Louisiana Delta Community College
Purchasing Office
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Addendum #1
March 10, 2025

BID NUMBER: 40010-10617 – Furnish Call Center

DUE DATE: March 19th, 2025 @ 2:00 PM, CST

The following shall become a part of the ITB, Information for Bidders and General Conditions & Specifications, as if originally included.

The purpose of this addendum is to answer inquiries.

1. Question #1: What is the daily, weekly, or monthly call volume?
   Answer Question #1: We do not have a call center currently, therefore, we do not have a history a provide an answer to this question.
2. Question #2: What is the average call time, including talk and hold minutes?
   Answer Question #2: Same as the answer to Question #1
3. Question #3: Is there any non-phone work that must be completed after ending a call, like CRM documentation or other processes? (This is sometimes referred to as 'after-call work'.)
   Answer Question #3: Documentation in Banner and shared instance.
     a. If yes, then on average how long does this take per call? No history
4. Question #4: Is the contact center opened seasonally or year-round (12-months)?
   Answer Question #4: The Call Center will be open year-around
5. Question #5: What is the typical volume of calls for enrollment campaigns and the call length?
     a. How many times throughout the year should the contact center anticipate outbound campaigns?
   Answer Question #5: No History   5(a) 2
6. Question #6: What are the service level expectations? (The percentage of calls answered within a certain timeframe.)
   Answer Question #6: 100 % of calls should be answered
7. Question #7: What are the abandonment rate requirements?
   Answer Question #7: <4%
8. Question #8: Are there any other Key Performance Indicators that need to be considered?
   Answer Question #8: Response time, resolution time, accuracy of information given, customer feedback.
9. Question #9: Can you share any prior award history for this work and prior bid?
   Answer Question #9: N/A We do not currently have a call center
10. Question #10: Can you provide a breakdown of the estimated call volume per month for switchboard vs. inbound student support calls?
    Answer Question #10: N/A - we do not currently have a call center so data is not available.
11. Question #11: Are there specific months or times of the year when call volume significantly increases (e.g., enrollment periods)?
    Answer Question #11:2 weeks before beginning of semester and 2 weeks after start of semester.
12. Question #12: Does LDCC currently have an IVR system in place, or will the vendor need to provide and manage one?
    Answer Question #12: Yes, one in place

13. Question #13: Should agents only provide general financial aid guidance, or will they be expected to assist with specific student applications and eligibility determinations?
Answer Question #13: General financial aid guidance

14. Question #14: Will agents be granted direct access to the Ellucian Banner system?
Answer Question #14: Yes

15. Question #15: · Will LDCC provide a phone system, or is the vendor expected to supply their own VoIP or telephony solution?
Answer Question #15: LDCC has a phone system

16. Question #16: Are there specific LDCC guidelines for handling call recordings, transcripts, and student inquiries, particularly for audit purposes?
Answer Question #16: No

17. Question #17: If student documents need to be shared, what secure file transfer protocols does LDCC require or prefer?
Answer Question #17: No preference

18. Question #18: What are LDCC's expectations for response time, call resolution rates, and abandonment rates?
Answer Question #18: See previous answers

19. Question #19: Are there specific templates or reporting formats LDCC prefers for weekly and monthly performance reports?
Answer Question #19: No

20. Question #20: Will LDCC require direct access to recorded calls for review, or will the vendor provide summaries of QA monitoring?
Answer Question #20: Summaries should be provided unless requested by department for particular call.

21. Question #21: Regarding section 3.1 of the T&Cs, Performance Bond: is this requirement applicable to a call center vendor? Typically these requirements come up for bids related to construction and contracting, so we wanted to be sure it was relevant for this particular opportunity.
Answer Question #21: Yes, a performance bond will be required of the successful vendor

22. Question #22: I am reviewing the requirements outlined in the solicitation and wanted to seek clarification regarding **Section 3.36 - Supervision**. Specifically, I would like to confirm whether this provision prohibits the use of subconsultants or if subcontracting is permissible as long as the prime contractor maintains adequate and expert supervision.
Answer Question #22: Successful Contractor shall serve as the single prime contractor and shall provide, at all times, adequate and expert supervision for its Agents and Employees in the areas under the Contract Agreement.

23. Question #23: Has the current contract gone full term?
Answer Question #23: N/A – we do not have a current contract

24. Question #24: Have all options to extend the current contract been exercised?
Answer Question #24: N/A

25. Question #25: Who is the incumbent, and how long has the incumbent been providing the requested services?
Answer Question #25: N/A

26. Question #26: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
Answer Question #26: Location of bidder's location is not a factor.

