will remain posted for a period of 72 hours. Failure to file a Notice of Intent to Protest within the time prescribed in Section 120.57(3) b, Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
- 4.5 **Bid Protests:** Any person who believes they are adversely affected by any specification in this Bid or RFP or any decision or intended decision concerning this Bid or RFP and who wishes to protest such specification, decision, or intended decision shall file a Notice of Intent to Protest in accordance with Section 120.57(3), Florida Statutes. Notice must be sent to [procurement@flvs.net](mailto:procurement@flvs.net). Following Notice, a formal written protest must be accompanied by a bond payable to FLVS in an amount equal to one percent (1%) of the total value of the proposed contract. Security shall be in the form of a bond, a cashier's check, or money order. Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security within the time

frame set forth in Section 287.042(2)(c), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

- 4.6 **Written Clarifications:** Any Proposer in doubt as to the true meaning of any part of this RFP or related documents must submit a written request for clarification through Bonfire no later than the date and time specified on the cover sheet. Any interpretation to a Proposer shall be made only by amendment duly issued. All Amendments will be posted and disseminated on the following websites:

- Bonfire (<https://flvs.bonfirehub.com/opportunities>)
- Florida Virtual School Procurement Opportunities (<https://www.flvs.net/about/procurement>)

4.6.1 Prior to submitting the response, it shall be the sole responsibility of each Proposer to determine if addenda were issued and, if so, to download such addenda from Bonfire or FLVS.net for attachment to the response (**Appendix E**).

**NOTE:** If the RFP is downloaded from Bonfire, notifications shall be provided by Bonfire (via email) of postings during the life of this solicitation. **You will not be notified if you downloaded a copy of this response from FLVS.net.**

Any corrections or amendments will be posted as addenda issued prior to the response due date. Proposers should not rely on any statements other than those made in this RFP or written response to questions and/or addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.

- 4.7 **Purchase Order:** The award of the response shall not constitute an order. Before services are rendered, Proposer must receive a purchase order from FLVS.
- 4.8 **Conflict of Interest:** (FLVS Procurement Policy po6320)  
<https://go.boarddocs.com/fla/flvs/Board.nsf/Public#>



## 5. SCOPE OF WORK

Scope of Services. Florida Virtual School (FLVS) is soliciting proposals for a service provider to support our Call Center and IT Help Desk Operations. We are seeking a single service provider with cost-effective solutions and the ability to satisfy all FLVS support requirements specified herein. All services shall be performed remotely at the Respondent facility. The Contractor shall have all help desk services fully operational no later than June 1, 2027. All personnel assigned to provide services under this Contract shall be fully onboarded, successfully pass all required background screenings, complete all required training, and be prepared to provide uninterrupted support by June 1, 2027. Support Services include both Inbound and Outbound Call Center and IT Technical Support Call Center Services. The proposed solution shall provide telephone support through a single point of contact/platform via an FLVS toll-free number for inbound communications. The Contractor shall support both inbound and outbound customer interactions for Tier 1 support and provide escalation to Tier 2 support as required. Support services also include self-help tickets entered online by requestors.

The Respondent is responsible for providing an appropriate work environment, including high-speed internet connectivity, to appointed staff for the duration of this project. All resources are required to be physically located within the United States (no offshore resources may be utilized for these services). Reimbursement for travel is not contemplated for this RFP. However, in the rare event that FLVS directly requests and agrees to reimburse any travel related costs they must be authorized and pre-approved by FLVS in writing and will be reimbursed in accordance with applicable Florida Statute and FLVS Policy.

Procedures and Methodology. The Call Center shall provide Tier 1 Support by answering calls, chats and self-service tickets, logging and tracking incidents, and escalating calls/contacts as necessary to Tier 2 (FLVS Advanced Technical Support). Support Calls/Contacts regarding applications and services will be resolved within the time frame specified herein (Service Level Metrics Table 1). Respondent agents will log, diagnose, resolve, and escalate when required. In cases where the call is not first contact resolvable, the incident is routed to Tier 2 support for resolution. Tier 1 agents will be responsible for supporting all applications, software and processes utilized by FLVS students, clients, and staff. Support includes all upgrades, enhancements, new versions, and replacement applications for each of the standard applications.

The Help Desk will address incidents and respond to the users in accordance with the agreed-upon procedures and Service Levels. Respondent is responsible for maintaining procedures necessary to provide services as well as ensuring assignment of qualified support professionals (Agents) supporting the user base, while meeting specified service levels. Respondent shall utilize the FLVS Incident Management System and adhere to FLVS established processes and the Levels of Criticality set forth in Exhibit 1, while ensuring compliance with all specified Service Levels.

### 5.1 Background

The user base will initially consist of approximately 3,900+ FLVS employees and over the course of a year, approximately 400,000 active students, with over 700,000 semester course completions. In addition, provide predetermined, specific technical support to franchise students as it relates to their courses. The respondent shall demonstrate their ability to meet the anticipated growth of FLVS over the next five years.



FLVS employees utilize Microsoft Windows and Apple OS for compatible computers to access FLVS systems. Services to FLVS staff and employees require full technical support. FLVS reserves the right to change technology standards at its sole discretion. Basic support shall include but is not limited to mobile devices (IOS and Android), email configuration, video settings, and application support.

FLVS students utilize their personal hardware to access FLVS courses. **Support agents will NOT remote access to student personal devices under any circumstances.** The scope of work specific to students and/or student parents shall be limited to FLVS systems required to complete coursework by demonstrating the ability to successfully access and utilize the following:

- FLVS Student Information System (SIS)
- FLVS Learning Management System (LMS)
- Any software provided by FLVS
- FLVS Incident Management System (Service Now)
- Productivity application(s) used by the student toward course completions (including but not limited to surveys, Google docs, third-party student portal as required by FLVS, etc.)

Inbound Operations: FLVS receives between 20,000-94,000 inbound calls per month (breakdown provided below) with an average handle time of 10 minutes and thirty seconds (10:30). **Peak times are January, May, June, July and August; and Low volume times are December, March and April.** The monthly inbound breakdown is provided below. FLVS utilizes an established toll-free number that routes calls to an internal IVR, the caller is prompted to select from recorded options that direct the caller to the appropriate support area. Calls are handled in the order by which they are received.

Outbound Operations: Outbound operations reach out to students and parents on an as-needed basis to respond and resolve student concerns. The Outbound volume is estimated at 4,000 calls per month on average. Outbound call volumes include returning calls when messages are left with the automated system. Outbound services may also include marketing or survey efforts directed by FLVS if needed. Specific criteria and targets would be provided. Respondent would make appropriate inquiries and report results.

Ticket Submission: FLVS logs tickets for every customer interaction into the FLVS Incident Management System with restricted access. Tickets are routed to FLVS personnel or resolved at the point of contact on a first-call resolution system. Agents are assigned individual credentials for system access. Tickets may also be generated following user chat (FLVS BOT contact) for unresolved issues.

Service Levels: Service Levels shall be measured as an average on a monthly basis. FLVS requires the minimum service metrics described below (Table 1). Respondent is encouraged to propose additional appropriate Service Level Metrics and must propose the Level at which these metrics will be delivered. Respondent should format this information to match below.

Peak vs. Non-Peak Penalty & Escalation are detailed below (Table 2)

Note: 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).

**FLVS Holiday Schedule:**

- The week of July 4<sup>th</sup>
- Labor Day
- FLVS Annual Professional Learning Conference (typically 3 days in September, subject to change at FLVS discretion)
- Thanksgiving Week (Wednesday through Friday)
- Winter Break (typically the last two weeks of the calendar year)
- President's Day
- Martin Luther King Day
- Memorial Day
- Juneteenth
- Veteran's Day

*\*Actual dates shall vary by calendar year.*

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**Service Level Metrics & Format (Table 1)**

| Service Level Metric |                                                                          | Description                                                                                                                                                                                                                                                                                                                     | Goal                                                                                                                     |
|----------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 1                    | <b>Average speed of Answer Phone (Table 2)</b>                           | Amount of time between when a call is routed by the Automated Call Distribution (ACD) System to a support professional and when a support center professional answers the call. This metric includes the average speed of answer for automated message callbacks (with the ability to report ASA separately for each category). | 80% of Calls answered in 1 minute or less (non-peak times).<br>80% of Calls answered in 10 minutes or less (peak times). |
| 2                    | <b>Average Speed of Answer: User Entered Trouble Incidents (Table 2)</b> | Amount of time that a support center professional will respond to an incident being raised via submission in the online support portal.                                                                                                                                                                                         | User-entered incidents answered in 8 minutes                                                                             |
| 3                    | <b>Abandon Rate</b>                                                      | The percentage of total calls received that self-release from ringing or queue before reaching a support professional.                                                                                                                                                                                                          | 6% or less (non-peak)<br>10% or less (Peak)                                                                              |
| 4                    | <b>First Contact Resolution: Phone Contacts</b>                          | Percent of calls resolved by the Contractor Help Desk, thereby eliminating the need for escalation to Tier 2." The monthly rate shall exceed 80%                                                                                                                                                                                | 80% or greater per month                                                                                                 |
| 5                    | <b>First Contact Resolution: User Entered Trouble Incidents</b>          | Percent of calls resolved by the Contractor Help Desk, thereby eliminating the need for escalation to Tier 2."                                                                                                                                                                                                                  | 80% or greater per month                                                                                                 |
| 6                    | <b>Re-work/Reopened Incidents</b>                                        | Incidents that are reopened by the user due to the issue not being resolved                                                                                                                                                                                                                                                     | 10% or less                                                                                                              |
| 7                    | <b>After Call Customer Satisfaction</b>                                  | Based on the After Call survey results "On a scale of 1 to 5" that the Contractor must provide.                                                                                                                                                                                                                                 | Minimum acceptable value would be 4.0 Rating (85% of the time).                                                          |
| 8                    | <b>Incidents Customer Satisfaction</b>                                   | Based on the Incident Customer Satisfaction report data, on a scale of 1 to 5. FLVS will maintain this report and share as needed.                                                                                                                                                                                              | Minimum acceptable value would be 4.0 Rating (85% of the time).                                                          |

**Peak vs. Non-Peak Penalty & Escalation (Table 2)**

**SLA Performance Credits and Escalation.** Performance credits shall be applied to the monthly invoice line item associated with the specific Service Level Agreement (SLA) metric that fails to meet the required performance standard. Escalation levels are based on the number of occurrences of the same SLA failure within a rolling twelve (12) month period, measured from the date of the initial failure.

