



November 8, 2018

**ADDENDUM VII**  
**Purchase of Contact Center Services**  
**CSP No. 19A-001**

I. The following is being provided in response to questions received:

- A. Question: For calls that are transferred to direct campus support (Tier 2), is this transfer desired as a warm or cold transfer? Warm transfers incur greater costs (longer AHT, etc.) but also generally provide a better caller experience.

Response: Cold transfer. Offerors` agents will not stay on the line to hand-off to Tier 2. Additionally, Section 1 Statement of Work, #4.1.2 Data and Voice Communication (page 12 of the CSP) has been revised as follows: Tier 2 (direct campus support): To provide cold transfer calls to Alamo Colleges District departments.

- B. Question: Does the Banner software expose a REST API for integration purposes, and will we be able to access it (7.2.5)?

Response: Banner has APIs. Accessibility will be determined by Offeror`s proposed software.

- C. Question: What is the required bandwidth for Alamo access?

Response: Current Contact Center Vendor operations are supported by:

1) 10 MB SIP trunk connection from Windstream for telephony; and 2) Alamo Colleges existing high capacity general purpose Internet connection, which is 2 x 10GB circuits. Additionally, the actual bandwidth use in the future will depend on the details of the Offeror`s environment.

- D. Question: Voice – Assume Avaya / Verint could be used?

Response: Offeror should refer to Addendum VI, response to question D.

- E. Question: Email – Assume AIC – is there a requirement for email conversational management/tracking?

Response: Offeror should refer to Addendum VI, response to question D.

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- F. Question: WebChat – Is Offeror to provide platform?  
Response: Offeror should Refer to Addendum VI, response to question E.
- G. Question: IM – Are there any integration or platform requirements?  
Response: Offeror should Refer to Addendum VI, response to question E.
- H. Question: Social – Is Offeror to provide monitoring and management tools?  
Response: Offeror should Refer to Addendum VI, response to question E.
- I. Question: Is there connectivity available at Alamo site?  
Response: Offeror should refer to Addendum II, response to question T.
- J. Question: Is system access via internet / IPSEC tunnel? If not who will provide the dedicated link between Stellar and Alamo?  
Response: Offeror should refer to Addendum V, response to question D.
- K. Question: Will queue treatments be provided by Alamo?  
Response: As stated in Section 1 Statement of Work, #4.7 Data and Voice Communication (page 12 of the CSP), Offeror is to provide the necessary telecommunication services from the Offeror to the designated contact center for delivering services in support of the Alamo Colleges District.
- L. Question: Alamo Site - Is there a EACS Access system availability?  
Response: The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.
- M. Question: Alamo Site - What Physical Security is in place?  
Response: The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.

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N. Question: Alamo Site - How many seats capacity of the facility?

Response: The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.

O. Question: Alamo Site - Does the Comms room have capacity for Offeror's equipment?

Response: The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.

P. Question: Alamo Site - Is there lockable racks available for Offeror's equipment?

Response: The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.

Q. Question: Is there any requirement for the IVR to be integrated with any external systems eg. Oracle CX?

Response: Offeror should describe best solutions to ensure maximum effectiveness through as much system integration as possible.

R. Question: Alamo Site - What UPS / Generator capacity does the site have, comms room and floor type?

Response: The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.

S. Question: Section 3.2.3 G Account Management requests information on key management. By this, would Alamo Colleges District need information on key personnel on the project or management of key metrics?

Response: Offeror is to provide a response that includes information regarding key personnel.

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- T. Question: Is the service required to take CC payments (US equivalent of PCI Compliant)?  
Response: No processing of credit cards by the contact center is required.
- U. Question: Are there any other security and regulatory requirements; eg. US equivalent of ISO, ISM, etc.?  
Response: Offeror is to respond with what security and regulatory parameters they meet.
- V. Question: Is there a minimum PC Spec (Hardware and Software)?  
Response: Offeror will determine the minimum hardware and software needed to run the systems and telecom integration provided by the Offeror.
- W. Question: What is the anticipated award date?  
Response: The anticipated award date for this CSP is February, 2019.
- X. Question: 3.2.2 (e) on page 19 asks that offerors list the clients that the firm has lost over the past three years and indicate the reason. Is this for contracts where we were the incumbent?  
Response: Yes, 3.2.2.e. (page 19 of the CSP) refers to contracts in which the Offeror is the incumbent.
- Y. Question: What is the anticipated contract type (e.g. firm fixed price, time and materials, etc.)?  
Response: Refer to Section 3 Proposal Pricing Schedule (page 29 of CSP) and Section 8 Terms and Conditions of the Contract (pages 34-50 of this CSP) for contract type and requested pricing.
- Z. Question: Price Table - The price table currently contains limited roles, is it preferred for the Offeror add additional roles required on an ongoing basis (ex. Account Manager) to the price table only in the price listing with all available service options?  
Response: Offeror is encouraged to propose pricing for the services, referenced within the Price Table (page 29 of the CSP). Offeror should include a copy of firm's price listing for additional roles required and all available service options with Offeror's proposal.

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AA. Question: The proposal pricing schedule states, “Agent Training refers to any ongoing training as directed by the Alamo Colleges District. This does not refer to or include any new hire training as a result of attrition.” Does this mean the only training that can be charged would be the first class of agents, ongoing training and any new agent training (as a result of surge volume)? Given that the onsite (preferred) option would be staffed with college students, who will not remain on the project over the span of the contract, would Alamo Colleges District consider amending this to cover training costs unless the attrition rate exceeds the industry average rate (excluding staff brought in to handle short term peaks)?

Response: Offeror should refer to Addendum II, response to question D. Additionally, The CSP requires a response for offsite at vendor location, and we are optionally considering a location on Alamo Colleges District premises. No further information is available at this time for the possible Alamo Colleges District on-site premise.

II. For updates and additional information regarding this CSP, Offerors are to refer to the following website:

<https://www.alamo.edu/about-us/offices-departments/departments/purchasing/>

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