27. Question #27: How are fees currently being billed by any incumbent(s), by category, and at what rates?
Answer Question #27: N/A

28. Question #28: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
Answer Question #28: N/A

29. Question #29: What is the minimum required total call capacity?
Answer Question #29: Unknown

30. Question #30: What is the minimum simultaneous inbound call capacity?
Answer Question #30: Unknown

31. Question #31: What is the maximum wait time?
    Answer Question #31: 2 minutes
32. Question #32: What is the maximum hold time?
    Answer Question #32: 2 minutes
33. Question #33: What percentage of inbound calls must be answered by a live operator?
    Answer Question #33: 0
34. Question #34: What percentage of calls must be resolved without a transfer, second call, or a return call?
    Answer Question #34: 80%
35. Question #35: What is the maximum percentage of calls that can be terminated by the caller without resolution?
    Answer Question #35: Unknown
36. Question #36: Is there a minimum or maximum number of operators and supervisors?
    Answer Question #36: No
37. Question #37: What is the required degree of dedication for the call center? (Can the call center work on other projects at the same time as this one)?
    Answer Question #37: 100% dedication for the call center is required.
38. Question #38: What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?
    Answer Question #38: Same as Answer to Question #37.
39. Question #39: 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?
    Answer Question #39: pre-recorded messages are OK
40. Question #40: What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
    Answer Question #40: No history
41. Question #41: What are the recording and storage requirements for non-phone communications?
    Answer Question #41: No history
42. Question #42: What information is to be included in call logs?
    Answer Question #42: No history
43. Question #43: What is the current number of seats for operators and supervisors at your existing call center?
    Answer Question #43: N/A
44. Question #44: What is the current average wait time for phone calls?
    Answer Question #44: N/A
45. Question #45: What is the current average handle time for phone calls and other types of communications?
    Answer Question #45: N/A
46. Question #46: What is the current average after-call work time for operators
    Answer Question #46: N/A
47. Question #47: Over the past year, what is the percentage of calls received in English versus non-English?
    Answer Question #47: N/A
48. Question #48: Over the past year, what percentage of calls received were in Spanish?
    Answer Question #48: N/A
49. Question #49: What time of day, days of the week, or times of the year do calls typically peak?
    Answer Question #49: N/A
50. Question #50: Please reconfirm the due date for this procurement by providing it in response to answers to questions
    Answer Question #50: March 19, 2025
51. Question #51: If there was a previous solicitation for these services, what was its title, number, release date, and due date?
    Answer Question #51: N/A
52. Question #52: When is the anticipated contract start date?
    Answer Question #52: To be determined.

53. Question #53: When is the anticipated award date?
    Answer Question #53: To be determined
54. Question #54: Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
    Answer Question #54: Please refer to Section 5.5 of the solicitation and the Bid Response Form included in the solicitation.
55. Question #55: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable
    Answer Question #55: N/A
56. Question #56: Section 5.5 Cost Evaluation asks for the vendor to provide pricing information. The Bid Response Form also requires pricing information. Can LDCC provide clarification on whether to include pricing in Section 5.5 or the Bid Response Form or both?
    Answer Question #56: Please provide pricing in Section 5.5 and the Bid Response Form.
57. Question #57: 3.4.1 states that the awarded contractor shall not subcontract any portions of the contract. Based on this, is the Vendor required to complete the Veteran-Owned and Service-Connected Disabled Veteran-Owned (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Program form as no subcontracting opportunities exist?
    Answer Question #57: Please delete Section 3.41 from the solicitation.
58. Question #58: The Veteran-Owned and Service-Connected Disabled Veteran-Owned (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Program form states that to be responsive to this bid, the vendor shall be either a Veteran-Owned or Service-Connected Disabled Veteran-Owned or Hudson Initiative small entrepreneurship or have put forth a good-faith effort to use certified Veteran-Owned or Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurships as sub-contractors(s). As there are no subcontracting opportunities available with this contract, will this make the vendor non-responsive?
    Answer Question #58: Please refer to Answer Question #57
59. Question #59: Does the State have a preference for onsite call center agents, remote agents, or a hybrid model?
    Answer Question #59: Remote Agents
60. Question #60: Could you please provide details about your existing call center setup, including the number of agents currently employed and the technologies or platforms in use?
    Answer Question #60: N/A
61. Question #61: What are the primary reasons prompting the State to seek changes in its current call center operations.
    Answer Question #61: N/A
62. Question #62: How is the Current Contact Center structured? Is it In-house or Outsourced? If outsourced, who is the current Vendor?
    Answer Question #62: N/A
63. Question #63: What is the current cost incurred by LDCC to manage the present contact center?
    Answer Question #63: N/A
64. Question #64: What challenges is LDCC currently facing with the current delivery of services?
    Answer Question #64: Unable to meet the demand of phone calls and face-to-face students.
65. Question #65: What is the monthly breakdown of volumes for total inbound calls, chats, emails, and web cases individually for services mentioned in the RFP?
    Answer Question #65: We do not have this data since we currently do not have a call center.
66. Question #66: Will the contractor need to provide their own ticketing system, or will it be utilizing the University ticketing system?
    Answer Question #66: Banner and some type of shared instance
67. Question #67:   Please provide details of the applications currently used by the LDCC, such as CRM and SIS.
    Answer Question #67: Banner
68. Question #68: Would you be open to the proposal including artificial intelligence along with live agent support?