| <b>Metric Category</b>                                         | <b>Non-Peak Target KPI<br/>(Feb–Apr, Sep–Dec)</b> | <b>Peak Month Target KPI<br/>(Jan, May–Aug)</b> | <b>Performance Credit &amp; Escalation Structure (Per SLA Metric within Rolling 12 Month Period)<br/>per Metric Category per month</b>                                                                                                    |
|----------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Average Speed of Answer (ASA)</b>                           | 80% answered in ≤ 60 seconds<br>(1 min)           | 80% answered in ≤ 600 seconds<br>(10 mins)      | <b>First Occurrence:</b> 2.5% rate reduction.<br><b>Second Occurrence:</b> Escalates to <b>5.0% reduction</b> + Action Plan.<br><b>Third Occurrence:</b> Escalates to <b>10.0% reduction</b> + Right to Terminate with Transition Period. |
| <b>Average Speed of Answer: User Entered Trouble Incidents</b> | 80% answered in ≤ 480 seconds<br>(4 min)          | 80% answered in ≤ 480 seconds<br>(8 mins)       | <b>First Occurrence:</b> 2.5% rate reduction.<br><b>Second Occurrence:</b> Escalates to <b>5.0% reduction</b> + Action Plan.<br><b>Third Occurrence:</b> Escalates to <b>10.0% reduction</b> + Right to Terminate with Transition Period. |
| <b>First Contact Resolution (FCR)</b>                          | ≥ 80.0%                                           | ≥ 80.0%                                         | <b>First Occurrence:</b> 2.5% rate reduction.<br><b>Second Occurrence:</b> Escalates to <b>5.0% reduction</b> + Action Plan.<br><b>Third Occurrence:</b> Escalates to <b>10.0% reduction</b> + Right to Terminate with Transition Period. |
| <b>Re-work/Reopened Incidents</b>                              | ≤ 10%                                             | ≤ 10%                                           | <b>First Occurrence:</b> 2.5% rate reduction.<br><b>Second Occurrence:</b> Escalates to <b>5.0% reduction</b> + Action Plan.<br><b>Third Occurrence:</b> Escalates to <b>10.0% reduction</b> + Right to Terminate with Transition Period. |
| <b>Customer Satisfaction (CSAT) surveys</b>                    | ≥ 85.0%                                           | ≥ 85.0%                                         | <b>First Occurrence:</b> 2.5% rate reduction.<br><b>Second Occurrence:</b> Escalates to <b>5.0% reduction</b> + Action Plan.<br><b>Third Occurrence:</b> Escalates to <b>10.0% reduction</b> + Right to Terminate with Transition Period. |



FLVS Performance Standards: FLVS System uptime of telephone, web, and email systems availability for the initiation of Help Desk tickets by client constituents has a benchmark of “99.99%” uptime on a monthly basis, excluding scheduled system maintenance and ‘Acts of God.’

FLVS Online Help Desk Tracking System (ServiceNow Incident Management System) has a benchmark of “99.99% uptime on a monthly basis, excluding scheduled system maintenance and ‘Acts of God.’

Key Performance Metrics

Average Handle Time (AHT): <10 minutes 30 seconds

Average Speed to Answer Service Level (SL): >80%

Quality Assurance: >90% Across all channels (Tickets, Phone) (Agents need to score 90% or higher on calls and tickets that get scored by the QA team.)

Estimated Usage Volumes. The following demonstrates the average call volumes over the past fiscal year (July 1 – June 30). These estimates reflect quarterly totals. FLVS typically experiences increased call volumes prior to the start of the new school year (July and August) with student/parent Tier 1 calls. Mondays and Tuesdays have higher volumes than later in the week, with the lowest volumes during weekends. FLVS experiences reduced call volumes during holiday breaks (FLVS holiday schedule for school year 2026/2027 is provided below).

Tier 1 Support: includes all contacts that are both technical and non-technical in nature. These may include but are not limited to parent and student inquiries and, primarily performs password resets, student registration and all technical support. Contacts regarding technical issues require agents with IT skillsets that can address technology related concerns as well as student support such as exam resets during holidays or off hours including hardware troubleshooting, mobile application support and other technology related issues.

Tier 1 Call (Table 3)

| <b>Fiscal Year 2025-2026<br/>July 1, 2025 – June 30, 2026</b> | <b>Q1 Totals</b> | <b>Q2 Totals</b> | <b>Q3 Totals</b> | <b>Q4 Totals</b> | <b>Annual<br/>Total</b> |
|---------------------------------------------------------------|------------------|------------------|------------------|------------------|-------------------------|
| Number of Telephone Calls                                     | 177,940          | 70,720           | 94,731           | 98,719           | 442,110                 |

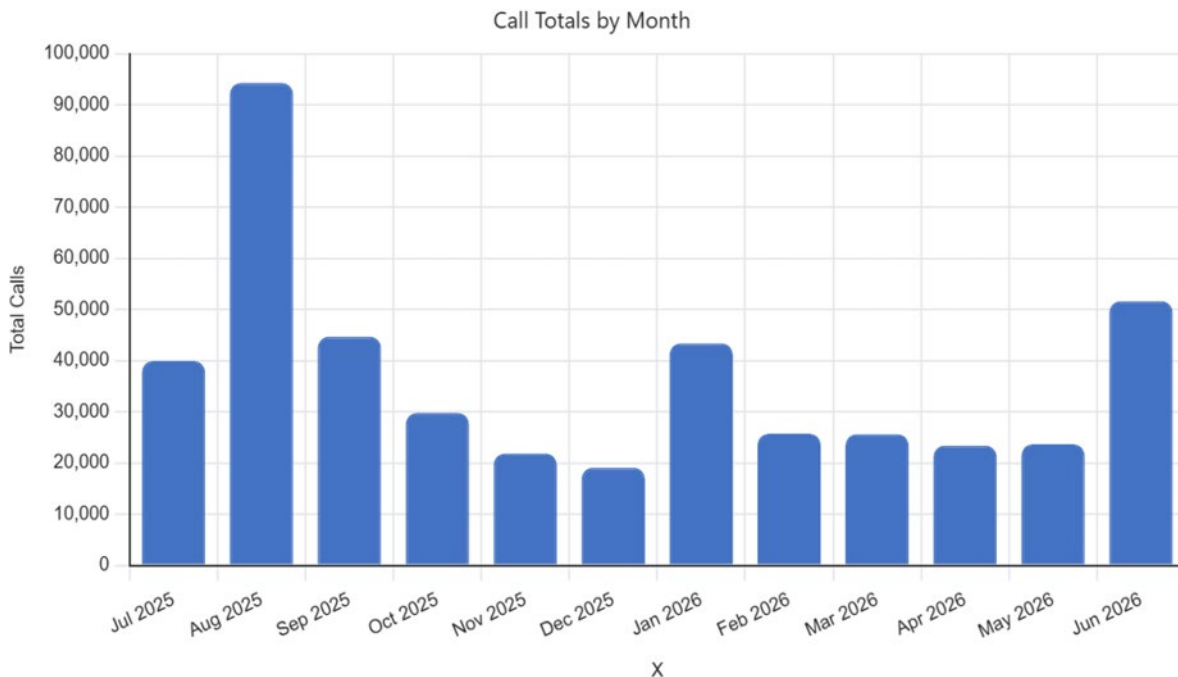
Note: The above represents the total number of inbound calls during the last fiscal year, including abandoned calls.

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All Other Sources of Contact (Table 4)

| Time Period    | Email        | Self-Service  |
|----------------|--------------|---------------|
| July 2025      | 262          | 1,264         |
| August 2025    | 567          | 2,164         |
| September 2025 | 1,243        | 2,989         |
| October 2025   | 615          | 2,668         |
| November 2025  | 615          | 2,641         |
| December 2025  | 373          | 1,627         |
| January 2026   | 639          | 2,922         |
| February 2026  | 427          | 3,212         |
| March 2026     | 624          | 2,249         |
| April 2026     | 418          | 3,291         |
| May 2026       | 383          | 2,464         |
| June 2026      | 817          | 4,224         |
| <b>Total</b>   | <b>6,082</b> | <b>27,529</b> |

Inbound Call Patterns Only (does not include Self-help Tickets or emails) (Table 5)



Inbound Call Patterns Only (Table 6)

| Month          | Quantity |
|----------------|----------|
| July 2025      | 39,947   |
| August 2025    | 94,299   |
| September 2025 | 44,694   |
| October 2025   | 29,792   |
| November 2025  | 21,842   |
| December 2025  | 19,086   |
| January 2026   | 43,379   |
| February 2026  | 25,730   |
| March 2026     | 25,622   |
| April 2026     | 23,409   |
| May 2026       | 23,668   |
| June 2026      | 51,642   |

Tier 2 Contact: Advanced-tier FLVS support will be provided by FLVS technical support and the customer care teams (See General Assumptions defined herein)

- Final call flows and escalation paths will be defined and agreed upon during the Contracting Process and are subject to change during the life of the contract at the sole discretion of FLVS
- All user calls for IT support will route directly to the technical Help Desk
- FLVS assigns dedicated resources as points of contact or for paths of escalation upon award
- Standard SLAs for ticket response time for agents are defined herein. Business hours and standard hour SLAs may differ between FLVS and the Contractor. Contractor must clearly communicate any deviations between Contractor and FLVS hours and availability that could negatively impact FLVS Standard SLAs as described. FLVS reserves the right to reject any deviations.
- Reporting and metrics will be derived from the FLVS Incident Management System as well as direct access to Respondent's ACD performance results is required.
- FLVS will provide any appropriate information and access for Respondent to establish and maintain a VPN connection when needed.
- Respondent shall **not** remotely control any non-FLVS assets from external customers.
- When a reference is made to a student in this document, the assumption is that support is provided for Parents at the same level when concerning access to courses, FLVS systems, or student progress after the verification process has been completed.

