



Procurement Operations
 3100 Main St.
 Houston, TX 77002

Solicitation Amendment No. 002

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To: Prospective Bidder/Offeror:		Date:	
Proposers		August 25, 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> <p>1. Questions and answers No. 2 have been released (below).</p> <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. 2

Date: August 25, 2021

To: Prospective Proposers

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. As the College mentioned that the average handle time would be around 3-5 minutes, please list top call drivers/issues that will be handled by the selected vendor?

Response: Top 5 issues are: How do I register for classes?; How do I apply to HCC?; Where can I find information about programs, courses and degrees?; How do I submit my transcript/test scores?; How do I go about doing testing at HCC?

Q2. What is the schedule for customer service call center? Would you consider other schedule than the one that you have in place as of now?

Response: Current Schedule is Monday – Friday from 8:00 am – 5:00 pm. No, HCC will not consider another schedule than the current one.

Q3. Would the price be per call or per hour?

Response: Please provide option requested on RFP document. If you suggest any other price matrix you can provide this as another Price response.

Q4. Can HCC provide any data from the interim supplier that the College is using?

Response: Please see attached document.

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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Daily Queue Analysis from 8/12/2021 to 8/23/2021(Time Range 8:00 AM - 6:00 PM)Including Accts 718

Time	Calls Queued	Calls Answered	Under 15	Under 30	Early Hang-ups	Abandons	Max Wait Time	Avg Wait Time	Avg Abandon Wait Time	% Answered	% Under 15	% Under 30	Abandon Rate	Service Level	Average Total Work Time	Average Call Time	Average Wrap Time
Thursday, August 12, 2021																	
12am-11:59pm	253	232	43	46	0	21	1210	286	364	91.70%	18.50%	19.80%	8.30%	91.7	9.48	9.13	0.35
Friday, August 13, 2021																	
12am-11:59pm	114	106	34	37	0	8	687	180	285	93.00%	32.10%	34.90%	7.00%	93	8.68	8.4	0.28
Saturday, August 14, 2021																	
12am-11:59pm	11	11	7	7	0	0	177	35	0	100.00%	63.60%	63.60%	0.00%	100	5.6	5.57	0.02
Sunday, August 15, 2021																	
12am-11:59pm	0	0	0	0	0	0	0	0	0	0.00%	100.00%	100.00%	0.00%	0	0	0	0
Monday, August 16, 2021																	
12am-11:59pm	741	488	15	19	4	249	2048	706	625	65.90%	3.10%	3.90%	33.60%	66.2	12.47	12.27	0.2
Tuesday, August 17, 2021																	
12am-11:59pm	622	468	60	63	4	150	1755	547	455	75.20%	12.80%	13.50%	24.10%	75.7	8.3	8.13	0.17
Wednesday, August 18, 2021																	
12am-11:59pm	489	431	94	99	2	56	1319	343	403	88.10%	21.80%	23.00%	11.50%	88.5	9.2	8.92	0.28
Thursday, August 19, 2021																	
12am-11:59pm	537	484	87	97	4	49	1160	316	311	90.10%	18.00%	20.00%	9.10%	90.8	9.37	9.12	0.25
Friday, August 20, 2021																	
12am-11:59pm	651	422	11	13	2	227	1366	660	462	64.80%	2.60%	3.10%	34.90%	65	8.98	8.72	0.27
Saturday, August 21, 2021																	
12am-11:59pm	203	105	1	1	2	96	2360	985	725	51.70%	1.00%	1.00%	47.30%	52.2	9.45	9.22	0.22
Sunday, August 22, 2021																	
12am-11:59pm	0	0	0	0	0	0	0	0	0	0.00%	100.00%	100.00%	0.00%	0	0	0	0
Monday, August 23, 2021																	
12am-11:59pm	816	608	11	11	4	204	1433	598	415	74.50%	1.80%	1.80%	25.00%	74.9	9.13	8.95	0.2