REQUEST FOR INFORMATION

FOR

SERVICE DESK SUPPORT SERVICES

RFI 2014-27

Florida Department of Education
325 West Gaines Street
Tallahassee, FL 32399-0400

Please email submissions to:

Florida Department of Education
Attn: Christina Davis
Email: Christina.Davis@fldoe.org

Purpose and Scope

I. INTRODUCTION

The State of Florida, Department of Education, hereinafter referred to as the Department, is requesting information regarding the availability of an organization capable of providing Service Desk Support services via an external call center.

II. PROGRAM BACKGROUND

The Department is responsible for the implementation of the Race to the Top (RTTT) suite of projects. The Department was awarded a RTTT grant in August 2010 from the U.S. Department of Education to improve student outcomes and implement ambitious plans in the four core areas of education reform: improving the effectiveness of education, advancing the collection and use of data, raising standards and assessments, and supporting struggling schools.

A number of projects in the RTTT suite involve the implementation of new systems and applications to promote the initiative. The Department is seeking to outsource the call center/service desk functions necessary to support these systems and applications.

III. PROGRAM GOALS

The primary goal of the program is to provide a Service Desk for all end users of RTTT systems and applications.

DOE is interested in identifying vendors available to provide service desk support services. Potential vendors must have a proven, scalable business model able to accommodate significant fluctuations in call volume during peak periods with no delay or interruption of service to end users. Users should be able to communicate with the Service Desk via telephone, email, online chat and remote login.

IV. OBJECTIVE

The objective of this project is to identify vendors capable of providing an external call center, located in the United States, to handle all inbound communications as well as day-to-day operations of the call center/service desk (including but not limited to, hiring, training and

managing call center staff). Communication from end-users may consist of inbound telephone calls, email, or online chat and call center staff shall be able to assist them via remote login.

V. PURPOSE OF THE REQUEST FOR INFORMATION

This RFI is issued for the purpose of obtaining information regarding available service desk/call center services to support RTTT systems and applications.

Responses should provide information that supports the below Response Format section based on the above paragraphs.

VI. PROCESS

DOE/DFO management will review and analyze information received in response to this Request for Information (RFI) to determine the feasibility of issuing a competitive solicitation for these products/services. Any request for cost information received will be used solely to gain a perspective of the potential budgetary magnitude.

Responses to this request will be reviewed for <u>informational purposes only</u> and will not result in the award of a contract. Vendors submitting a response to this RFI are not prohibited from responding to any related subsequent solicitation.

VII. RESPONSE FORMAT

Potential vendors are asked to address all of the following requirements in their response:

1) Company literature, such as corporate overview and company structure, financial soundness and stability, and services currently offered;

2) Point of contact information, including representative name and alternative, if available, telephone number(s), and e-mail address(s);

3) Specific information on the following components of the organization, submitted in the following format:

Section 1: Description of the organization's call center/service desk support services and their current availability, including the following details:

   a) Date that the call center/service desk support services will become available for use
   b) Overview of all services available
   c) Description of Service Desk Service Level Agreements (SLA's) and the organization's past experience meeting each SLA
      i) Tier-1 (simple, basic resolution at the first level of contact; examples would be password reset and other log-on issues), Tier-2 (advanced technical skills and/or content knowledge required to resolve), and Tier-3 (major system error, affects multiple users) level services or

      ii)   Priority 1 (Emergency), Priority 2 (High), Priority 3 (Medium), Priority 4 (Low) or

      iii) The vendor's equivalent of one of the above

d) Description of the call center's automated call distribution (ACD) system

e) Description of the call center's escalation process and workflow

f) Identification of any certifications held by or required of call center staff

g) Description of the approach to incident management, user requests, problem and knowledge management

h) Information regarding the call center's ability to handle speakers of languages other than English, including but not limited to, Spanish and Creole

i) Information regarding the call center's plan for Americans with Disabilities Act (ADA) compliance

j) Plans for Incident Tracking

      i)   Tools and technology used to track each incident/request reported

      ii)   Communication plan for incident status from time of report to closure

      iii) Problem analysis tools and methodologies utilized to analyze patterns detected in documented incidents and notify DOE/DFO in a timely manner of any system issue or potential issue

k) Plans for compiling data and submitting performance evaluations, specifically

      i)   Weekly, monthly, quarterly and annual reports documenting all activity and any trends detected during the period detailing

          (1) volume of calls and tickets

          (2) types of incidents/requests

          (3) call response time

          (4) call wait time

          (5) abandoned calls

          (6) time to resolution

          (7) first call resolution

          (8) system(s) involved

          (9) categories

l) Plan for Performance Standards and Goals to be measured and evaluated, including but not limited to:

      i)   Percent of incidents/reports resolved at first level of resolution

      ii)   Time to response for an email or submission via web

      iii) Average Speed to Answer (ASA)

      iv) Customer satisfaction scores

      v)   Percentage of abandoned calls relative to ASA service level

      vi) Online chat abandon rate

m) Confidentiality agreements and measures in place to ensure staff compliance with appropriately handling confidential data

n) Plans for, or existing programs in use, to measure client satisfaction (DOE/DFO and end-users)

o) Overview of the cost of providing service desk/call center services, including:

      i)   Description of pricing structure

      ii)   Information on all products/services that are included in the pricing structure

Section 2: Submission of supplemental materials regarding the organization, including the following:

1) Policies and procedures manuals
2) Training manuals
3) Websites where information regarding the organization's service desk/call center services is available
4) Any other written materials about the organization's prior experience with providing service desk/call center support services

VIII.   FLORIDA DEPARTMENT OF EDUCATION – RACE TO THE TOP

Additional information about Florida's Race to the Top initiative can be found at: http://www.fldoe.org/arra/racetothetop.asp.
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SCHEDULE OF EVENTS

A. Time Schedule

The following timetable shows the approximate dates for this Request for Information. All times indicated are Eastern Time (ET).

Request for Information Issued	**07/12/13**
Questions Due to no later than	**07/24/13 by 10:00 a.m.**
Answers to Vendors on or before	**07/26/13**
Receipt of e-mailed RFI responses	**08/13/13 by 2:00 p.m.**

PLEASE PROVIDE RESPONSES VIA EMAIL

B. Questions and Restrictions

The Department of Education may be contacted via email or fax regarding submission of questions concerning this RFI. Any respondent's questions must be submitted in writing and received by the Department on or before the specified due date at the following email address or fax:

Please deliver questions to:
Florida Department of Education
Attn: Christina Davis
325 W. Gaines Street, Suite 332
Tallahassee, FL 32399
Fax Number: 850-245-0719
Telephone Number: 850-245-9191

Email: Christina.Davis@fldoe.org

The Department will provide written answers to all questions that respondents submit by the specified due date. Questions and Answers and notice of changes (addenda) will be posted on the Florida Vendor Bid System (VBS) at www.myflorida.com (click on Business & Industry, under Doing Business with the State of Florida click on State Purchasing, click on Everything for Vendors and Customers, then Vendor Bid System and Search Advertisement, select the Department of Education in the Agency window and initiate search), under this RFI number. It is the responsibility of all respondents to monitor this site for any changing information prior to submitting a response.