- FLVS will provide the awarded Contractor with the requirements for voice and data communications for FLVS phone system integration.
- FLVS and Respondent will agree upon a detailed, event-driven, notification and escalation matrix (SOP)
- Respondent shall provide high availability overflow support during peak demand periods as described, such as the start of the school year and the spring semester, registration, grade entries, major system issues and new system/new releases as scheduled or otherwise noted.
- If FLVS anticipates a change that could affect contact volume, FLVS will provide notice at least two weeks prior to the change's release.
- Respondent must log all interactions in the FLVS Incident Management System.
- FLVS is responsible for providing agent access to systems required as appropriate.
- Agents shall provide professional assistance with demonstrated empathy for respective customer issues. Agents shall always provide clear, understandable responses in a courteous and professional manner.
- FLVS will work with awarded contractor to establish agreed upon technical and customer care priority levels and call categories
- FLVS will provide train-the-trainer product training to the awarded Contractor's staff on all proprietary and customized applications. Any training documents or materials created or utilized by the Contractor for training purposes of assigned resources is subject to prior review and approval by FLVS. FLVS reserves the right to approve or reject use of its Intellectual Property and or brand at its sole discretion. Contractor allows a minimum of two weeks for the review process.
- FLVS shall provide access to knowledgebase articles for all customized and proprietary applications for Tier 1 Help Desk technical support requirements, resources and job aide material will be provided by FLVS Customer Care team to Respondent staff

FLVS shall provide the awarded Contractor with the following:

- Tier 2 (administrator) and Tier 3 (engineering) support for the FLVS supported desktop devices, network devices and servers
  - Tier 2 (Technicians) and Tier 3 (Specialist) support for FLVS programs, registration and enrollment
  - Provide Tier 2 and Tier 3 technical support for custom applications
- Provide call priority levels and call categories (Note: \*Call priorities and categories are subject to change the sole discretion of FLVS if needed)
- Provide train-the-trainer product training for Help Desk Support professionals on all proprietary and customized FLVS applications (including materials, scripts, and QA forms) (IT)
  - Provide train the trainer for Respondent staff on all FLVS programs, registration, enrollment, QA forms et al
  - Authorize and provide initial FLVS network accounts providing required access
  - Provide system access and authorization into FLVS systems for daily support requirements
  - Provide points of contact for resolution of items within FLVS responsibility according to the negotiated terms of the proposal
  - Provide FLVS point of contact for day-to-day operative support

- Provide escalation path / details pertaining to Wellness Incidents (IMMEDIATE response tickets)
- FLVS shall deliver Train-the-Trainer instruction to the designated individual(s) appointed by the awarded contractor. The designated individual(s) shall become the “Trainer.” The **Trainer**, subsequently serves as the subject-matter expert responsible for delivering training to all other Service Provider assigned Agents
- FERPA Guidelines
- FLVS System Access including (but not limited to):
  - o Learning Management System
  - o Remote Desktop Connection
  - o Video Conferencing system(s)
  - o Designated SIS (Student Information Systems (i.e. Virtual School Administrator (VSA), Focus School Software, et al))
  - o Admission and Registration (if still active)
  - o FLVS Ticketing Systems
  - o Toll Free Telephone Number(s)

Data Ownership:

- All data collected shall remain the sole property of FLVS. Upon termination of contract, all data shall be returned to FLVS within five (5) business days in the format specified.
- Respondent may utilize ‘blind data’ for the purpose of assessing performance metrics
- Student Data Registration Information collected shall remain in the SIS, is not to be copied, collected, utilized for any other purpose except for assisting the caller while on the phone with them, all other uses are strictly provided.

**5.2 Respondent Questionnaire.** Proposers must provide **complete, detailed** response to each question listed below. Additional space may be used as needed.

| RESPONDENT QUESTIONNAIRE |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No.                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1                        | <p><b>Account Support.</b> What is the proposed staffing plan? Include account team biographies, organizational charts, and other similar items. Is a single point of contact assigned to support the transition/implementation period and day-to-day business operations? Describe how the account will be supported, including backup coverage. Include any assumptions of roles and responsibilities for your team as well as FLVS.</p> <p>Response:</p>                                                                         |
| 2                        | <p><b>Staffing Plan – Agents/Resources.</b> What is your ability to provide and maintain adequate staffing resources for the FLVS account, including during peak volume periods? Describe your available pool of trained agents and resources, including headcounts; your ability to add, and onboard resources as needed to support peak volumes, standard training and onboarding lead times; the number of agents proposed based on the FLVS volumes identified in this solicitation; and all subcontractors, if applicable.</p> |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3 | <b>Training.</b> How do you ensure your agents are trained and qualified in a timely manner to support your clients? Describe the training and knowledge transfer process for internal staff/agents that ensures adequate support for FLVS calls. Include timelines, overall approach, and any dependencies or assumptions, including the Train-the-Trainer approach as applicable.                                                                                                                                                                                                                                                                                                                                                          |
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4 | <b>Resource Language Skills.</b> What languages other than English are supported? FLVS requires that the awarded contractor can support callers Fluent in English as well as Spanish. List any additional language that can be supported fluently (i.e. French/Creole/other).                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5 | <b>Implementation.</b> What is the proposed transition and implementation plan for delivering all of the required services as described within this Scope of Services (including training)? Describe how you will manage existing unresolved tickets if you are the selected Contractor. Your detailed response shall include resources, timelines, project milestones, roles, and responsibilities of required resources, and include risk mitigation plans. Clearly define your approach to delivering specified services as described, including any assumptions.                                                                                                                                                                         |
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6 | <b>Communication.</b> What communication practices are utilized to support your clients? Describe your overall methodology for communicating to key target audiences/stakeholder groups.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7 | <b>Redundancy/Risk Mitigation.</b> What business continuity, disaster recovery, contingency, and redundancy plans do you have in place to ensure uninterrupted support services during emergencies or service disruptions, including but not limited to tropical storms, hurricanes, natural disasters, evacuations, power outages, telephone outages, network outages, and staffing shortages? Describe your backup facilities, remote work capabilities, telecommunications and network redundancy, staffing contingency plans, communication and customer notification procedures, call-back timeframes, service restoration processes, and any other measures used to maintain service levels and support continuity during such events. |
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8 | <b>Tier 1 Support.</b> How does your organization provide Level 1 Support as defined herein? Provide a detailed response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|   | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9 | <b>Support Tickets - Escalation.</b> What is your ticket escalation methodology including how you will support the described FLVS escalation paths and levels of criticality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10 | <b>Support Tickets - Workflow.</b> What is your workflow for logging tickets into the FLVS incident management system? Provide a detailed response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11 | <b>IVR.</b> Does the proposed solution include an IVR? FLVS is seeking a respondent solution that provides <u>automated call-back functionality that saves the callers place in the call waiting queue</u> . 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. Describe any deviations or alternatives that may apply.                                                                                                                                                                                                                                                                            |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12 | <b>User Interface.</b> Does the offered solution include a user-friendly real-time interface? Provide screen shots administrators and users would have the ability to access including samples of available User Interface/Dashboard for Real Time Reporting. Alternatively, provide a URL to the sample platform for the evaluation committee review.                                                                                                                                                                                                                                                                                                                                   |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 13 | <b>Reporting</b> What are your available reporting capabilities? Does the proposed service include summary and/or real-time reporting? If yes, then describe how your organization provides access to a real-time reporting dashboard. Are there reports for Year-to-date, Monthly, Quarterly, etc.? Attach a list of proposed reports. Include samples and descriptions. Include a list of reports and samples/screenshots in your response                                                                                                                                                                                                                                             |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 14 | <b>Artificial Intelligence.</b> What Artificial Intelligence (AI) capabilities do you offer to benefit FLVS and the goals of this partnership? Is the use of any AI in the providing of services able to be turned on or off at the request of FLVS?                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 15 | <b>WCAG/ADA/Section 508 Accessibility:</b> What methodology do you employ to ensure compliance with ADA requirements, WCAG 2.2, and Section 508 Accessibility Standards? Describe your approach to providing accessible support services for students and other callers with disabilities, including accessibility features, communication methods, support processes, and accommodations used to meet the needs of individuals requiring accessibility assistance (Section 3.1.6). The Proposal shall include the Contractor's current VPAT 2.5 and a detailed methodology for delivering closed-captioned content and other accommodations for participants with auditory impairments. |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                   |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 16 | <b>Location.</b> Where are your facilities located? Provide all locations including primary and backup facilities.<br><br>Response:                                                                                                                                                                                                                                                                                                                                                  |                                   |
| 17 | <b>SLA.</b> What system/platform/downtime technology credits are included in your proposed solution? Respondent shall list system/platform/technology downtime credits and remedies as follows:                                                                                                                                                                                                                                                                                      |                                   |
|    | Availability                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Response: FLVS Credit % or Policy |
|    | $99.9\% \leq x \leq 100\%$                                                                                                                                                                                                                                                                                                                                                                                                                                                           | N/A                               |
|    | $99.5\% \leq x < 99.9\%$                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                   |
|    | $99\% \leq x < 99.5\%$                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                   |
|    | $98\% \leq x < 99\%$                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                   |
|    | $x < 98\%$                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                   |
|    | Response: Respondent shall populate SLA Table within question 18 above.                                                                                                                                                                                                                                                                                                                                                                                                              |                                   |
| 18 | <b>Live Chat.</b> Do your services include the ability to deliver Live Chat to users? If so, please explain in detail. Include hours of availability for Live Chat support, specifically during FLVS hours of operation between 8:00AM EST and 6:00 PM EST Monday through Friday. Included, if implemented, if the offered Live Chat system allows multiple simultaneous chats per agent and specify the maximum allowed. FLVS limits three (3) active sessions per agent at a time. |                                   |
|    | Response:                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                   |

**5.3 Functional Specifications and Minimum Requirements.** A response of “Yes” guarantees Proposer shall meet or exceed the specified requirement which is included in the proposed pricing (Section 6). For each “No” response, proposers shall provide written details as an Exception and/or Alternative as described below.

