CLEVELAND
METROPOLITAN
SCHOOL DISTRICT

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June 10, 2021

To: All Vendors

From: Seletha R. Thompson
          Purchasing Analyst

Re: **Addendum #2 for** Department of Information Technology Customer Service Partner

*Below is **Addendum #2 for** RFP 21319 – Department of Information Technology Customer Service Partner*

*This addendum supplements and amends the items in the Specifications. This addendum **must be noted** on the Addendum Acknowledgement Form found in the RFQ. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected**.*

This Addendum #2 reflects the following:

- Bid Due Date Extension
- Response to Questions (see attached)

This Addendum shall hereby be and become a part of the Contract Documents the same as if originally bound thereto.

Each bidder shall acknowledge receipt of the Addendum in your bid response. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.**

BID DUE DATE - EXTENSION

Till

June 21, 2021 at 1:00 PM (EST)

REMINDER: Mailing of RFP Responses are encouraged. However, hand deliveries will only be accepted from 11:00 AM to 1:00 PM on June 21, 2021.

PPE IS REQUIRED TO BE WORN FOR ENTRANCE TO AND WHILE IN THE BUILDING.

--End of Addendum #2—

1 Who is the incumbent?

ANSWER: GPI Consulting.

2 What is the value of the contract?

ANSWER:
We don't provide that information as part of the RFP.

3 What is the historical or estimated staffing? If it is in the solicitation, what page?

ANSWER: Up to 5 staff members including bilingual staff

4 In the cost proposal, it says there is 4 tables, but there is only 3

ANSWER:
Only three tables are required.

5 Is there an OCI issue between the company that wins the Helpdesk/Field technician contract and the company that wins the Service Desk contract?

ANSWER: We understood OCI to be Organizational Conflict of Interest. Those are two separate contracts for two separate services.

6 We are one of the participants of the subjection mentioned solicitation and have submitted our questions already. Someone might have raised this question already but if not, we would request you to share the average number of calls and average handle time.

ANSWER:
An updated report is attached

7 Additionally, we would request to extend the submission deadline as the answers to vendor questions have not published yet. There might be a need for additions or amendments in the proposal depending on the answers we receive.

ANSWER:
Responses have been extended to June 21, 2021

8   What is the estimated budget for this RFP? If unknown, please provide the previous spending.

    ANSWER:
                We don't provide this information as part of the RFP.

9   Please disclose the incumbents' names and if possible please provide the incumbent proposals?

    ANSWER:
                GPI Consulting. We don't disclose incumbent proposal as part of the RFP

10 To offer you competitive pricing, please share the incumbents' cost proposal.

    ANSWER: We don't provide this information as part of the RFP. Use the updated historical data as well as the scope of services to provide a cost proposal.

11 Will the School District amend the proposal delivery method from hard copy to email?

    ANSWER:
                Responses are via hard copy only.

12 Is it possible for the School District to share the transcript copy of pre-proposal meeting?

    ANSWER:
                The Pre-Proposal Conference was not recorded.

13 Please provide the link of the directory of certified diversity business?

    ANSWER: CMSD does not have a directory of vendors. CMSD accepts vendors that are certified by the City of Cleveland, Cuyahoga County, State of Ohio. Please visit their respective sites for vendors.

    Please provide the name of applicable certifying agencies for diversity business that will be acceptable by the School

14 District?

    ANSWER:
                CMSD accepts vendors that are certified by the City of Cleveland, Cuyahoga County, State of Ohio.

    It is our understanding that the copy of additionally insured Insurance needs to be submitted after award. Is it

15 correct?

    ANSWER: CMSD would like to verify that the respondent can meet or exceed insurance requirements as stated in the RFP. Naming CMSD as a Certificate Holder is required at the time of contract execution.

16 Do the vendors get preference if they are a diversity business in the State?

    ANSWER: As described in the evaluation section in the RFP document, MBE is an evaluation criterion

17 In light of COVID can School District waive the notarization requirement?

    ANSWER: No, all forms that require notarization, must be submitted with proper notarization.

18 Can School District accept the Electronic Notarization?

    ANSWER: No

19 Can vendor take to do business license from Cuyahoga County and from the City of Cleveland after award?

    ANSWER: No

Whether companies from Outside USA can apply for this?
20 (like, from India or Canada)

.   As described in the RFP, you will be required to have resources staffing a call center in one of
    ANSWER: CMSD buildings.

21 Whether we need to come over there for meetings?

                  Not sure if the question is about the process before contract award or after winning the contract.
                  Before winning the contract, potential respondents will be asked to present virtually. After winning
    ANSWER: the contract, CMSD regularly meet with it's vendors personally and virtually.

Can we perform the tasks (related to RFP) outside USA?
22 (like, from India or Canada)

    ANSWER: No

23 Can we submit the proposals via email?

    ANSWER: No CMSD is only accepting hard copy responses.

