1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
   All responses must be received by Monday, January 6, 2020, at 2:00pm CST.
2. Why has this bid been released at this time?
   The current contract will expire April 2020.
3. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
   We are extremely satisfied with our current vendor.
4. Has the current contract gone full term?
   The current contract will expire April 2020.
5. Have all options to extend the current contract been exercised?
   Yes, all options to extend the current contract have been exercised. The original RFP did not allow any extensions past April 2020.
6. Who is the incumbent, and how long has the incumbent been providing the requested services?
   The incumbent is LK Marketing Services of Indianapolis, IN and they have been providing services since April 2017.
7. How are fees currently being billed by any incumbent(s), by category, and at what rates?
   Invoices are sent monthly or as needed based on work completed. Categories include monthly recurring fees, direct marketing, support programs, creative development, media spend, systems, and program administration. The total contract is for $1,750,000 for the three years.
8. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
   The total contract with the incumbent is for $1,750,000 for the three years.
9. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.
   We are not sure what this question is asking.
10. Is previous experience with any specific customer information systems, phone systems, or software required?
    It would be assumed that these experiences existed with the aggressive time frame of these services. All services must be in place by April 1, 2020.
11. What is the minimum required total call capacity?
    There is no minimum call volume requirements for the C2C Inbound or Outbound.
12. What is the minimum simultaneous inbound call capacity?
    Inbound call capacity is up to 350 calls simultaneously with the capability for expansion beyond this if required.
13. What is the maximum wait time?
    No maximum wait time has been established however 70% of C2C calls are to be answered within 30 seconds of being offered to an agent.
14. What is the maximum hold time?
    Max hold time standard for C2C is managed through the Average Speed of Answer (ASA) metric. C2C’s goal is an average speed of answer of 30 seconds.
15. What percentage of inbound calls must be answered by a live operator?
    All calls are answered and serviced by a live person. C2C does not use voice recognition or AI equipment for servicing. Callers are provided a recorded greeting that sets expectations and provides for a smooth transition between the time the customer connects to the line and a live agent.
16. What percentage of calls must be resolved without a transfer, second call, or a return call?
    a. We expect to manage 99% of C2C inbound calls to comply with one call resolution processing and estimate that 99% of calls are resolved without a second call or a return call.
    b. C2C does not currently transfer callers. Agents will sometimes need to refer the caller to reach out to their coach, the frequency in which this happens is less than 1%.
17. What is the maximum percentage of calls that can be terminated by the caller without resolution?
a. 100% of all C2C respondent questions are to be addressed prior to the caller terminating the call.

18. Is there a minimum or maximum number of operators and supervisors?
   C2C requires dedicated operator staffing necessary to support service levels.
   a. C2C General Line: 8
   b. Triage: 11
   Note: all 19 agents are trained on and can be allocated to support C2C General line inquiries.

19. What are the call center’s hours of operation?
   Monday – Friday 8:00 am – 7:00 pm CST and Saturday 9:00 am – 3:00 pm CST

20. What are the required language options?
   English is the only required Language, but the center has Spanish and French language servicing as standard offering.

21. What is the required degree of dedication for the call center?
   a. C2C General Line: 8
   b. Triage: 11
   c. QC Specialist: 1
   d. Account Manager: 1
   e. Training specialist: 1

22. What is the required degree of dedication for the operators?
   C2C requires dedicated operator staffing necessary for supporting service levels.
   Currently:
   a. C2C General Line: 8
   b. Triage: 11

23. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
   a. Outbound: No
   b. Inbound: This is optional. C2C includes a short-recorded greeting setting expectations and providing for a smooth transition between the time the customer connects to the line itself and then connects to an agent.

24. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
   a. All Inbound and Outbound calls are recorded for quality and training purposes.
   b. All recorded calls are to be maintained for a minimum of 190 days.

25. What are the recording and storage requirements for non-phone communications?
   All non-phone application information is maintained in a dedicated database and stored indefinitely.

26. What information is to be included in call logs?
   a. For C2C these include:
      i. Contact information: first and last names, physical and email address, and telephone number
      ii. Call details (call date, disposition code, agent comments)
      iii. Invitation IDs or source
   b. This information becomes part of the permanent record and maintained indefinitely for C2C applicants and for 18 months for all non-applicant inquiries.

27. What was your average monthly call volume over the past year?
   a. Inbound 480 calls per month
   b. Outbound 1298 contacts and 3,045 dials per month

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

29. What is the current average wait time for phone calls?
   a. C2C General Line: 24.6 seconds
   b. Triage: 10.8 seconds

30. What is the current average handle time for phone calls and other types of communications?
   a. C2C General Line: 7.85
   b. Triage: 9.90

31. What is the current average after-call work time for operators?
   a. C2C General Line: 21 seconds
   b. Triage: 62 seconds

32. Over the past year, what is the percentage of calls received in English versus non-English?
Over 99% of all calls were serviced in English.

33. Over the past year, what percentage of calls received were in Spanish?
   Negligible - less than 1% mostly on outbound calls (triage)

34. What time of day, days of the week, or times of the year do calls typically peak?
   a. A number of factors impact day of week or time of day call volumes—e.g. mass media advertising campaigns (TV or Radio) can have a large impact on time of day volumes and larger mailings can have an impact on day of week volume patterns.
   b. Independent of these factors, Tuesday through Thursday represent higher call volume received inbound and a majority of the daily inbound call volume is received after 3 PM EST.

35. Is the RFP limited to only addressing the new 50,000 anticipated records of non-completers for marketing?
   Yes.

36. If so, does other marketing only apply to these 50,000 records as well (graduation t-shirts, student surveys, etc.)?
   No, those marketing efforts will continue for any C2C applicant, enrollee, and/or graduate.