Answers to Vendor Questions – Questions are in black, Answers are in red

1. Question: Day Porter staffing: To be clear on this, should all 11 locations include one day porter working an 8 hour shift? If not, what is the requirement?

   Answer: Question unclear. No answer at this time.

2. Question: Does Pima prefer that the contract is serviced in Arizona?

   Answer: The primary goal is consistency of customer service. Location within North America is preferred.

3. Question: The “Historical Call Volume” is listed in the Scope of Work. Are the email and chat contacts serviced currently by either Pima or another vendor? If so, is there current volume information on email and chat?

   Answer: These contacts are serviced by a vendor. Call volume statistics include e-mail and chat. In terms of the breakdown, using August as an example, IT had 7,622 calls, 1,650 chats and 415 e-mails. FA had 26,059 calls, 10,528 chats, and 1,927 e-mails. SA had 13,483 calls, 890 chats, and 630 e-mails.
Question: The “Historical Call Volume” shows the percentage breakdown for peak calls (August/January). Is there percentage volume breakdown available for the remaining months? Additionally, is weekly or intraday volume information available?

Answer: Weekly or intraday volume information is not available. Enclosed are the monthly breakdowns for total incidents handled in 2011:

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5. Question: What is the current Average Handle Time (AHT) for Student Account calls? Financial Aid calls?

Answer: See RFP specifications.

6. Question: Will Pima need access to the ticketing system or will Pima only need reporting from the system? If Pima needs access to the ticketing system, approximately how many users will Pima have?

Answer: The College will require access to the ticketing system to track tickets assigned to Pima, research prior contacts with a particular student, and research student complaints. The College will require approximately 15 users to have access to the system.

7. Question: Will the contact center vendor need to warm transfer calls back to campus personnel? If so, is there an estimate of the percentage of calls that get transferred back to the campuses?

Answer: Yes, this RFP is for tier 1 support services. As a result, we expect escalations to come in the form of tickets through e-mail or transfer calls when necessary. Percentage breakdown can be found in the target SLA regarding first call resolution.

8. Question: Is the current contact center being serviced by a vendor? If so, can Pima identify 3 challenges / pain points with the current service that can be alleviated by the new vendor?

Answer: The College currently has a call center vendor. Three significant challenges are:

1. Current SLAs not being met during peak periods
2. Agent training
3. Communication and metrics reporting

Is this opportunity open to Canadian bidders?

Answer: Yes.

10. Question: Attachment D, Page 20
Would Canadian issued insurance to cover Public, Employer and Professional segments be satisfactory equivalents to the US Insurance standards called for in this RFP?

Answer: Yes, as long as the coverage extends throughout the United States.

11. Question: Attachment E, Page 25
Would the Personal Information Protection and Electronics ACT (PIPEDA) be a satisfactory equivalent to the US Confidentiality and Privacy regulations called for in this RFP?

Answer: Vendors must be proficient in all US confidentiality and privacy regulations.
12. Question: Section 2.3, Page 4
   What is the Talk Time for FSA calls?
   Answer: There is no SLA for talk time on FSA calls.

13. Question: Attachment B, Page 16
   What is the Spanish volume per month? What are the Spanish AHT and SLAs?
   Answer: Unknown at this time.

14. Question: Section 2.3, Page 4
   What is your definition on FCR? What process do you have for measuring FCR?
   Answer: First Call Resolution is defined as an issue resolved by the vendor as opposed to calls that must be escalated to the College. This will be measured via metrics provided by the vendor.

15. Question: Section 2.3, Page 4
   “Peak” vs. “non-Peak” response time….is this referring to months of the year, where Peak would be January and August? Or does it refer to Intra-day peaks and valleys?
   Answer: Peak time refers to the months of January and August and does not refer to daily peaks.

16. Question: How long is training? Where is this delivered?
   Answer: Agent training is the responsibility of the vendor in conjunction with the College. The proposal should outline the vendor’s initial training plan.

17. Question: Is there any employment qualifications that Pima would require for employees to have or would consider an asset?
   Answer: Employment requirements are the responsibility of the vendor to fulfill the contract. However, experience in a higher education environment would be an asset.

18. Question: Section 2.3, Page 4
   How many simultaneous chats should an employee be able to handle in the Pima environment?
   Answer: How the vendor chooses to meet the SLA’s defined in the RFP is the responsibility of the vendor.

19. Question: Section 2.3, Page 4
   How does Pima measure Customer Satisfaction? “Customer satisfaction will be in the top quartile”.
   Answer: The proposal should include the vendor’s method of measuring customer satisfaction and will be part of the evaluation process.
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20. Question: Will the client be providing the necessary software licenses for our dedicated agents for the specific software requirements they have or does the vendor provide and cost accordingly?

   Answer: No software licenses are necessary.

21. Question: Section 1, Item 1, Page 3
The RFP refers to telephone, email and chat coverage for customer service support for both the IT Helpdesk and Student Financial Services functions. Will there be college designated program coordinators available to the supplier on a regular basis?