Answer Question #68: No

69. Question #69: What is the performance of your current delivery in terms of Average Speed to Answer, Average Handle Time, Abandon Rate percentage, First Call Resolution percentage etc.?
Answer Question #69: N/A

70. Question #70: What specific outcomes does the LDCC hope to achieve with this project?
Answer Question #70: Serve all students, prospective students and vendors

71. Question #71: Could you clarify the SLAs that will be used to measure performance? Will they be based on response time, resolution time, or other factors?
Answer Question #71: Response time, resolution time, accuracy of information given, customer feedback.

72. Question #72: Are there penalty metrics in place for non-compliance with SLAs? If so, what are the penalty structures?
Answer Question #72: Cancellation of contract

73. Question #73: In case of SLA non-compliance, what is the refund or adjustment process for the service fees?
Answer Question #73: Cancellation of contract

74. Question #74: Will the first 90 days be considered a cooling-off period to allow for adjustments and process refinement without penalties?
Answer Question #74: No

75. Question #75: How many months of underperformance would trigger the performance bond requirement?
Answer Question #75: 12 months

76. Question #76: Besides Financial Aid and Admissions, is there potential for scope expansion in the future (e.g., Registrar & Records, IT Help Desk, etc.)?
Answer Question #76: Yes

77. Question #77: Can you confirm which departments fall under General Queries support? Specifically, does this include Client Applications (student portals, ERP systems, etc.)?
Answer Question #77: Financial Aid, registration and enrollment

78. Question #78: Is there a hard go-live date that we should align our implementation and training schedule with?
Answer Question #78: August 1, 2025 or before

79. Question #79: Can you provide more details about the Switchboard Services mentioned in pricing? Is it strictly call routing, or does it include handling basic inquiries before transfers?
Answer Question #79: call routing

80. Question #80: Will we be expected to staff the switchboard full-time, or is it a shared responsibility with LDCC's internal team?
Answer Question #80: full-time

81. Question #81: Will outreach be conducted through live agents (human dialing) or are you open to using automated messaging technology for outbound campaigns, which can be achieved through our Edumessenger tool?
Answer Question #81: Live agents

82. Question #82: Will outbound efforts be strictly enrollment-focused, or should we anticipate campaigns for retention, financial aid reminders, or other student engagement initiatives?
Answer Question #82: Retention, financial aid reminders, enrollment and other student engagement initiatives.

83. Question #83: What training documentation is the University prepared to share with awardee
Answer Question #83: The successful vendor is responsible for training the agents

84. Question #84: 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
Answer Question #84: Pre-recorded message

85. Question #85: What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one
Answer Question #85: 100% dedication to LDCC account

86. Question #86: What are the call drivers/call types that are currently handled by the department
Answer Question #86: Enrollment, financial aid, admissions, registration.

