ADDENDUM 1

20/10025L

Call Center Services

Item No. One (1): Submittal Due Date and Time shall remain the same.

Item No. Two (2): Section 2: Scope of Work: Item 5 Technical Requirements is hereby replaced with the following:

5.   **Technical Requirements**

The College uses the following systems to support Student Support Services:
- Ellucian Banner;
- D2L Brightspace;
- Google email (Gmail) for students, faculty and staff;
- Starfish;
- Salesforce, Inc.;
- OS distribution on College computers: 88% Windows 10; 10% Mac OS; 2% Windows 7 and;
- Federal websites required by the U.S. Department of Education and Veteran's Administration.

Item No. Three (3): Section 2: Scope of Work: Item 6.A.4: is hereby replaced with the following:

4. Experience serving Ellucian Banner and D2L Brightspace;

Item No. Four (4): The Cost Proposal Form is hereby replaced with the attached Cost Proposal Form dated February 18, 2020.

All else remains the same.

Cost Proposal Form
Dated February 18, 2020

(See specific requirements for this Form in Section 3, Paragraph 3.
Note: All costs shall be included here; No additional expenses shall be billed to College for any reason).

Offering firms should provide the following costs for project implementation (to include planning and service design, training, etc.), ongoing Tier 1 call center support (per call, per minute, ets) and all other costs such as software licensing, ADA/Spanish speaking services, etc. Sufficient additional detail should be provided for the evaluation committee to clearly identify sources of all costs and expenses. Any costs and expenses not clearly identified as part of the proposal will not be considered at a later date. Prospective vendors should provide complete costing for individual Student Support Services. Optional costs should be clearly identified as such separately.

Per Call Cost for Student Services

ITEM NO.	STUDENT SERVICE AREA	COST PER CALL
1.	**Accounts Receivable Services**	
1.a.	Calls 1 through 1000	$_____
1.b.	Calls 1001 through 5000	$_____
1.c.	Calls over 5000	$_____
	Total	$_____
2.	**Financial Aid**	
2.a.	Calls 1 through 1000	$_____
2.b.	Calls 1001 through 5000	$_____
2.c.	Calls over 5000	$_____

	Total	$_____
3.	**Admissions, Records & Registration**	
3.a.	Calls 1 through 1000	$_____
3.b.	Calls 1001 through 5000	$_____
3.c.	Calls over 5000	$_____
	Total	$_____

PER EMAIL COST PER STUDENT SERVICES

ITEM NO.	STUDENT SERVICE AREA	COST PER CALL
1.	**Accounts Receivable Services**	
1.a.	Email 1 through 1000	$_____
1.b.	Email 1001 through 5000	$_____
1.c.	Email over 5000	$_____
	Total	$_____
2.	**Financial Aid**	
2.a.	Email 1 through 1000	$_____
2.b.	Email 1001 through 5000	$_____
2.c.	Email over 5000	$_____
	Total	$_____

3.	**Admissions, Records & Registration**	
3.a.	Email 1 through 1000	$_____
3.b.	Email 1001 through 5000	$_____
3.c.	Email over 5000	$_____
	Total	$_____

Other Call Center Support

ITEM NO.	DESCRIPTION	
1.	Implementation and Training	$_____
2.	Transfer Only Calls to departments such as D2L Brightspace	$_____
3.	All Other Charges	$_____
	TOTAL OF OTHER	$_____

Provide pricing on any additional services you may provide for the Call Center such as chat bot, text messaging and Rapid Response outbound campaigns and/or robocalls.

ITEM NO.	DESCRIPTION	
1.		$_____
2.		$_____
3.		$_____
4.		$_____

Additional services, may be requested; on a if needed, as needed basis. Should additional services be needed by the College, additional cost will be negotiated.