   Answer: College liaisons will be available to the supplier for all impacted areas during normal business hours (M – F, 8am to 5pm).

22. Question: Section 1, Item 3, Page 3
Will the processing of financial aid applications be in scope for this program? If so, is there a prescribed process for this function?

   Answer: Not at this time.

23. Question: Section 1, Item 3, Page 3
Will the processing of refunds be in scope for this program? If so, is there a prescribed process for this function?

   Answer: Not at this time.

24. Question: Section 1, Item 3, Page 3
What is the scope of decision authority at the supplier level? If second level approvals are required by college personnel, what is the process to accommodate that?

   Answer: The College will provide tier 2 services.

25. Question: Section 2, Item 3, Page 4
What is the process to secure customer satisfaction measurements? Is the expectation that the supplier manages the customer satisfaction process? Is that function to be included in the response to this RFP?

   Answer: The proposal should include the vendor’s method of measuring customer satisfaction and will be part of the evaluation process.

26. Question: Section 2, Item 3, Page 4
In terms of customer satisfaction, assuming a top quartile means 75% ‘top box’…Is that correct?

   Answer: The top quartile means the top 25% of the measurement requirements proposed by the vendor.
27. Question: Section 2, Item 3, Page 4
Assumption is that Key Performance Indicators are monthly measurements … Is that correct?

Answer: Yes

28. Question: Section 2, Item 3, Page 4
Talk time is listed at 10 minutes, what is expected handle time?

Answer: Talk time is defined in the RFP as total time to interact with customer in order to resolve the issue.

29. Question: Section 2, Item 4, Page 5
Historical call volumes – received indication of peak months, is it possible to get expected call distributions over a 12 month period?

Answer: See answer #4 for monthly distribution.

30. Question: Section 2, Item 4, Page 5
Is it possible to get an expected distribution to determine busiest week of the month, and day of the week?

Answer: No.

31. Question: Section 2, Item 6.B.7, Page 6
There is a reference to a knowledge base. Does a current knowledge base exist? Will supplier be expected to create, maintain, and report on knowledge base activity?

Answer: A current Knowledge Base as well as FAQ currently exist. Based on the Vendor’s system and needs, the College and the Vendor will jointly update the Knowledge Base

32. Question: Section 2, Item 6.B.13, Page 6
Do training materials exist for these positions? Will supplier have access to these materials?

Answer: Yes.
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33. Question: Section 2, Item 6.C, Page 6
   Is there a set of existing reports that will be required as deliverables for this project? If so, can descriptions be provided?

   Answer: The College will require reports based on the SLAs and output from the ticketing system, such as categorization of calls by type.

34. Question: Is there an incumbent on this project?

   Answer: Yes

35. Question: Section 4, page 5
   Could you please provide call arrival patterns by call type – intra-day if possible?

   Answer: See answer #3.

36. Question: Section 4, Page 5
   Could you please provide chat and email volumes as well? Monthly and intraday would be appreciated.

   Answer: See answer #3.

37. Question: Section 3, Page 4
   Is response time the same as average handle time or is this a service level only? If it is not AHT, could you please provide AHT by call type and channel (voice, chat, email)? Please indicate any wrap time post call as well.

   Answer: Response time is the time to answer a customer contact. Talk time is the time to resolve the total interaction with the customer.

38. Question: Could you expand on the integration expected between the suppliers ticketing system and other vendors systems?

   Answer: Categorization of tickets needs to be consistent between systems.

39. Question: Are these calls currently outsourced to a vendor or handled in-house?

   Answer: All contacts referenced in the RFP are currently outsourced.
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40. Question: What are the key drivers of this RFP?

   Answer: College staff cannot efficiently handle our call volume.

41. Question: How many agents are currently handling this business? Could you please provide current occupancy for IT Help Desk and Student Financial Services?

   Answer: Vendor responsibility.

42. Question: What is the training length for both IT Help Desk and Student Financial Services?

   Answer: See answer #16.

43. Question: Section 3, Page 4
   Please confirm that hours of operation are 24 x 7 for both IT Help Desk and Student Financial Services.

   Answer: Correct

44. Question: Section 5, page 5
   Are all of the tools mentioned available over the internet or will a private connection or connections be required? If a private connection is required please explain.

   Answer: A VPN connection is required for helpdesk services (e.g. resetting passwords) and student support services such as viewing records in Banner.

45. Question: Will Pima supply the chat and email tools or will the vendor supply?

   Answer: The vendor will supply the necessary tools to fulfill the services outlined.

46. Question: Are there existing toll-free numbers for inbound calls and if so will Pima retain these?

   Answer: Inbound phone calls are transferred from a College extension to a number supplied by the vendor.

47. Question: Are there any call recording requirements? If so, what percentage? Will recordings be for voice only or will we need capture data as well?

   Answer: 100% of calls must be recorded for QA purposes. All calls should have tickets assigned to them. For chat and email, all correspondence must be retained.
Question: Are there any bi-lingual requirements? If so, what languages and what percentage of volume represent each language?

Answer: Vendor multi-lingual capabilities will be considered as a part of the RFP evaluation.