87. Question #87: What is the current staffing plan? i.e. shift times, peak times, hours of operation
    Answer Question #87: N/A
88. Question #88: Please provide anticipated requirements and any contract language relative to any Service Level Agreements (SLAs) such as Average Handle Time, Average Speed to Answer, etc.
    Answer Question #88: N/A
89. Question #89: Will the respondent's solution be required to integrate with any existing University technologies? If so, please list what technologies and if API connections are available
    Answer Question #89: Banner
90. Question #90: Will agents be required to provide counsel on financial aid matters or simply answer questions and provide information based on information contained within your systems
    Answer Question #90: Answer questions and provide information based on information contained in LDCC's system
91. Question #91: Do you require staff to have any specific credentials or clearances
    Answer Question #91: No
92. Question #92: How, technically, will the vendor receive the calls? Will the vendor assume ownership of the main phone number? Will each school or location transfer calls to the vendor? Will a connection be made between "one stop shop" and the vendor's phone systems? If using transfer, how many incoming phone lines does each location have
    Answer Question #92: Main number
93. Question #93: Can you please provide clarification to preferred billing? Per call, per minute, or flat rate
    Answer Question #93: Per call
94. Question #94: Is there any documentation that is available online for us to reference some of the sample issues and challenges that would have to be supported
    Answer Question #94: No
95. Question #95: Can we get some sample interactions or some sample support scenarios that were handled
    Answer Question #95: N/A
96. Question #96: What kind of reporting is desired from the call center service operations
    Answer Question #96: Monthly reports
97. Question #97: Is there a desire for the awardee to perform outbound calling or reactive support to the student requesting services
    Answer Question #97: Yes
98. Question #98: Please share in detail what training materials exist, how comprehensive the training is or if it needs to be built out
    Answer Question #98: Built out
99. Question #99: What are the current channels being operated for the program (Phone, Chat, Email, Social, SMS, etc.), if phone only what are the desired channels over time
    Answer Question #99: IVR, email, social media, SMS
100. Question #100: What type of calls will need to be transferred back to the Financial Aid team at the University? Will those be live transfers or a task that is created for their team to work
    Answer Question #100: Live
101. Question #101: Are there are any specific background check requirements for this program – we manage other similar programs, and a standard background check has been sufficient
    Answer Question #101: Background checks are required.
102. Question #102: What does success look like, short and long term
    Answer Question #102: Response time, resolution time, accuracy of information given, customer feedback
103. Question #103: What are the top goals for the chosen vendor to focus on
    Answer Question #103: Response time, resolution time, accuracy of information given, customer feedback
104. Question #104: What services are you currently not providing to your students that you would like to be able to provide through the call center? (i.e. SMS txt communication, proactive enrollment support, etc.)
    Answer Question #104: SMS txt communications, proactive enrollment support

105. Question #105: Is there a preference for agents based in Louisiana, or are you open to national recruitment? National Recruitment
Answer Question #105: National Recruitment
106. Question #106: What are target goals for average handle time, average speed of answer, service level, and abandonment rate?
Answer Question #106: 6 minutes
107. Question #107: What holidays, if any, require coverage under this contract?
Answer Question #107: All holidays with the exception of Christmas, New Year's Day, Good Friday, July 4th, Memorial Day, Thanksgiving and Labor Day
108. Question #108: What is the typical duration required to train an agent effectively?
Answer Question #108: The awarded vendor will be responsible for training their agents.
109. Question #109: Is there a need for assistance in developing training courses or conducting ongoing training sessions?
Answer Question #109: See answer Question #108
110. Question #110: Do you have a document detailing the skill set requirements for current agents?
Answer Question #110: No
111. Question #111: Can you describe any current operational challenges you are facing?
Answer Question #111: Unable to meet the demand of phone calls and face-to-face students
112. Question #112: Can you give an estimate of the number of outreach calls required on a monthly or yearly basis
Answer Question #112: No
113. Question #113: Can you give an estimate of the number of outreach calls required on a monthly or yearly basis
Answer Question #113: No
114. Question #114: Confidentiality (2.19 - all bids become a matter of public record) Does this include the financial information provided? To provide any financial information we would need a mutually signed NDA. Is LDCC willing to provide one?
Answer Question #114: We do not provide an NDA. Please include a redacted copy of the bid response.
115. Question #115: Regarding the current client list, we have thousands of clients, is it acceptable to just send the 3 higher education institutions?
Answer Question #115: Please provide at least five (5) current clients, 3 of which shall be higher education institutions.
116. Question #116: Please define the difference between switchboard services vs. inbound calls in terms of scope and average handle time
Answer Question #116: Switchboard service is the basic function of directing incoming call to the appropriate person/department. Inbound calls specifically refer to calls initiated by customers reaching out to the call center for customer service, support or inquiries.
117. Question #117: Total Contract Award: is this including the set-up +annual switchboard + annual inboard?
Answer Question #117: yes
118. Question #118: What departments/offices within Louisiana Delta Community College will the contact center provider support?
Answer Question #118:Admissions, financial aid, enrollment services and general inquiries.
119. Question #119: What is LDCC's length of training – number of hours? Will LDCC provide the training curriculum/program? Will LDCC provide a resource for training?
Answer Question #119: Training will be the responsibility of the awarded vendor.
120. Question #120: Is it acceptable to conduct training in a virtual environment?
Answer Question #120: Yes
121. Question #121: What are the top call types for this program?
Answer Question #121: Enrollment and financial aid
122. Question #122: Does LDCC have specific KPI goals for the contact center provider to achieve? If so, could LDCC kindly share those details
Answer Question #122: Average handle time, customer satisfaction score ,net promoter score, customer effort score.
123. Question #123: Are there any specific background check requirements for the program?