The proposed solution includes:

| No.                   | Description of General Requirement                                                                                     | Included<br>YES or NO                                    |
|-----------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| <b>Service Levels</b> |                                                                                                                        |                                                          |
| 1                     | The ASA (Average Speed of Answer) is one minute or less (off-peak) or 10 minutes or less (during peak)                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 2                     | The FCR (First Call Resolution) per month exceeds 80% of calls received.                                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 3                     | The Call Abandon Rate is less than 6% of calls received (off-peak) or less than 10% of calls (during peak), per month. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 4                     | Contractor shall provide FLVS no less than ten (10) business days notice in advance of any planned service outages.    | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                             |                                                                                                                                                                                                                                                                                                                                                      |                                                          |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 5                           | Contractor's response times shall adhere to FLVS standards referenced herein                                                                                                                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>General Requirements</b> |                                                                                                                                                                                                                                                                                                                                                      |                                                          |
| 6                           | Support is provided to FLVS callers 365 days per year (Monday through Friday between the hours of 7:00 AM EST and 9:00 PM EST and between the hours of 9:00 AM EST and 5:00 PM EST Saturday-Sunday). The FLVS Holiday schedule is provided below. Holiday coverage schedule for Contractor to be determined between FLVS and the awarded Respondent. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 7                           | Agent resources are available for exam reset support during holidays or special events as directed.                                                                                                                                                                                                                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 8                           | Upon contract execution, Contractor provides a dedicated account representative to serve as the single point of contact.                                                                                                                                                                                                                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 9                           | Awarded Proposer is responsible for ensuring 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 at the Contractor's expense.                                                                                                            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 10                          | Contractor, and its agents utilize FLVS Incident Management System, Knowledge Base to support the Help Desk and resources for Customer Care.                                                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 11                          | Contractor utilizes FLVS provided Incident Management system logging all customer interactions and escalations                                                                                                                                                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 12                          | Contractor provides evidence of all efforts to use existing staff to handle increased call activities to maximize performance service levels.                                                                                                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 13                          | Contractor grants access to ACD system to FLVS upon contract execution                                                                                                                                                                                                                                                                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 14                          | The actual call volume is determined by the monthly service reports generated from the incident management system and the Contractor's ACD system.                                                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 15                          | Contractor's designee participates in meetings, with assigned FLVS representative(s). For service outages, unexpected issues, critical incidents, or situations requiring immediate attention, a dedicated communication channel (e.g., Microsoft Teams or another mutually agreed-upon platform) will be used for real-time collaboration"          | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                            |                                                                                                                                                                                                                                                                                        |                                                          |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 16                         | Contractor agrees to monthly meetings with FLVS to review service level performance and ensure consistency with specified requirements and provide reports of any required remediation.                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 17                         | Contractor agrees to attend quarterly meetings with FLVS to review service performance over prior quarter, review trends and reporting measures, review action items and resolutions, and to identify opportunities and areas for improvement.                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Agent Requirements</b>  |                                                                                                                                                                                                                                                                                        |                                                          |
| 18                         | All assigned agents must be physically based in the continental United States (no off-shore agents may be assigned to support FLVS).                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 19                         | FLVS shall provide Annual Security Awareness Training. Contractor agrees that all agents complete FLVS provided Security Awareness Training on an annual basis prior to accessing FLVS systems or calls.                                                                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 20                         | All assigned Contractor resources/agents are fluent in English                                                                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 21                         | Contractor employs agents/resources with ability to provide multi-language support with fluency in English and Spanish                                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 22                         | Assigned Agents have knowledge of all FLVS supported technology as listed on the FLVS system requirements web page:<br>( <a href="https://www.flvs.net/student-parent-resources/more/system-requirements">https://www.flvs.net/student-parent-resources/more/system-requirements</a> ) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 23                         | All Technical Support Call Center Representatives supporting FLVS shall complete a skills assessment or training test with a score of 90% or higher prior to taking calls.                                                                                                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 24                         | All agents are required to pass a Level II background check for JLA compliance requirements at respondent's expense.                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 25                         | All agents are required to adhere with FERPA guidelines.                                                                                                                                                                                                                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 26                         | All agents are required to adhere to the FLVS Do-Not-Do Policy (Exhibit 5).                                                                                                                                                                                                            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Incident Management</b> |                                                                                                                                                                                                                                                                                        |                                                          |
| 27                         | Agent provides notification to FLVS identifying recurring issues that impact student ability to complete coursework.                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 28                         | Agent notifies FLVS when request is related to a current enrollment.                                                                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 29                         | Agents receive help or trouble calls and log incidents into ticketing system by populating all required fields                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|    |                                                                                                                                                                                                                                                                                                                                             |                                                          |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 30 | Agent enters and records callers' information into the Service Management System                                                                                                                                                                                                                                                            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 31 | Agent is responsible for Incident classification, escalation, tracking and status reporting                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 32 | Agent is responsible for entering a detailed incident for every customer interaction                                                                                                                                                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 33 | Agent is responsible for Tier 1 hardware support for FLVS employees                                                                                                                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 34 | Agent provides customer Tier 1 support for FLVS custom applications                                                                                                                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 35 | Agent provides Tier 1 support for third-party applications, instructional software, plugins required to use our courses                                                                                                                                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 36 | Agent provides support for password creation resets, and escalations when needed                                                                                                                                                                                                                                                            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 37 | Agent provides support for mobile device connection to identity and access management (IAM)                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 38 | Agent provides support for mobile device video settings                                                                                                                                                                                                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 39 | Agent is responsible for Tier 1 network connectivity support to FLVS employees and students including wireless using 'best effort' for up to ten attempts at resolution before escalation to service provider or hardware manufacturer.                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 40 | Agent assists callers with all concerns regarding student registration, including but not limited to supporting callers with account creation, course requests, updating existing (student) account information, placement and/or withdrawal assistance. FLVS will provide guidance and specify specifics for acceptable practice for this. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 41 | Agent provides exam resets when student loses connectivity or times out during exam or attempts to navigate to another webpage while testing. Exam resets shall be conducted within prescribed timeframes within the FLVS 12-month calendar. FLVS shall provide explicit instructions.                                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 42 | For <u>all contact interactions</u> , agent accurately logs incidents in the Incident Management System, categorizes, assigns level of criticality following FLVS guidelines, and monitors progress until resolution                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 43 | Contractor/agent accepts, manages, monitors, tracks and resolves incidents                                                                                                                                                                                                                                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                           |                                                                                                                                                                                                                             |                                                          |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 44                        | Contractor/agent provides user with status updates and follow-up on open incidents                                                                                                                                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 45                        | Agent manages and provides Tier 1 support at the initial point of contact for all FLVS users                                                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 46                        | Agent routes calls to appropriate Tier 2 and/or Level 3 resources as needed                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 47                        | Agents use Contractor provided, FLVS Cybersecurity-approved remote-control software to perform Tier 1 troubleshooting and remotely resolve device issues as needed.                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 48                        | Contractor/agent(s) follow the agreed-upon escalation procedures for logged incidents                                                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 49                        | The contractor provides adequate staff employees to monitor, direct, and resolve the tickets created by the service center or sent to the service center for resolution by FLVS staff, including ramping up for peak times. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 50                        | Agents shall log tickets for every contact into the FLVS system.                                                                                                                                                            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Quality Assurances</b> |                                                                                                                                                                                                                             |                                                          |
| 51                        | During the startup process, FLVS and Contractor will agree to QA formatting.                                                                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 52                        | Every agent receives 1 to 2 audits of their individual ticket submissions per month.                                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 53                        | The respondent provides dedicated QA representatives to review weekly scores and monthly audit results.                                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 54                        | The respondent conducts a weekly meeting with FLVS management staff to review concerns, open issues, and/or outstanding items and conduct daily meetings with FLVS IT Management (Huddle).                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 55                        | The respondent conducts a weekly meeting with FLVS management dedicated to maintaining Quality Assurance and SLA standards.                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 56                        | Respondent agrees to record all calls recorded for quality assurance purposes and grant FLVS full access to 100% of the files in real time.                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 57                        | Respondent performs a Quality Assurance and Quality control process of Help Desk Support Professional Performance                                                                                                           | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 58                        | Respondent Customer Satisfaction per month averages 4.0 points out of 5.0 points for 80% of all surveys completed per month.                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                  |                                                                                                                                                                                                                                      |                                                          |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 59               | All closed tickets shall generate an event survey to be completed by the caller                                                                                                                                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 60               | The Quality Assurance Survey is presented to the caller upon completion of the call/contact.                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 61               | Completed Quality Assurance Surveys are summarized with results reported to FLVS on a weekly basis.                                                                                                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 62               | All Quality Assurance Surveys are available to FLVS upon request on demand.                                                                                                                                                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Reporting</b> |                                                                                                                                                                                                                                      |                                                          |
| 63               | Services include reporting tools for activity tracking (including but not limited to number of calls received, number of calls answered, number of abandoned calls, average wait times, average call durations and types of issues). | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 64               | Reporting services include both standardized and ad-hoc reports at no additional cost.                                                                                                                                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 65               | Customer Service Satisfaction Survey reporting is included                                                                                                                                                                           | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 66               | Contractor provides performance measurement reports derived by the Incident Management System and ACD system                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 67               | Contractor provides reports for incidents assigned to direct support staff as well as indirect support staff.                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 68               | Help Desk Reporting metrics are provided daily/weekly/monthly and aggregated month to date                                                                                                                                           | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 69               | All reporting requirements are provided from the Incident Management System (the system of record)                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 70               | Contractor provides operational performance metrics reporting from ACD by granting access to ACD or other system to generate ad-hoc reports                                                                                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 71               | Contractor provides real-time reporting capability of active agents logged in vs active on the FLVS account                                                                                                                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 72               | Contractor provides access to all interactions (client, FLVS, any interactions)                                                                                                                                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 73               | Contractor creates and delivers custom reports extracted from the Incident Management System as well as other systems available                                                                                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                                                                       |                                                                                                                                                                                                                      |                                                          |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 74                                                                    | Contractor shall create and deliver all reports as described herein based upon written and agreed-upon specifications, no later than the 10 <sup>th</sup> calendar day of each month of the contract.                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Training &amp; Knowledge Sharing &amp; Self-Help Functionality</b> |                                                                                                                                                                                                                      |                                                          |
| 75                                                                    | Contractor agrees to utilize the FLVS “Train the trainer” approach to spread knowledge more efficiently between the support teams                                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 76                                                                    | Contractor agrees to create and maintain (IT) knowledgebase articles visible to the customers at no extra cost                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 77                                                                    | Contractor agrees to the use of information given by FLVS to instruct their staff at no additional cost                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 78                                                                    | Contractor agrees to deliver call quality assurance monitoring and customer support training to agents as needed with a minimum of once per week                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 79                                                                    | Transfers between agents must be handled via “warm transfer”                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 80                                                                    | Contractor agrees to create and maintain knowledgebase articles for use by the support teams at no additional cost. All articles must be approved by FLVS before publishing.                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 81                                                                    | Contractor provides and maintains articles and documentation for the FLVS IT Knowledge Base, including responsibility for day-to-day management, data entry and routine maintenance.                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 82                                                                    | Contractor provides Standard Operating Procedures (SOP) for use by Tier 1 Help Desk Support Professionals                                                                                                            | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 83                                                                    | Contractor must support technological advances with 30 days prior notification from FLVS (supporting FLVS’s practice to provide materials and one-on-one training).                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 84                                                                    | Contractor provides a Customer facing Technical Knowledgebase                                                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Technology &amp; Equipment Requirements</b>                        |                                                                                                                                                                                                                      |                                                          |
| 85                                                                    | All Contractor equipment must meet minimum system requirements provided by FLVS<br><a href="https://www.flvs.net/student-resources/systemrequirements">https://www.flvs.net/student-resources/systemrequirements</a> | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 86                                                                    | Contractor equips their technical support agents with remote desktop access tool (i.e. Bomgar, MSP Anywhere, LogMeIn)                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 87                                                                    | Contractor services include ability to access via a toll-free number or extension when caller is utilizing FLVS telephone system                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                                    |                                                                                                                                                                                                                                                                                         |                                                          |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 88                                 | Services include ACD Greeting Management                                                                                                                                                                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 89                                 | Contractor provides ACD and call recording system                                                                                                                                                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 90                                 | Contractor provides ACD and IVR capabilities with monitoring, call recording and on-demand reporting                                                                                                                                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 91                                 | Contractor provides ACD custom greetings including system outage notification messages                                                                                                                                                                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 92                                 | Contractor provides all licensed software required to provide services specified within the proposal                                                                                                                                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 93                                 | All Hold Messages are subject to FLVS approval prior to use                                                                                                                                                                                                                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 94                                 | Ability to customize hold messages as per FLVS direction on demand                                                                                                                                                                                                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 95                                 | Contractor has appropriate access, authority, and network bandwidth in order to remotely control FLVS Employee PCs.                                                                                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 96                                 | Solution includes inbound caller prompting to select English or Spanish for call direction                                                                                                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 97                                 | Solution includes caller option for "auto-call back" without losing place in hold queue is available or voicemail option (with returned calls)                                                                                                                                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 98                                 | Services include access to call queue and agent data (agents online, calls waiting in queue, abandon rate, etc.)                                                                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 99                                 | FLVS shall provide a toll-free number and voice access to the Contractor's data center. Once the inbound call is within the Contractor's data center, the Respondent shall, at its expense, route inbound calls to the Contractor's Customer Service Representatives or support agents. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 100                                | Contractor's system supports incident receipt and recording                                                                                                                                                                                                                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 101                                | Services include remote control of desktop software for troubleshooting and incident resolution (FLVS employees only)                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 102                                | Contractor maintains all systems required to support proposal                                                                                                                                                                                                                           | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 103                                | Contractor is responsible for providing and maintaining all tools and technology required by support agents                                                                                                                                                                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>In-Bound/Outbound Contacts/</b> |                                                                                                                                                                                                                                                                                         |                                                          |
| 104                                | Contractor has the ability to support between 20,000-100,000 inbound calls per month.                                                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                          |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 105                                | Contractor maintains an average handle time not to exceed 10:30 minutes                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 106                                | Solution includes an IVR and phone routing system including “Total Call Recording” and “Workforce Management” capable of supporting FLVS needs as specified                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 107                                | Contractor shall provide all Outbound Call Services.                                                                                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 108                                | Contractor is staffed to support more than 4,000 outbound calls per month in response to tickets submitted.                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Training and Implementation</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                          |
| 109                                | Contractor shall adhere with FLVS Training requirements.                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 110                                | Contractor shall deliver training to resources as defined within FLVS provided training materials.                                                                                                                                                                                                                                                                                                                                          | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 111                                | Contractor shall participate in FLVS Train the Trainer program                                                                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 112                                | Contractor will not utilize training materials that have not been approved by FLVS.                                                                                                                                                                                                                                                                                                                                                         | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 113                                | Contractor assists with project planning for implementation purposes.                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 114                                | Contractor delivers the final implementation plan within ten (10) business days of Contract execution (subject to FLVS acceptance and approval) that supports the June 1, 2027 go-live date.                                                                                                                                                                                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 115                                | <p><b>Soft Launch.</b> Contractor agrees to a ‘soft-launch’ beginning <b>May 1, 2027</b> supporting a thirty-day transition of services prior to the full go-live on June 1, 2027. The soft launch includes:</p> <ul style="list-style-type: none"> <li>Fully functional integration</li> <li>An adequate number of agents that have been screened through FLVS Level t 2 Background checks and fully trained to provide support</li> </ul> | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 116                                | <p><b>Final Go Live.</b> FLVS requires the completed implementation to include delivery of fully functioning Help Desk Services supported by fully trained agents meeting all stated requirements and all deliverables accepted and approved by FLVS no later than <b>June 1, 2027</b>.</p>                                                                                                                                                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 117                                | Contractor shall provide fully functioning services that satisfy the agreed-upon Service Levels. The measurement of Service Levels shall commence 30 calendar days following the contract execution date.                                                                                                                                                                                                                                   | <input type="checkbox"/> Yes <input type="checkbox"/> No |

