

BOARD RESPONSE TO WRITTEN REQUESTS FOR CLARIFICATION

RELATING TO:

**INVITATION TO NEGOTIATE
FOR**

**CUSTOMER SERVICE AND RECORDS ADMINISTRATION SERVICES
FOR
FLORIDA ABLE, INC.**

#17-02

June 15, 2017

**Florida Prepaid College Board
1801 Hermitage Blvd., Suite 210
Tallahassee, Florida 32308
(850) 488-8514**

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Company Name: Paramount Solutions & Global Services, Inc.

Question	ITN Section	ITN Page	Question/Comment
1.	General	N/A	Is there an incumbent currently performing this scope, if so, who, the contract number and may we have a copy of the contract with the amount?
<p>Yes, Intuition College Savings Solutions, LLC. A copy of the contract may be requested by submitting a public records request to: Michael.Frick@MyFloridaPrepaid.com.</p>			
2.	General	N/A	How many personnel are currently on the contract or required for this scope?
<p>The number of individuals assigned depends on Respondent's response to this ITN. The ITN does not require a specific number of individuals to be assigned.</p>			
3.	General	N/A	Please advise what system is being used for the call center to monitor the data provided?
<p>The ITN does not require a specific system be used for the call center.</p>			
4.	General	N/A	How many personnel are currently in the call center and is there an escalation process in place? If so, how many are Tier I, II and III?
<p>The number of individuals performing the call center function depends on the call center solution provided in Respondent's response to this ITN. The ITN does not require a specific number of individuals to be assigned in the call center and does not require an escalation process.</p>			
5.	General	N/A	Where will the call center be located?
<p>The ITN does not require a specific location for the call center.</p>			
6.	General	N/A	What are the hours of operations of the call center? Is there a shift in place? If so, what times and days?
<p>The ITN does not require a specific hours of operation for the call center.</p>			
7.	General	N/A	What days and hours are the peak call times and how many personnel are currently assigned during those times?
<p>Please see Appendix C - Additional Statistics beginning on page 45 of the ITN.</p>			
8.			How many emails are being received each month and year?
<p>Average 2 emails per calendar day.</p>			
9.			What other correspondences are being received each month and how many?
<p>The amount of correspondence depends on the correspondence solution provided in Respondent's response to this ITN. The ITN does not require a specific correspondence solution.</p>			
10.			How many personnel are performing the records management functions?
<p>The amount of individuals performing the records management function depends on the records management solution provided in Respondent's response to this ITN. The ITN does not require a specific number of individuals to perform the records administration functions.</p>			
11.			Are these personnel also performing the call center roles or separate roles?
<p>The ITN does not require personnel to perform separate roles.</p>			

12.			What are the hours of operations for the records management?
The ITN does not require specific hours of operation for records administration.			
13.	General	N/A	Where will the work be performed?
The ITN does not require a specific location for work to be performed.			