NOTICE

NOTICE OF INTENDED ACTION TO SHORT LIST

FLORIDA VIRTUAL SCHOOL

October 29, 2026

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Notice is hereby given that on October 29, 2026, the Evaluation Committee scored and ranked all qualified submissions for RFP01-2705030B01-HLPDSK-XXXXXX; Call Center Support Services and is proceeding to interviews with the following proposers:

- Inktel Contact Center Solutions, LLC
- Telaforce, LLC

Agenda & Content

The interview will primarily consist of the following:

- Introductions of your team
- Presentation
- Explanation of value-added services and cost containment strategies
- Open questions and answers

Shortlisted Proposers shall address the following within their presentation:

- Provide an overview that explains your recruitment cycle and training durations
- Provide a deeper explanation of your methodology to ramp up for peak seasons and how you ensure adequate staff is available and trained in a timely manner
- Demonstrate your reporting portal while showing the level of visibility available to FLVS.
- Explain how your proposed call center platform will work with FLVS ServiceNow, including any integration capabilities or limitations. Describe how call information will be transferred to ServiceNow, whether automatically or manually, and how your solution will support accurate ticket documentation and reporting.
- Explain your approach to continuous improvement, specifically how you plan to improve first-contact resolution, reduce repeat calls, and minimize unnecessary escalations to FLVS.
- Identify value-added services and cost containment strategies

PRESENTATION/INTERVIEW MEETINGS ARE SCHEDULED ON NOVEMBER 5, 2026 AS FOLLOWS:

Inktel - ***(This meeting is closed to the public)***
10:00 – 10:45 AM EST - Panel Interview

10:45 – 11:00 AM EST 15 MINUTE COMMITTEE BREAK

Telaforce ***(This meeting is closed to the public)***
11:00 – 11:45 AM EST – Panel Interview

11:45 – 12:00 PM (Noon) EST 15 MINUTE COMMITTEE BREAK

SCORING (This is a Public Meeting) 12:00 PM EST (Noon)

THE PUBLIC MEETINGS WILL BE HELD via Zoom Conference at:

Dial-In Number: 646 876 9923
Zoom Meeting Link: https://flvs.zoom.us/j/6826895354
Meeting ID: 682 689 5354

"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 required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. "