#### **5.4 Assumptions/Constraints:**

- FLVS shall seek Board approval for Contract award and execution on or about December 4, 2026.
- FLVS and Contractor shall execute a Statement of Work for the implementation that ensures adequately trained and cleared resources are in place no later than June 1, 2027 including but not limited to:
  - Completing FLVS Train-the-Trainer and skills assessments
  - Contractor secures and staffs an adequate number of resources
  - Resources clearing FLVS Level II Background Screening
  - Communications and Systems Integration
  - Transfer and assumption of in-flight tickets
  - Milestone planning including regularly scheduled meetings for key stakeholders
- It is anticipated that the implementation period shall be for a period of 60 calendar days following the contract's execution.
- Dates provided herein are tentative and subject to FLVS approval
- FLVS will provide the awarded contractor with the requirements for FLVS systems integration
- FLVS and Respondent will agree upon a detailed, event-driven implementation plan
- Timely and reasonable response and resolution of issues identified during implementation phases

#### **5.5 Exhibits (Attached following Section 8 – Definitions)**

Exhibit 1 – Levels of Criticality

Exhibit 2 – How to Report Student Wellness Instructions

Exhibit 3 – Call Monitoring Performance Evaluation Form

Exhibit 4 – FLVS Do Not Do Policy Document

Exhibit 5 – Sample Survey Questions

**[SPACE INTENTIONALLY LEFT BLANK]**

**5.6 Exceptions/Alternatives to the RFP:** Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

| Page # | Section # / Paragraph # | FLVS Original Language | Proposed Alternative/Revision for Consideration |
|--------|-------------------------|------------------------|-------------------------------------------------|
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |

**5.7 Exceptions/Alternatives to FLVS Master Services Agreement Terms and Conditions:** Proposers shall specify exceptions requested for consideration to the Sample Master Services Agreement provided (Appendix J of the Required Forms Packet). FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the Master Services Agreement Terms and Conditions or take the exceptions into consideration during the evaluation process as in its best interest.

| Page # | Section # / Paragraph # | FLVS Original Language | Proposed Alternative/Revision for Consideration |
|--------|-------------------------|------------------------|-------------------------------------------------|
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |
|        |                         |                        |                                                 |

**6. COST PROPOSAL FORMS.** Provide a schedule of values for fees associated with the various services to be provided.

**6.1 Cost Components.** Rates quoted shall be the all -inclusive, not to exceed rates for the life of the Agreement. All respondents are required to complete this Section as shown. Pricing shall be inclusive of all Work Product and/or Services as defined within the Scope of Services. FLVS reserves the right to further negotiate the proposed fees. All quantities are estimated. There is no minimum spend guaranteed for this Contract.

**A. Per Contact Service Fee** (per contact model). FLVS is seeking pricing on a per contact basis as described in Section 8. The current average handle time per contact is ten and one-half (10.5) minutes. All contact volumes specified herein are estimates only and actual volumes may be higher or lower. 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."

| Description                | Estimated Quantity (Per Year) | Unit of Measure | Unit Cost | Extended Cost |
|----------------------------|-------------------------------|-----------------|-----------|---------------|
| Inbound Calls              | 442,110                       | Per Contact     | \$_____   | \$_____       |
| Self-Service/Email Tickets | 27,529                        | Per Ticket      | \$_____   | \$_____       |
| Outbound Call Backs        | 48,000                        | Per Contact     | \$_____   | \$_____       |
| Total                      |                               |                 |           | \$_____       |

**B. One-Time Costs.** Fees associated with Training (Train-the-trainer program) and Implementation Services. For any items that are not applicable or have no additional cost enter \$0.

| Description of Services                                                              | Cost |
|--------------------------------------------------------------------------------------|------|
| Project Management & Implementation<br>Project planning, launch, testing, transition | \$   |
| Knowledge Transfer & Training<br>Initial training and onboarding                     | \$   |
| System Configuration                                                                 | \$   |

|                                                                              |    |
|------------------------------------------------------------------------------|----|
| IVR, FLVS Incident Management System integration, workflows, reporting setup |    |
| Data Migration<br>Historical data migration, if applicable                   | \$ |
| Other Implementation Costs*<br>Describe                                      | \$ |
| Total                                                                        | \$ |

**Note:** If there are additional line items that apply, a detailed breakdown must be provided. No Lump sums shall be accepted.

