

## Questions Presented on 07/13/2017

- Is there an estimated number of school clerical/secretarial personnel who will participate in the training?
  - We have approximately 200 plus members
- Has the District conducted a customer satisfaction, or does it have any other customer/parent/other feedback, in order to assist us in developing baseline data for measuring staff progress?
  - No, we haven't this is a new initiative
- Is one complete proposal submission sufficient, or do you require multiple copies?
  - We are requesting one complete proposal along with 3 copies, ONE electronic Submittal.
- With 3,343 employees in place, exactly how many clerical/secretary employees will attend the training? See response
- How long do you propose the training to last – 2, 4, 6 or 8 hours? We will wait to see how you are proposing the best solution.
- Do you have a preference between classroom and online training? No, preference
- Has the school district previously trained its employees? No formal training (Customer Service Training is required for all positions).
- Does the School District has a budget in mind for this training and if yes, how much? No budget information is provided.
- To avoid operating challenges, how do you anticipate the training to be rolled out? We are seeking proposals to see the best solution.
- Who will be the District's project manager? We will have several department head, and a communication department to assist.
- What is the timeframe for completing the customer service training? We would like the Surveys or Reports as indicated within the Specifications.
- How many participants does the District anticipate per classroom session? Depending on your proposed solution, we are seeking various solutions to review the best for the district.
- What is the actual mailing address do we send via overnight our response to? 4580 Cavalier Drive, Macon GA 31220. Attn: Procurement Department
- There are conflicting due dates in the solicitation as follows: Bid Due Date and Time - July 24, 2017 (10 AM), Tentative Timeline RFP Due Date July 21, 2017. Please clarify the due date and time.
  - Due on 07/24
- When was the last customer survey performed? If one was conducted, can you can share it? New Initiative no prior Data
- Are there additional information or assessments concerning the targeted group that can be made available to the vendor? No assessments, or prior data. The staff will be majority clerical staff (Secretaries, Administrative Assistants, etc.)
- What is the impetus within the Bibb County School district that has determined the need for customer service training? Nothing in particular, we are trying to sharpen our image.
- How many clerical staff do you have? Varies, see breakdown of how many schools and departments (approximately 120 staff).
- What are the number of physical locations (buildings) that clerical staff are assigned to in addition to the 38 schools? We have several departments majority of them are located at our

main location (484 Mulberry Street), but we do have several off site locations as well, approximately 20 departments.

- Will employee work emails be made available to support the customer service program? All staff has a “Work Email”, we could utilize to receive surveys, etc.
- Who are the typical customers of your clerical and administrative staff? Students, Parents, Outside individuals, vendors, etc.