ADDENDUM 4 TO REQUEST FOR PROPOSAL NO. 660-BC

UNLV 1098-T PROCESSING AND CALL CENTER SUPPORT

University of Nevada, Las Vegas

Purchasing Department

UNLV | PURCHASING & CONTRACTS

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Las Vegas, Nevada 89154-1033

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Date of Addendum: January 25, 2016

THE FOLLOWING ADDITIONS, DELETIONS, CLARIFICATIONS AND/OR CHANGES SHALL BE MADE AND INCORPORATED IN THE SUBJECT RFP:

The following documents are attached to this addendum:

Attachment 3

Question 1:

The RFP restricts page size to 8 ½ X 11 inch paper. For complex documents like Microsoft Project plans and architecture diagrams, may Bidders use larger paper folded down to 8 ½ X 11 inch size?

Answer 1:

Yes you may use larger paper folded down to 8 ½ x 11 inch size

Question 2:

The RFP requires Bidders to respond using a minimum 10-point font. May Bidders use a smaller, still readable font for the following: headers and footers, requirement text, exhibits, and tables?

Answer 2:

Yes Proposers may use a smaller, still readable font for the following: headers and footers, requirement text, exhibits, and tables?

Question 3:

Several requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.

Answer 3:

Yes Proposers may make font adjustments to submit the documents/samples.

Question 4:

Is UNLV open to an offshore/ nearshore contact center?

Answer 4:

Proposals should specify how services will be provided based on Proposer's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 5:

Is there a requirement to access a CRM or backend system to create "tickets" for each contact in order to capture information about contact types, escalation, response times etc. and what would be the preferred method of access?

Answer 5:

UNLV will not be providing a ticketing system, but it is expected that Proposer utilizes a help-desk/CRM ticketing system and will either provide UNLV staff direct access or will provide detailed reports and include call history details for any escalated calls referred back to campus.

Question 6:

Do you require calls to be warm transferred back for escalation/ resolution?

Answer 6:

Proposals should specify how services will be provided based on Proposer's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 7:

Please provide a detailed description of any technology requirements

Answer 7:

Proposals should specify how services will be provided based on Proposer's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 8:

What is your preferred contract date and go live date?

Answer 8:

It is anticipated that contract will be negotiated upon completion of RFP process with anticipated implementation date during Spring/Summer 2016.

Question 9:

Table indicates "Cost Per Call" is required or desired method of submitting price. Are you open to other alternatives?

Answer 9:

Supplier may propose pricing in alternate formats, but should provide assumptions used at arriving at pricing proposal and annual estimated fees under proposed pricing format.

Question 10:

Can you provide some typical 1098T questions you receive?

Answer 10:

This information is not available at this time.

Question 11:

Our business model is to price student account and financial aid calls on a per minute basis, not a per call basis. Additionally, we also price 1098-T services (printing & mailing, uploading to IRS, electronic storage for administrators and students to view the 1098T, and Heartland ECSI's phone call service) on a per record basis. Is UNLV ok with Heartland ECSI submitting our response using our pricing model for 1098Ts? To summarize, if Question 1 is agreed upon, our response to this RFP would show 1098-T pricing per record and inbound student account & financial aid call pricing per minute.

Answer 11:

Supplier may propose pricing in alternate formats, but should provide assumptions used at arriving at pricing proposal and annual estimated fees under proposed pricing format.

Question 12:

What is your description of a cashier call as listed in Attachment 1? How do they differ from Student Accounts phone calls? Please provide a few examples so we may have a better idea of how to properly assist those types of phone calls.

Answer 12:

In theory, cashiers handle payment related inquiries and student accounts reps handle calls related to billing, refund processing, etc. But in practice both staff handle the same inquiries as we would not re-direct/transfer callers based on their reason for calling.

Question 13:

What is your expectation regarding call center hours and days of service?

Answer 13:

Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 14:

Can we get more detailed information regarding call volume by specific department (student accounts, financial, aid, etc. by month, week, day, time of day)?

Answer 14:

See attachment 3

Question 15:

In the RFP you mention that Student Accounts and Cashier departments received a total of 22,993 calls from 1/1/15 to 10/28/15. You also mention those departments received a combined total of 10,548 abandoned calls during that same time frame. Does that mean there were a total of 33,541 calls and 10,548 of them were abandoned or were 10,548 calls abandoned out of the 22,993 calls?

Answer 15:

Total calls presented includes abandoned calls (22,993 total calls includes 10,548 abandoned calls).

Question 16:

How will we be able to access student information to answer specific call types?

Answer 16:

UNLV utilizes PeopleSoft Campus Solutions version 9.0. Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 17:

What type of system or applications will we have access to?

Answer 17:

UNLV utilizes PeopleSoft Campus Solutions version 9.0. Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 18:

How are students currently submitting information to the University?

Answer 18:

UNLV utilizes PeopleSoft Campus Solutions version 9.0. Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Offices also have shared 'office' email addresses that receive inquiries in addition to phone calls.

Question 19:

Will we be able to use your Student Information System to notate student records & the reason for the calls?

Answer 19:

UNLV utilizes PeopleSoft Campus Solutions version 9.0. Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 20:

Does UNLV currently outsource these services?

Answer 20:

Of the proposed services, UNLV has previously outsourced only 1098-T call center services.

Question 21:

Would UNLV award to separate vendors, i.e., 1098-T Processing & Distribution to one vendor and call center support to another?

Answer 21:

Please refer to RFP Section C General Terms and Conditions – 3. Award of Contract – b)

UNLV reserves the right to award on a multi-year basis and, if in the best interest of UNLV, to award to multiple vendors.

Question 22:

What is the time period for award and implementation?

Answer 22:

It is anticipated that contract will be negotiated upon completion of RFP process with anticipated implementation date during Spring/Summer 2016.

Question 23:

Regarding Page 16, Scope of Work for 1098-T Processing & Distribution Services: Could UNLV elaborate on the specifics of their preferred electronic delivery method? For example, does UNLV prefer one pdf file for all students or a parsed pdf file for each individual student? Would UNLV need a correlating index file with the pdf version of the 1098-T?

Answer 23:

UNLV utilizes PeopleSoft Campus Solutions version 9.0 using delivered PeopleSoft 1098-T functionality including .PDF delivery (including reprints/corrections). Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 24:

Regarding Page 16, Scope of Work for 1098-T Processing & Distribution Services: Do reprint requests and electronically amended forms auto generate from UNLV's student information system or would you prefer the vendor track those separately?

Answer 24:

UNLV utilizes PeopleSoft Campus Solutions version 9.0 using deliverd PeopleSoft 1098-T functionality including .PDF delivery (including reprints/corrections). Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 25:

Regarding Page 16, Scope of Work for Call Center Support: What imaging system does UNLV use?

Answer 25:

The departments proposed to be serviced under this agreement do not use an imaging system.

Question 26:

Regarding Page 16, Scope of Work for Call Center Support: Would call center representatives need to document calls in any software system other than PeopleSoft?

Answer 26:

Proposals should specify how services will be provided based on supplier's recommendation to successfully implement services requested. If supplier has options available for different pricing alternatives, supplier may indicate such options with pricing alternatives for consideration.

Question 27:

Regarding Page 18, Section E: Would UNLV accept a bid that includes a separate price for forms that are mailed and forms that are electronically generated?

Answer 27:

Supplier may propose pricing in alternate formats, but should provide assumptions used at arriving at pricing proposal and annual estimated fees under proposed pricing format.

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS REMAIN THE SAME