**C. Total for A and B.** This section shall be used for evaluation purposes.

| Description                            | Cost |
|----------------------------------------|------|
| Total Cost for Section A and Section B | \$   |

## 6.2 Cost Proposal Form Part B P-Card Acceptance

Respondent shall accept payment via P-Card (with no additional Fees)

☐ Yes ☐ No  
(Check one)

## 6.3 Alternative Pricing Model (will not be used for evaluation purposes) - Per Minute Rate

| Description          | Estimated Quantity (Per Year) | Unit of Measure | Unit Cost | Extended Cost |
|----------------------|-------------------------------|-----------------|-----------|---------------|
| Inbound Calls        |                               | Per Minute      | \$        | \$            |
| Self-Service Tickets |                               | Per Ticket      | \$        | \$            |
| Outbound Call Backs  |                               | Per Minute      | \$        | \$            |

[SPACE INTENTIONALLY LEFT BLANK]

- 6.4 Alternative Pricing:** Proposers may provide additional pricing models that offer cost-saving solutions such as tiered pricing models, bulk rates, or other options available for consideration. May be provided in Addition to Section 6.1 (not as a replacement). This option shall not be factored into the evaluation.

| Detailed Description | Total    |
|----------------------|----------|
|                      | \$ _____ |

**6.5 Additional Services (optional)**

Proposers shall provide rates for additional related services not specified in the scope of services. For additional available services, provide a detailed description of the service along with associated rates. FLVS shall, at its discretion, exercise the right to purchase any proposed additional services as needed. Additional services proposed shall not factor into the evaluation process. Respondent shall specify any additional services offered.

| Description                                                 | Estimated Quantity | Unit of Measure | Unit Cost |
|-------------------------------------------------------------|--------------------|-----------------|-----------|
| Live Chat                                                   | 1                  | Per Chat        | \$ _____  |
| Outbound Call Campaigns                                     | 1                  | Per Call        | \$ _____  |
| Outbound Scripted Marketing Campaign or Informational Calls | 1                  | Per Call        | \$ _____  |
|                                                             |                    |                 | \$ _____  |
|                                                             |                    |                 | \$ _____  |

#### **6.6 Cost Proposal General Notes:**

- 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 to the same extent and in the same manner as if specifically described in this solicitation.
- Unit price will be used to determine the correct extended price if a calculation error is found.
- Extended price should be computed as Estimated Total Hours multiplied by the Proposed Unit Price
- All quantities are estimated and could be higher or lower at the discretion of FLVS in accordance with the Statement of Work. Estimated quantities provided for evaluation purposes and do not guarantee dollar value of award.
- FLVS Travel Policy (for any authorized, pre-approved travel related expenses if applicable):

In compliance with 112.061, Florida Statutes, FLVS will reimburse contractors following the same policy that is set in place for all FLVS staff for ordinary, necessary, and reasonable expenses incurred in the course of business-related travel in compliance with Florida State Law, based upon the rates established in sections 112.061(3),(6),(7), Florida Statutes. Travel expenses must be supported by receipts when submitting a Contractor Travel and Expense Reimbursement Form. Reimbursement Form. FLVS will only reimburse in accordance with FLVS travel policy po6550 (<https://go.boarddocs.com/fla/flvs/Board.nsf/Public#>).

## 7. GENERAL TERMS AND CONDITIONS

Master Service Agreement (Appendix J in the Required Forms Packet) is the FLVS standard terms and conditions. By submitting a response to this RFP, Proposers acknowledge and agree that they have reviewed this agreement and have no objection. Further, if selected by FLVS, Respondents acknowledge and agree that they will execute this agreement, subject to FLVS' right to make revisions and modifications thereto prior to execution, where FLVS has determined, in its sole discretion that such revisions or modifications are in FLVS' best interest. This RFP and the related responses of the selected Proposer(s) will constitute the basis of the formal contract between the Proposer(s) and FLVS. No modification of this RFP, except by addendum issued by FLVS, shall be binding on FLVS.

7.1 All expenses involved with the preparation and submission of responses to FLVS, or any work performed in connection therewith, shall be borne by the Proposer. No payment will be made for any responses received, any other effort required of or made, or expenses incurred by the Proposer.

7.2 It is understood and agreed between the parties hereto that FLVS shall be bound and obligated hereunder only to the extent that the funds shall have been appropriated and budgeted for the purpose of this RFP. In the event funds are not appropriated and budgeted in any fiscal year for payments due under this RFP, FLVS shall immediately notify awardee(s) of such occurrence and this RFP shall terminate on the last day of the fiscal year for which an appropriation(s) was (were) received without penalty or expense to FLVS of any kind whatsoever.

7.3 The awards made pursuant to this RFP are subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose, with their response, the name of any officer, director, or agent who is also an employee of FLVS. Further, all Proposers must disclose the name of any FLVS employee who owns directly, or indirectly, an interest of five percent (5%) or more in the Proposer or any of its branches/subsidiaries.

7.4 Purchasing Agreements with Other Government Agencies. With the consent and agreement of the awardee(s), purchases may be made under this response by school boards and governmental agencies. Services are to be furnished in accordance with the contract of said product(s) and/or service(s) resulting from this response. Such purchases shall be governed by the same terms and conditions as stated herein. It is hereby made a part of this RFP that the submission of any response, in response to this advertised request, shall constitute a response made under the same conditions, for the same contract price, and for the same effective period as this response to all public entities if they so request. This agreement in no way restricts or interferes with the right of any governmental agency to re-solicit any or all items.

7.5 Should any Proposer fail to enter into a contract with FLVS, on the basis of the submitted response by said Proposer, the Proposer acknowledges that proposer shall be liable to FLVS for any lost revenue.

7.6 Legal Requirements: It shall be the responsibility of the awardee(s) to be knowledgeable of all federal, state, county and local laws, ordinances, rules and

regulations that in any manner affect the items covered herein which may apply. Lack of knowledge by the Awardee(s) will in no way be a cause for relief from responsibility. Awardee(s) doing business with FLVS are prohibited from discriminating against any employee, applicant, or client because of race, creed, color, national origin, sex or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.

7.7 Patents and Royalties. The Proposer, without exception shall indemnify and hold harmless FLVS and its employees from liability of any nature or kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the contract, including its use by Florida Virtual School. If the Proposer uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work. In addition, FLVS shall maintain all rights to the written documentation, electronic media and other materials provided by the Proposer in response to this solicitation.

7.8 All information submitted in response to this request shall be submitted in compliance with Florida Statutes Chapter 119 Public Records and 812.081 Trade Secrets. All information submitted as "Trade Secret" shall be submitted electronically and labeled as "Confidential" with a second copy submitted and labeled as "Redacted Copy" retracting the Trade Secret information.

7.9 Financial Terms and Conditions.

7.9.1 Conditions to Payment

Payment to Contractor of the amounts due shall be conditioned strictly upon satisfaction of the conditions for such payment set forth in the Pricing Schedule under the agreement and specifically upon the successful and timely completion of the acceptance tests specified for the particular deliverable. FLVS reserves the right to determine the acceptance process which may include the approval and release of funds.

7.9.2 Performance Bond. **INTENTIONALLY OMITTED**

7.9.3 Liquidated Damages applied to Implementation

The Parties acknowledge that timely implementation of the Help Desk and Call Center Services is critical to FLVS operations, student support, employee support, and continuity of business functions. The Parties further acknowledge that actual damages resulting from implementation delays would be difficult to determine with certainty. Therefore, the Parties agree that the liquidated damages specified herein represent a reasonable estimate of the damages FLVS would incur because of such delays and are not intended as a penalty.

#### A. Critical Milestone Delays

The awarded Contractor shall perform all implementation activities in accordance with the approved Implementation Plan, Statement of Work, and associated milestone schedule. Critical milestones may include, but are not limited to:

- Delivery of the final implementation project plan;
- Staffing and resource onboarding;
- Completion of background screenings and security requirements;
- Completion of Train-the-Trainer activities;
- Delivery of approved operating procedures and escalation workflows;
- System integration and connectivity testing;
- User Acceptance Testing (UAT);
- Knowledge transfer activities; and
- Any other milestone designated by FLVS as a Critical Milestone within the Implementation Statement of Work.

For each Critical Milestone not completed by the required date, and where such delay is solely attributable to the Contractor, FLVS may assess liquidated damages in the amount of:

**\$1,000 per calendar day, per Critical Milestone**, beginning on the first calendar day following the missed milestone date and continuing until the milestone is completed and accepted by FLVS.

The total liquidated damages for individual Critical Milestone delays shall not exceed ten percent (10%) of the first-year contract value unless the delay results in a missed Go-Live date.

#### B. Missed Go-Live Date

Contractor shall deliver fully operational Help Desk and Call Center Services, staffed by fully trained and approved personnel, and capable of meeting all contractual requirements no later than **June 1, 2027**, or such other date as may be approved in writing by FLVS.

If Contractor fails to achieve the required Go-Live date for reasons attributable to Contractor, FLVS may assess liquidated damages in the amount of:

**\$2,500 per calendar day** beginning on the first day following the approved Go-Live date and continuing until the Contractor successfully achieves Go-Live and FLVS formally accepts the services.

If the delay extends beyond fifteen (15) calendar days, FLVS may increase the liquidated damages assessment to:

**\$5,000 per calendar day** beginning on Day 16 and continuing thereafter until successful Go-Live is achieved.

#### C. Additional Remedies

Assessment of liquidated damages shall not limit FLVS's right to:

- Require a corrective action plan;
- Withhold payment for incomplete deliverables;
- Procure temporary or replacement services necessary to maintain operations;
- Recover reasonable excess costs incurred as a result of delayed implementation where permitted by law;
- Exercise rights related to default, termination, or transition assistance; or
- Pursue any other remedy available under the Agreement.

Any liquidated damages assessed under this section may be deducted from invoices otherwise payable to the Contractor.

7.10 All awardees shall comply with Chapter 442, Florida Statutes to any product or item delivered or used when providing goods or services under this contract by providing Material Safety Data Sheets (MSDS) when applicable.

7.11 Public Entity Crimes. A person or affiliate who has been placed on the convicted contractor list following a conviction for a public entity crime may not submit a bid/proposal on a contract to provide any goods or services to a public entity, may

not submit a bid/proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bid/proposal(s) on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted contractor list.

- 7.12 The Awardee(s) certifies by submission of this RFP, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- 7.13 Identical Qualifying Bid/Proposals: (*FLVS Procurement Policy po6320*)  
<https://go.boarddocs.com/fla/flvs/Board.nsf/Public#>
- 7.14 In accordance with F.S. 1010.04 FLVS
  - a. has reviewed the purchasing agreements and state term contracts available under F.S. [287.056](#).
  - b. shall not request documentation of or consider a proposer's social, political, or ideological interests.
  - c. shall not give preference to a proposer based upon their social, political, or ideological interests.
- 7.15 The following two Florida State statutes apply to this solicitation and may have contractual requirements.
  - a. F.S. 787.06(13)
  - b. F.S. 287.1346

8. **DEFINITIONS.** The following words shall be defined as set forth below:

Automatic Call Distributor (“ACD”). System that routes incoming calls from within a queue to predefined recipients.

Average Speed of Answer (“ASA”). The “time a caller rings or is queued in the system before reaching a ‘live’ agent.”

