August 16, 2019

To: All Vendors

From: Seletha R. Thompson
             Purchasing Analyst

Re: **Addendum #3 for RFP 21262 – Customer Service Desk Support**

*Addendum to **RFP 21262 – Customer Service Desk Support.** This addendum supplements and amends the items in the Specifications. This addendum **must be noted** on the Addendum Acknowledgement Form found in the RFP. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the proposal to be rejected**.*

This Addendum #3 reflects the following:

Below are questions and respective answers received for **RFP 21262 – Customer Service Desk Support**

Comprehensive Question and Answer List

1. **The RFP mentions proposing a plan for student interns, is this a requirement and if so does the district have a specific number of student interns it would like the vendor to have and does the district have any specifications for internship, e.g. pay, hours, etc.…?**

   Answer: Since the Department of Information Technology student internship program is strictly voluntary, we are appreciative for any support that an organization/ company is willing to provide.

2. **Appendix E, #1 third question "Licenses currently valid in force", what licenses is this question referencing?**

   Answer: Any valid license or certificate that the business entity holds.

3. **We are currently a DBE as per the requirements outlined in the RFP, which DBE forms do we complete as the prime vendor in our response?**

   Answer: Please refer to Section XII and complete the titled forms that apply and mark the other forms N/A and return.

4. **In what section of our response do we put our responses to Appendices D, E, and F??**

   Answer: Following Section VII (Scope of Services).

5. **In what section of our response do we put our proposed service level metrics and credits?**

   Answer: Following Section VII (Scope of Services).

6. **What is your historical call volume on Spanish speaking calls?**

   Answer: Please refer to attachment RFC 21262 ACD info.xlxs

7. **Do agents need to not only speak Spanish but write it as well?**

   Answer: No. All written documentation will be in English.

8. **There's a reference in your request for proposal for the expected desire to re-badge 25-50% of existing staff to our staff; does this mean this bid is only for companies in the Cleveland, OH area?**

   Answer: No.

9. **Can out of state companies bid on this proposal?**

   Answer: Yes.

10. **Are you looking specifically for vendors with diversity or is this open to all parties?**

    Answer: Open to all parties.

11. **Is there any other process outside of the forms attached to this proposal required to be licensed by the City of Cleveland to service this proposal?**

    Answer: No.

12. **Would you clarify where there would be a situation when there would be a need for "on-site staff".**

    Answer: SECTION VI: SCOPE OF SERVICES, 1.5 Key Requirements and Assumptions:
    Vendor must maintain an appropriate level of core staff onsite at CMSD that supports the District service performance goals, service levels and response times. Staff placement will be mutually decided. Every effort should be made to maintain the same core staff for the scope and term of the contract. All staff changes require immediate written notification to CMSD.

    All agents must be onsite at a designated CMSD facility.

13. **Would CMSD be providing the ticketing software to the awarded vendor on this bid?**

    Answer: Yes, any selected vendor will be required to use CMSD's ticketing system.

14. **Are you able to provide historical data on the volume of online (email, chat, etc.) traffic for this bid?**

    Answer: No.

15. **On page 60 section 1.4 labeled "Services"; If (my company) should be awarded this contract, would we be required to offer the internship/worker program given our out of state designation?**

    Answer: The Department of Information Technology continues to seek ways to help the students of CMSD obtain additional knowledge, skills, and abilities that will increase their marketability for higher learning institutes and employers. We aim to achieve that goal via our student internship program. Our student internship program is strictly voluntary.

16. **Can you describe the function of you ACD systems?**

    Answer: An ACD (automatic call distributor) is a telephone system that distributes incoming calls to a specific group of terminals used by agents. ... The ACD system handles incoming calls based on the numbers called and an associated database of handling instructions.

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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 this Addendum in your bid response. *Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.*

RFP Response Due Date

September 4, 2019 no later than 1:00 PM (EST)

--End of Addendum #3—