



Procurement Operations
 3100 Main St.
 Houston, TX 77002

Solicitation Amendment No. 005

To: Prospective Bidder / Offeror:		Date:	
Proposers		September 24, 2021	
Project Title:		Project No.:	
Customer Service Call Center		RFP 21-46	
<p>Description of Solicitation Amendment: The Request for Proposals (Project RFP No. 21-46) is hereby amended as set forth below:</p> <ol style="list-style-type: none"> 1. Questions and answers No. 4 has been released (below). 2. Price Proposal has been replaced in its entirety <p>Please visit our website at https://www.hccs.edu/about-hcc/procurement/</p> <p>Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.</p>			
Acknowledgement of Amendment No. by:		Date:	
Company Name (Bidder / Offerer):			
Signed by:			
Name (Type or Print):		Title:	

REQUEST FOR PROPOSAL
PROJECT NO. RFP 21-46
CUSTOMER SERVICE CALL CENTER
QUESTIONS AND ANSWERS No. 4

Date: September 24, 2021
To: Prospective Proposers
From: Procurement Operations Department, Houston Community College
Subject: Questions and Answers Responses

Q1. Is there any flexibility with how the proposed cost is priced (e.g., fixed cost vs. time and materials)? There appears to be an hourly rate component on page 10. There also appears to be a NTE component on page 44 of the MSA.

Response: HCC has requested hourly rate. Refer to revised pricing matrix attached below.

Q2. Section 3.2.1 and 3.2.2 - Are the total amounts requested related to the total contract amount as described in 3.1 and 3.2? For Example: If a 1 year contract, then (total Supervisor/Trainer hours for the year) + (total Lead Customer Service Rep hours for the year) + (total Customer Service Rep hours for the year) + (total Call Center Manager hours for the year) = (Total Reg. Time) + (Same for 3.2.2 = total overtime) = Total Contract Annual Cost?

Response: Hourly rates for each position or title and total annualized cost for each position or title.

Q3. Are those hourly rates to be inclusive of any and all other costs such as travel, ancillary expenses, etc.?

Response Refer to revised pricing matrix attached below.

Q4. Should all training costs be included in the Customer Service Reps hourly rates or would HCC prefer to see them listed separately?

Response: Refer to revised pricing matrix attached below.

Q5. What is HCC's definition of "Hourly Rate" for Customer Service Rep? For Example: Payroll Hour, Logged-In Hour (when agent is logged to telephony system), Productive Hour (when agent is on the phone so Talk Time + Hold Time + After Call Work Time + Available/Waiting-for-a-Call Time).

Response: Hourly rate = rate per hour for each title or position the College is expected to pay.

Q6. Section 3 stipulates that the total proposed cost will be a firm fixed cost for the life of the contract but requests hourly rates. Please confirm that bidders should propose Time & Material rates for staff and technology required to deliver the scope of work.

Response: Yes.

Q7. Can a supplier provide an alternate pricing model, i.e., per call/per incident? If so, would it be acceptable to provide Total Cost for this alternative pricing model using the total number of calls, emails, and live chats.

Response: Yes, proposers must respond to the request as described in the RFP.

Q8. Call Center Managers, 1.d and 2.d, do not include a line for per hour costs. Should we also provide a per hour these items?

Response: Refer to revised pricing matrix attached below.

Q9. For the Total \$___ per hour rates, do you want the supplier to SUM the answers in Items 1.a – 1.d and 2.a – 2.d?

Response: Yes. Refer to revised pricing matrix attached below

Q10. May we list setup and incidental costs separate from hourly rates?

Response: Yes.

Q11. Please confirm if HCC will be providing voice/data circuits? If the supplier will handle this instead, please provide your data center locations/address.

Response: No. Calls will be forwarded from each department to your company.

Q12. Please confirm if HCC will be providing voice/data circuits? If the supplier will handle this instead, please provide your data center locations/address.

Response: No. Calls will be forwarded from each department to your company.

Q13. Can the College provide metrics on how suppliers should price text messaging, chatbot, live chat, robocalls, etc.?

Response: Prices are for agent's hourly rates.

Q14. Will HCC please explain what is meant by "calibration calls"?

Comments: "Calibration calls" refers to "mystery shopper's" type calls to ensure quality of service.

When issued, "Questions & Answers" shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Questions & Answers. All revisions, responses, and answers incorporated into the Questions & Answers are collaboratively from both the Procurement Operations and the applicable HCC Department(s). It is the responsibility of the bidder/respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders/respondents shall be deemed to have received all Questions & Answers and to have incorporated them into this solicitation and resulting proposal response.

Furthermore, it is the responsibility of each Contractor to obtain any previous Questions & Answers associated with this solicitation.

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Section 3 – Schedule of Items and Pricing

Name of Firm/Contractor: _____

1. Instructions

Proposer must complete this section in its entirety, and may supplement this section with additional pages as to provide HCC with a more detailed breakdown, backup and/or options of related cost associated with the services being solicited in this solicitation. The Total Cost for the solution provided must be a turnkey cost inclusive.

2. Total Cost

Item	Description	Rate
1. Base Cost		
1.a	Supervisor/Trainers	\$ _____ /hour
1.b	Lead Customer Service Representatives	\$ _____ /hour
1.c	Customer Service Representatives	\$ _____ /hour
1.d	Call Center Manager	\$ _____ /hour
	Total:	\$ _____
2. Cost for hours worked in excess of 40 hours per week		
2.a	Supervisor/Trainers	\$ _____ /hour
2.b	Lead Customer Service Representatives	\$ _____ /hour
2.c	Customer Service Representatives	\$ _____ /hour
2.d	Call Center Managers	\$ _____ /hour
	Total:	\$ _____

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1.1 **Additional Services**

In the event College may require additional related services to be performed by Contractor that are outside the scope of this Agreement (“Additional Services”) it may submit a written request for a proposal from Contractor (“Proposal”), which Contractor may provide if Contractor is willing and able to perform such Additional Services. Such Proposal shall contain (a) the scope of work to be performed; (b) a fixed billing rate for the proposed services; and (c) any other information relevant to such Proposal. Contractor shall deliver such Proposal to College within a reasonable period of time. If such Proposal for Additional Services is acceptable to the College, it will sign such Proposal. College may deny such Proposal at its sole and absolute discretion.

Provide pricing on any additional services you may provide for the Call Center such as chat bot, text messaging and Rapid Response outbound campaigns and/or robocalls.

ITEM NO.	DESCRIPTION	
1.		\$ _____
2.		\$ _____
3.		\$ _____
4.		\$ _____

Additional services, may be requested; on and if needed, as needed basis. Should additional services are needed by the College, additional cost and scope will be negotiated.

1.2 Indicate any **value added services** offered by your firm for your services. These services include any skillset, abilities or service(s) that may add overall value to the project that has not been previously requested in this document nor inherent in the delivery of said service(s). Please use this section to propose additional services related to the scope of work that are not specifically outlined in this RFP along with any standard price sheet.

2 **Price Evaluation**

Price points shall be calculated based on the following formula:

Lowest Total Proposed Cost/Proposer’s Total Proposed Cost X Available Price Points = Price Score.

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