Billable Contact. 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. 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.

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.

Chat BOT. FLVS automated agent that may assist or generate an incident within the FLVS Incident Management System.

Note: SLA metrics shall apply for all Call Abandons exceeding 30 seconds. No fees to FLVS for Abandon Calls apply.

Call Monitoring Form(s). Performance Evaluation Forms for Calls and Chat Sessions (Attached below)

Change Order (“CHG”). Contractual Document: required written notice detailing changes to the Statement of Work including alterations to milestones, deliverables, quantities and cost. Requires issuance of FLVS change order/purchase order when there is a fiscal impact.

Contractor. The provider of the Goods or Services under the Agreement.

Customer Satisfaction (“CSAT”). Offered at the end of every call customer satisfaction survey that is mentioned by an agent.

Cost Proposal Form or Cost Proposal. The portion of the response that describes the proposed pricing.

FLVS Incident Management System. Manages the company's interaction with current and potential customers, students, parents, and or FLVS business users, staff, instructors or similar. (Currently ServiceNow – subject to change at the sole discretion of FLVS).

First Call Resolution (“FCR”). The percent of calls resolved by the [contractor] Help Desk, thereby eliminating the need for escalation to Tier 2.”

FLVS Master Service Agreement or Agreement or Contract (“MSA”). The agreement between FLVS and the Contractor as defined by the terms of this FLVS Master Service Agreement and its incorporated documents.

Help Desk Contact. Defined as a received communication related to a new or existing incident to the Help Desk via a telephone call, self-service request, and/or online chat.

Interactive Voice Response (“IVR”). Technology that allows a computer to interact with humans using voice and DTMF tones input via keypad.

Intent to Award (“IAW”). A formal notice posted on FLVS.net notifying the public that FLVS has completed its evaluation process and intends to award a contract to the highest-ranking Respondent

Interactive Voice Responses (“IVR”). Automated phone menu that interacts with callers before they reach an agent, provide greetings, offer service options, collect information.

Jessica Lunsford Act (“JLA”). In accordance with Section 1012.465, Florida Statutes, (1) Noninstructional school district employees or contractual personnel who are permitted access on school grounds when students are present, who have direct contact with students or who have access to or control over school funds must meet Level 2 screening requirements as described in s. 1012.3 F.S. Contractual personnel shall include any vendor, individual, or entity under contract with the school board. Background screenings and fingerprinting are required and shall be conducted at the respondent’s expense.

Contractual personnel are described as any vendor, individual, or entity under contract with the school board. Subcontractors are considered to also be contractors with the district for the purpose of the Act. Any employee of an entity under contract with a district would need to be screened.

A Level 2 background check includes fingerprinting the individual and submitting the prints to the Florida Department of Law Enforcement (FDLE) to compare those records against the statewide criminal and juvenile records maintained by the FLDE and federal criminal records maintained through the Federal Bureau of Investigation. It may also include a local criminal record check through local law enforcement agencies.

For more information regarding the Jessica Lunsford Act visit: <https://info.fl DOE.org/docushare/dsweb/Get/Documents-3151/k12%2005-107a>

Support Levels:

- Tier 1 – Contractor provided support for all FLVS initial contacts including Parent/Student/All FLVS users. This includes first-level technical support and customer service information
- Tier 2 – FLVS advanced and expert Technical or Customer Care support when escalations are needed from Tier 1
- Tier 3 – Advanced Level Technical Support (specialist/engineer level technical support) handled solely by FLVS

Levels of Criticality. See fully defined Exhibit 1 below (directly following Definitions Section 8).

Proposal Evaluation Committee or Evaluation Committee (“PEC”). Individuals assigned to a committee for the purpose of evaluating Proposal responses.

Live Chat. A text-based interaction between a user and a live agent.

Outbound Contact. 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.

Purchase Order ("PO"). The form or format used to make a purchase under the Agreement (e.g., a formal written purchase order, electronic purchase order, procurement card, or other authorized means).

Proposer or Respondent. The company, organization or contractor submitting a proposal in response to a published solicitation.

Proposal or Response or Submission. The information provided in response to the Solicitation. May be used interchangeably throughout the document.

Request for Proposal ("RFP"). A solicitation used in negotiated acquisition to communicate government requirements to the prospective contractors and to solicit proposals.

Peak Times. Periods of time with higher call volumes. Higher weekly call volumes occur Mondays and Tuesdays. Peak call seasons that experience significantly higher call volumes are January, May, June July and August

Response. Acknowledgement of a support incident submission by contractor to FLVS requestor (FLVS Staff, Student or Parent). Failure to acknowledge a reported incident does not alter defined response times or resolution and as such may invoke SLA penalties. Contractor retains responsibility for examining the incident and obtaining clarifications needed for full understanding of issue.

Resolution. Fully delivered solution that solves the reported problem.

Services. Services and/or deliverables as provided in the Master Service Agreement and as further described by the Statement of Work as required. The Contractor's Responsibilities as described in detail in the sample SOW Attached within the Required Forms Packet.

Statement of Work ("SOW"). Identifies the Contractor's Responsibilities including milestones, dates, deliverables, quantities and cost as an attachment to the Master Services Agreement and issuance of purchase order for work to commence.

Subject Matter Expert ("SME"). Individual(s) who are considered authorities in a particular field or area of the business.

Technical Response or Technical Proposal. The response to the RFP excluding the Cost or Pricing Proposal Form. May be used interchangeably throughout the document.

Ticket(s). User entered or self-service incidents.

Warm Transfer. Refers to speaking with a new agent before call is transferred or released. The warm transfer provides opportunity for information sharing prior to handing off the call.

**Levels of Criticality** (FLVS Shall Provide All Tier 2 and 3 Support) Exhibit 1

| Priority level | Urgency          | Definition                                                                                                                                                                                                                                                                                                               | Tier 1 Support Target Response & Resolution Time                                                                                                      |
|----------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>0</b>       | <b>IMMEDIATE</b> | Wellness Incident: Includes any "caller" where they feel the student is in some form of danger, dangerous situation or a similar situation.                                                                                                                                                                              | <b>IMMEDIATE:</b> In accordance with FLVS Wellness Guidelines (See Exhibit 2)                                                                         |
| <b>1</b>       | <b>Critical</b>  | A service incident that adversely affects critical systems or user capabilities and for which no workaround is available, therefore requiring an immediate solution.                                                                                                                                                     | Response time:<br>Within 5-10 mins<br>(Phone, self-service ticket)<br>-----<br>Resolution time:<br>4 Business hours<br>(if no escalation is required) |
| <b>2</b>       | <b>High</b>      | A service incident that adversely affects systems or user capabilities but does not create an outage of key business tasks. An immediate response is required to communicate workaround or scheduling information, and a resolution must be prioritized as determined by FLVS.                                           | Response time:<br>Within 5-10 mins<br>(Phone, self-service ticket)<br>-----<br>Resolution time:<br>8 business hours                                   |
| <b>3</b>       | <b>Moderate</b>  | A service incident that adversely affects a single system or low number of users but does not create an outage of key business tasks. The incident must have a documented workaround and must be scheduled for resolution by a specific day and time.                                                                    | Response time:<br>Within 15-45 minutes<br><br>Self-service tickets:<br>within 4-16<br>-----<br>Resolution time:<br>16 business hours                  |
| <b>4</b>       | <b>Low</b>       | A service incident that affects a non-critical function of a system or that has a low number of reported occurrences. A change request from a user group not represented by the Change Control Board (CCB). The incident should have a documented workaround and the solution is included for prioritization by FLVS IT. | Response time:<br>Within 15-45 minutes<br><br>Self-service tickets:<br>Within 4-24 hours<br>-----<br>Resolution time:<br>32 business hours            |
| <b>5</b>       | <b>Planning</b>  | Category for feature requests that are pending Change Control Board (CCB) approval.                                                                                                                                                                                                                                      | NA                                                                                                                                                    |

## Threat and Wellness Procedure (Exhibit 2)

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**WARNING: Cell phones referenced in this protocol are strictly authorized for use ONLY during an active Threat and Wellness procedure. Any other personal or unauthorized use is strictly prohibited.**

Failure to follow protocol, may result in immediate termination of employment.

### 1. Purpose

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The purpose of this procedure is to effectively, accurately, and rapidly report any known immediate, perceived, or implied threat to or from any staff member, student, guardian, instructor, or any other person in any location. Life safety is our highest priority.

### 2. Immediate Emergency Response

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If there is any concern for imminent danger or an active threat to life safety, agents and staff must take the following actions:

- **Contact Authorities:** Call 911 and/or local law enforcement immediately.
- **Provide Critical Information:** When speaking with the Law Enforcement Agency (LEA), you must provide:
  - Names of all parties involved.
  - Locations of all parties affected.
  - Contact information for all parties affected.
  - The specific type or nature of the threat or wellness concern.
  - Contact names and numbers of any authorities already contacted by any individuals.

### 3. Immediate Internal Notification

---

Concurrent with or immediately following the notification of emergency services, internal escalation must occur:

- **Notify Leadership:** Agents must immediately notify a supervisor or manager by any real-time means necessary, such as Microsoft Teams, text message, or cell phone call.
- **CRITICAL: Email alone is insufficient for reporting a Threat and Wellness incident. Real-time, verified contact is required.**

### 4. Supervisor / Manager Responsibilities

---

Upon receiving a Threat and Wellness escalation, the supervisor or manager assumes primary responsibility for coordinating the response:

- Provide immediate coaching and operational assistance to the reporting agent as needed.
- Contact local law enforcement directly if they have not already been contacted and the supervisor deems it necessary.
- Contact the designated FLVS personnel (detailed in Section 7) to notify them of the situation.
- Continue to actively follow up and coordinate with the FLVS Customer Care team, the Department of Children and Families (DCF), and/or local law enforcement as appropriate until the immediate crisis is resolved or handed over to an active investigation.

## 5. Information Handling Restrictions

---

Due to the highly sensitive and legal nature of these incidents, strict information control protocols apply:

- **No Direct Release of Evidence:** Titan Technologies personnel **may not** send logs, call transcripts, or any other evidence relating to the investigation directly to the subject, parent, or guardian.
- **Referral of Inquiries:** All contacts from authorities, parents, guardians, or others seeking to provide or receive additional information regarding the incident must be strictly referred to Professional Standards at **407.513.3550** or [hrprofessionalstandards@flvs.net](mailto:hrprofessionalstandards@flvs.net).