Answer Question #123: Yes, background checks are a requirement of the agents

124. Question #124: Can you provide a job description for the tier 1 agent?
Answer Question #124: Customer service role responsible for handling initial customer inquiries, providing basic information about products or services, addressing simple issues and escalating more complex problems to higher tiers when necessary, typically through phone calls, emails, or live chat, while maintaining a high level of professionalism and customer satisfaction.

125. Question #125: Are the calls broken down by different types through an Interactive Voice Response (IVR) system?
Answer Question #125: Yes

126. Question #126: What is the expected training length for new hires?
Answer Question #126: The awarded vendor will be responsible for training the agents

127. Question #127: What are the key performance indicators (KPIs) LDCC will use to measure agent and contact center performance?
Answer Question #127: Average handle time, customer satisfaction score, net promoter score, customer effort score.

128. Question #128: The ITB states that LDCC's current ERP system is Ellucian Banner. While we have experience working with many ERP platforms, is it mandatory to have specific experience with Ellucian Banner?
Answer Question #128: Yes

129. Question #129: How many staff are needed for this RFP?
Answer Question #129: No History

130. Question #130: What are the minimum education requirements?
Answer Question #130: N/A

131. Question #131: Are there any certification, licensing or degrees required?
Answer Question #131: No

132. Question #132: What are the specific compliance requirements? (FERPA, etc)
Answer Question 132: Please refer to the solicitation

133. Question #133: How are Quality reports managed?
Answer Question #133: Should be sent to the College on a monthly basis

134. Question #134: What are the expectations for Quality call recording and monitoring?
Answer Question #134: N/A

135. Question #135: What is the coaching frequency?
Answer Question #135: N/A

136. Question #136: How is Customer Experience measured?
Answer Question #136: Response time, resolution time, accuracy of information given, customer feedback.

137. Question #137: What is the calibration frequency for Quality alignment?
Answer Question #137: Monthly

138. Question #138: Is there a train the trainer session?
Answer Question #138: No

139. Question #139: How many weeks of content is required? How many weeks of nesting is required?
Answer Question #139: Unknown

140. Question #140: What is the key driver you look for in a vendor?
Answer Question #140: Response time, resolution time, accuracy of information given, customer feedback

141. Question #141: What ACD system is used?
Answer Question #141: Unknown

142. Question #142: What client systems will be used for RTA performance?
Answer Question #142: Unknown

143. Question #143: Will agents require multi skill applications?
Answer Question #143: N/A

144. Question #144: What are the penalties for missing thresholds (SLA, AHT, ASA)?
Answer Question #144: Contract Cancellation

145. Question #145: Please provide a detailed list of your PBX
Answer Question #145: Unknown

146. Question #146: Is a client or vendor based CRM required?

Answer Question #146: Yes
147.Question #147: What type of scalability is required?
    Answer Question #147: N/A
148.Question #148: How do you ensure system security?
    Answer Question #148: N/A
149.Question #149: Is your LAN Redundant?
    Answer Question #149: Information not available
150.Question #150: WAN features:
    Answer Question #150: Information not available
151.Question #151: What type of Circuits do you manage (PRI,TDM,Frame Relay)
    Answer Question #151: Information not available
152.Question #152:

How many Circuits? Information not available
Communication protocols? (MPLS,PPP,HDLS) Information not available
Equipment used? (CISCO) – Microsoft teams
What kind of Information security do you manage?(ACL,Firewall) Information not available
What kind of redundancy do you have? Information not available
    Electric Power (Emergency power plant) Information not available
    Telecomm circuits Information not available
    Data Circuits Information not available
Are there assigned DID's? Yes
What 800 numbers do you have? one
Answer Question #152: see Answers to Question #152 in red

****Note change in Bid Submittal Requirement:**

Sealed Bid Submittal:

The entire bid shall be sealed. The name and address of the bidder shall appear on the outside of the envelope or box. The envelope or box shall clearly identify the bid number and scheduled return date and time. In order to be considered for award, bids shall be forwarded too:

Bossier Parish Community College
Attn: Gayle Doucet
6220 East Texas Street
Bldg. J
Bossier City, LA 71111

Thank you for your interest and we apologize for any inconvenience. Please advise if there are any questions.

_____
Gayle Doucet
Director

_____
Firm

_____
Signature

_____
Title

_____
Date

Please acknowledge receipt of this addendum by signature.