

Questions Presented –RFP 18-14 Customer Service RFP

Posted on 7/18/2017

1. How many total participants will the training involve? **See questions posted earlier**
2. How many languages will the training need to be provided in? **English**
3. Provide an overview of the timing for specific steps of your project. **We are wanting you to introduce the models you may implement, no specific overview.**
4. What hours will the participants be able to attend the training? **We are open 8 – 4:30 (Face to face), or you may present online training if desired.**
5. Will the training be at each individual school? **If so will there be access to a multimedia room? We will have one designated location for all participants.**
6. What dates will the actual training take place? **This is open for discussion**
7. What is meant with by an audit? Does a company need to have secret customer visits to score the process? **We want to see how effective the training may be pre training, post training, and any desired information for improvement.**
8. What is the contract term? **This is currently one year, with the option to renew if we desire to have a standing contract after the first year.**
9. Can the bid closing date be extended? **The bid closing date is set and we desire to have this implemented in August; therefore the date will not be extended.**
10. When do you anticipate making an award? **We will review and determine an award date based off responses (Reviewing will be at least one to two weeks after proposals are received).**
11. Will there be negotiations: **The negotiations will be done with the awarding contractor after an award.**
12. Does the customer initiative fit in with your strategic plan? If so, how.
The Mission for Bibb County School District is as follows:
 - **The Bibb County School District will develop a highly trained staff and an engaged community dedicated to educating each student for a 21st century global society.****This goal is to ensure we are upholding our standard in providing effective training for all staff who works directly with our customers (Stakeholders, Parents, Community Members, Internal and External Individuals) here at the district on a day to day basis.**
12. Page 11 of the solicitation, Offeror Affirmation Form starts with "After careful examination of the solicitation documents in its entirety, _____, and any other addendum (s) issued.... What are you expecting in this blank field? Name, title, etc?
This is left blank if we do not post any addendums (As of date, we haven't posted any addendums for this bid).

The goal of the district is to allow companies to submit various implementation tactics pertaining to customer service training for all of our customers. We currently do not have a basis for this training, since this is a NEW initiative; however we will review each submittal and make a decision that best fits the culture and expectation of the district.