## 6. ServiceNow Documentation

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Accurate documentation is legally required but must only be completed *after* immediate life-safety notifications have been made.

- **Ticket Creation:** Once DCF and/or local law enforcement has been contacted, a ticket must be created in ServiceNow under the name of the *FLVS Service Center*.
- **Details to Include:** The supervisor or manager must document the event, summarizing what occurred and including any information deemed useful to authorities or FLVS in identifying all affected parties.
- **Routing:** The ticket must be assigned directly to the **FLEX - Student Services** queue for further processing by FLVS.

## 7. Program Contact Procedures (Post-Law Enforcement)

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Once DCF and/or local law enforcement has been successfully contacted, the following FLVS personnel must be notified for Full-Time, Flex, and Franchise students.

### A. Required Contacts

Contact the Student Services and Titan Wellness Chat, if not responded to in 10 minutes, You must make direct contact with **ONE** of the following administrative leaders. **A message or voicemail is NOT sufficient; you must speak with them directly or confirm receipt via Teams.**

**Contact information shall be provided to the awarded Contractor.**

B. Required Administrative Actions

- **Submit ServiceNow Ticket:** Using the *"Student Wellness Report"* template, submit a highly detailed ticket to the **FLEX - Student Services** queue.
- **Inform Customer Care:** The handling supervisor must inform the FLVS Customer Care team (Manager and all technicians) of the escalation.
- **Internal FLVS Routing:** The Student Services Administrator or Chief of Safety will assume responsibility for alerting the Principal or Director of Instruction as needed.

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Internal Use Only | Revamped 2026 Version | Threat and Wellness Response Protocol

### Call Monitoring Performance Evaluation Form (Exhibit 3)

| Performance Evaluation Form – Call Monitoring FLVS CALL MONITORING FORM |                    |                        |                  |                                   |                 |
|-------------------------------------------------------------------------|--------------------|------------------------|------------------|-----------------------------------|-----------------|
| Call Reference:                                                         |                    | Disposition:           |                  | Language:                         |                 |
| Agent:                                                                  |                    | Score:                 |                  | Time:                             |                 |
| Date of Call:                                                           |                    | Evaluator:             |                  | Acct/Ticket#                      |                 |
| <b>Auto Fail/Zero % Offenses</b>                                        |                    |                        | <b>Committed</b> |                                   | <b>Comments</b> |
| Hanging up on a Caller                                                  |                    |                        | NO               |                                   |                 |
| CSR did not create an incident to document call                         |                    |                        | NO               |                                   |                 |
| CSR was rude or used profanity                                          |                    |                        | NO               |                                   |                 |
| <b>Customer Connection</b>                                              | <b>Point Value</b> | <b>Possible Points</b> | <b>Met</b>       | <b>Points Earned</b>              | <b>Comments</b> |
| Courtesy and Professionalism                                            | 10                 | 10                     | YES              | 10                                |                 |
| Verified Customer Information                                           | 10                 | 10                     | YES              | 10                                |                 |
| Call Control                                                            | 10                 | 10                     | YES              | 10                                |                 |
| <b>Program/Policy Knowledge &amp; Accuracy</b>                          | <b>Point Value</b> | <b>Possible Points</b> | <b>Met</b>       | <b>Points Earned</b>              | <b>Comments</b> |
| Program Knowledge & Policy/Procedure,                                   | 20                 | 20                     | YES              | 20                                |                 |
| Effective Probing                                                       | 20                 | 20                     | YES              | 20                                |                 |
| <b>Technical</b>                                                        | <b>Point Value</b> | <b>Possible Points</b> | <b>Met</b>       | <b>Points Earned</b>              | <b>Comments</b> |
| Incident Complete & Accurate, Assignment/Notation for Service Now       | 10                 | 10                     | YES              | 10                                |                 |
| <b>Accountability</b>                                                   |                    |                        |                  |                                   |                 |
| Reviewed Account/First Call Resolution & Accountability                 | 10                 | 10.                    | YES              | 10                                |                 |
| Closed Call with Assurance                                              | 5                  | 5                      | YES              | 5                                 |                 |
| Disposition                                                             | 5                  | 5                      | YES              | 5                                 |                 |
| <b>TOTALS</b>                                                           |                    |                        |                  |                                   |                 |
| <b>QUALITY SCORE</b>                                                    |                    | <b>100%</b>            | <b>100%</b>      |                                   |                 |
| <b>Agent Comments:</b>                                                  |                    |                        |                  |                                   |                 |
| <b>Agent Signature:</b>                                                 |                    |                        |                  | <b>Quality Scoring Guidelines</b> |                 |
|                                                                         |                    |                        |                  | Exceeds:                          | 95% or above    |
|                                                                         |                    |                        |                  | Meets:                            | 90% - 95%       |
| <b>Date:</b>                                                            |                    |                        |                  | Below:                            | 90% or below    |

# FLVS DO NOT DO POLICY

Effective Date: April 17, 2026 | Version 2.1

## EXECUTIVE SUMMARY & DISCIPLINARY ACTION

This policy defines strict operational boundaries for Contractor employees. While you may possess the technical access or ability to perform certain tasks within FLVS systems, you are strictly prohibited from executing the actions listed below. Violation of any part of this policy will result in an immediate Final Written Warning and/or termination of employment.

## 1. POLICY OVERVIEW

These restrictions are implemented to ensure compliance with state laws, protect user privacy, and maintain operational integrity. Certain functions are legally designated for specific staff members who possess specialized knowledge of state and local education policies. Furthermore, specific account management tasks are designed to be performed solely by the users (students/guardians) to verify intent and identity.

**Your Role:** If a user encounters technical difficulties performing tasks they are responsible for, your role is to troubleshoot the technical issue. If the issue cannot be resolved through troubleshooting, you must escalate the ticket. When in doubt, always ASK a supervisor first.

## 2. PROHIBITED ACTIONS

### A. Verification & Privacy Protection

- **DO NOT** skip the full verification process when it is required for the specific type of contact.
- **DO NOT** provide Personal Identifying Information (PII) or assist any caller who is not listed on an account, regardless of whether consent is given by the student or parent on the account.
- **DO NOT** reverse-verify any users (e.g., stating the PII to the user and asking them to confirm it; the user must provide the information).
- **DO NOT** ask parents, students, or staff for their login credentials.

## B. Student Account Management

- **DO NOT** add any parent or guardian to a user's account.
- **DO NOT** modify any account information in the VSA Student Profile (exceptions: physical address, email address, telephone number, and grade level may be updated only upon request and after proper verification).
- **DO NOT** advise a user when to withdraw from their current school (Florida Virtual School Full Time or the Homeschool office handles these academic decisions).

## C. Assessment & Course Administration

- **DO NOT** modify any course enrollments (this includes Drop, Add, Reinstate, Approve, or Change Start Date actions).
- **DO NOT** add courses to any user's account through the VSA "Add Enrollment" button on the CAR page.
- **DO NOT** reset or unlock any assessment for a student.
- **DO NOT** provide anyone with exam passwords.
- **DO NOT** reset any exam outside of the specific exam reset dates and parameters provided by FLVS during scheduled teacher breaks.

## D. Communication & Documentation Standards

- **DO NOT** release calls or transfer them to another line with the intent to avoid taking the call (call avoidance).
- **DO NOT** fail to create a ticket for every contact made with the call center.
- **DO NOT** fail to update an existing ticket if one exists.
- **DO NOT** include any Personal Identifiable Information (PII) in tickets or work notes (e.g., DOB, passwords, Social Security numbers).
- **DO NOT** share any internal documents, links, or Job Aides from Titan or FLVS with customers.
- **DO NOT** provide academic advisement to students or parents, including any recommendation, suggestion, or opinion that could influence course selection, course level, or academic planning (e.g., "I recommend...", "You should take...", "This course is better for you..."), as all academic guidance is the responsibility of the students' school staff. If a request involves uncertainty about course selection, suitability, difficulty, or academic planning, agents must refer to the appropriate job aide, when in doubt which job aide to use, seek a supervisor for assistance first.

#### E. Confidential Information Handling (Focus/Threats)

- **DO NOT** deviate from the Threat and Wellness procedures as outlined in the respective official documentation.
- **DO NOT** provide any information to a contact regarding a Private/Protected Focus account (indicated by a blinking red light icon in Focus).
- **DO NOT** provide any information to a contact regarding an Ineligible Focus account.
- **DO NOT** include Focus Ineligibility status in tickets or work notes.

#### F. FLVS FlexPoint Callers

- **DO NOT** provide pricing information of any kind to callers or users inquiring about FLVS FlexPoint courses, programs, or services. All pricing inquiries must be directed to the appropriate FLVS FlexPoint department or designated personnel. Agents are strictly prohibited from quoting, estimating, or referencing course costs, fees, or tuition under any circumstances.

### 3. ACKNOWLEDGMENT

By signing below, I acknowledge that I have read, understood, and agree to adhere to the terms and conditions of this policy. I understand that failure to comply with these restrictions may result in disciplinary action, up to and including termination.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## QUALITY ASSURANCE SURVEY (Exhibit 6)

(Post support call Quality Assurance (QA) reviews of Level 1 Help Desk interactions.)

### Sample Script Content

- Did the agent properly verify the user's identity before providing assistance?
- Did the agent accurately identify and understand the user's issue?
- Did the agent follow the approved troubleshooting procedures?
- Did the agent provide an accurate and effective resolution?
- Did the agent document the call and resolution correctly in the ticket?
- Did the agent follow required security and escalation procedures?
- Was the agent professional, courteous, and clear throughout the call?
- Did the agent confirm the issue was resolved before ending the call?
- Did the agent appropriately set expectations or provide next steps?
- Was the call handled within the required SLA?

After call questions/prompts

Thank you for calling F L V S. We value your feedback. If you would like to participate in a brief survey, please press 1. If you prefer not to take the survey, press 2 or simply hang up.

Thank you, and have a wonderful day.

->IF Prompt 1 is selected

Thank you for taking our survey.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how was the service provided by your representative?

-> once score is selected

On a scale of 1 to 5, with 1 being poor and 5 being excellent, How was your overall experience with FLVS?

-> once score is selected

If you would like to leave any additional comments about the service you received, please press 1. If not, thank you for taking the time to provide your feedback and have a great day.