24   On page 55 item 2 it states to use a 24 point border margin to the edge of page for the transmittal letter. The 24 point border margin makes the border 5/16 of an inch from the edge of the paper, normal borders in Word are 72 point which is 1" from the edge of the paper. I just wanted to make sure the 24 point border margin is correct.

ANSWER: Since many might be more comfortable with the default margins in M.S. word, we will accept a 1" margin set up as well as the setup described in the RFP document. Please use the same margin setup throughout the document

25   Is this work being outsourced today?

ANSWER: Yes, technically, it might be more accurate to call it insourced as we have the partner work within CMSD facility and reporting to a CMSD Department

26   Can you disclose who the current supplier is?

ANSWER: GPI Consulting

27   How many suppliers are currently servicing the contract?

ANSWER: One

28   Can you provide us with a copy of the contract? If not, can you direct us to a copy of where we can locate the contract?

ANSWER: We don't provide this information as part of the RFP

29   What was the length of last contract?

ANSWER: One year contract with 3 one-year options to renew

30   Was a contract extension used?
ANSWER: Yes

31   Will there be a notification for short-list and if so, what is the anticipated timeline?
ANSWER: Yes. A short list of selected respondents will be contacted to present their solutions. Please refer to the timeline in the RFP document

32   What is the timeline for notification of award?
ANSWER: Please refer to RFP document

33   What is the go-live date?
     ANSWER: 30 days from contract award. Please refer to RFP document for timeline

34   Can you provide average monthly volumes, handle times and service levels for each of the contact types listed?
     ANSWER: See attached updated historical data

35   Can you provide historical daily call volumes by intervals?
     ANSWER: Not intervals within days, we will provide daily calls history report.

36   Can you provide historical call volumes for an indicative week and seasonal fluctuations?
     ANSWER: See attached updated historical data

37   What are the hours of operation required?
     ANSWER: See RFP for response

38   How many FTE's currently service the program?
     ANSWER: Use the updated historical call volume and the scope of work to propose FTE's

39   What is the language requirement for the program?
     ANSWER: Please see RFP for response

40   How long is the new hire training for each Line of Business?
     ANSWER: Not clear what line of business refers to. There is a 30 day transition period. Training provided by CMSD on the customer service model happens regularly as the district sees fit

41   After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?
     ANSWER: Training of agents is the responsibility of vendor. CMSD provides training on the customer service model adopted by the district. The vendor will collaborate with the customer experience office on training.

42   Are there expected ongoing training requirements? If so, please define.
     ANSWER: The district will provide training on the customer service model adopted by the district. Training in general is the responsibility of the vendor. The RFP has specific questions about training, which will be part of the evaluation of the RFP responses.

43   Does CMSD require dedicated trainers and/or training managers?

      ANSWER: Some of the questions in the RFP are designed to capture a respondent's approach to training. The response is part of your solution and will be evaluated as such.

44   What is the expected Average Handle Time for calls?

      ANSWER: See attached updated historical data

45   Can you provide more detail around your Quality Assurance expectations for each Line of Business? (e.g. number of monitors per agent per week, quality assurance processes, quality scorecards, etc.)?

      ANSWER: Not clear what Line of Business refer to. All questions in the RFP are viewed as part of the solution, responses will be evaluated as such. We deliberately do not detail expectations specific to questions posted to provide the respondents with the freedom to present their proposed approaches/solutions

46   How is CSAT measured/calculated today?

      ANSWER: Through after call surveys.

47   What are the system requirements, will it be hosted by the supplier or provided by you, the client?

      ANSWER: System provided by CMSD

48   Will agents be working off CMSD's system platform?

      ANSWER: Yes

49   What technology will be provided by CMSD?

      ANSWER: Contact Center by Intermedia

50   Please confirm if CMSD will be providing voice/data circuits to the vendor's Points of Presence (POP)? If this will be handled by the vendor instead, please provide your data center locations/address.

      ANSWER: CMSD is requesting staffing of a call center in one of CMSD buildings. CMSD has its own data center and will provide the Automated Call Distribution System

51   What are the communication channels required? Voice, Chat, Email, Other? Can you provide contact volumes by channel?

      ANSWER: Voice

52   Are you considering proposals from offshore providers?

     ANSWER: As described in the RFP, you will be required to have resources staffing a call center in one of CMSD buildings.

53   Are inbound and outbound call required for the program?

     ANSWER: Mainly Inbound

54   Please provide the percentage weighting on the evaluation criteria.

     ANSWER: The Criteria is listed in the RFP

55   Would CMSD allow consideration for submission by email or another source due to the pandemic?

     ANSWER: Responses should be delivered to CMSD offices as required in the RFP

— End of Questions and Responses —