

Request for Information (RFI) 2012-62 #1
IP Phone Hosted Call Center Services

The College is soliciting responses to this Request for Information (RFI) from telecommunications contractors who can provide 24/7/365 **IP Phone Hosted Call Center Services**. Contractor responding are directed to respond with information as requested below.

The College's primary objectives for issuing this RFI #1 are:

1. To identify qualified contracted IP phone hosted call center service providers can provide the defined services by providing the College their name/address and contact information.
2. To identify if your company has competed and won a publicly solicited contract for the identical type IP phone hosted call center services with a public governmental agency or public educational institution.

Note: The College reserves the right as deemed in its best interest to consider:

1. Contracting with vendors that have won a competitively solicited /awarded contract with other federal, state or local agency, municipality, school board, or public university or college.
2. Or issue additional Requests for Information to firms that have won an IP phone hosted call center services publicly solicited contract.
3. Or develop and publically issue our own Request for Proposal (RFP) soliciting interested firms.

The Florida State College at Jacksonville (FSCJ) currently runs Cisco's IPCC Express product to provide call queuing to its various call centers. While each call center serves a different purpose, they share a common product and set of servers. The College is soliciting proposals to explore separating its Artist Series Ticketing Office from the existing system and paying for a hosted service to provide this same functionality. The current environment consists 20 phones with 12 number of possible agents in the call queuing system. The main contact for Artist Series will need the administrative capability to change their multiple greetings for the various menu items and change the music on hold to match the particular Broadway events being sold. The College will provide the existing phones only and not provide the servers, gateways or phone circuits. Contractor must provide servers gateways and phone circuits.

It is the College's intent to review RFI responses and consider to negotiate an agreement based on responsive submittals received based upon rates, terms and

conditions incorporated into your company's competitively solicited and awarded contract with a governmental or public education institution. Contractors should email 2012-62 RFI #1 qualified responses to Marc Pica at mpica@fscj.edu **prior to 1 pm DST Friday, May 11, 2012** a fully completed response to this RFI #1.

1. Does your company provide hosted IP call center services?

Yes____ No____

2. Does your company have publically solicited governmental contracts and if so are those rates offered to FSCJ?

Yes____ No____

3. Does your company agree to provide FSCJ a copy of the public solicitation and a copy of the resultant contract?

Yes____ No____

4. Does your company agree that no third party financing or leasing will be incorporated into this agreement?

Yes____ No____

5. Does your company agree that these services as defined herein will be provided to the College on a 24/7/365 basis and billed on a monthly billing cycle?

Yes____ No____

Please provide a committed schedule for implementation of your proposed IP Hosted Phone Call Center Service solution based on the College potentially awarding a purchase order to your company on May 18, 2012?

Please provide here a brief overview of the proposed system and equipment used to provide this IP Phone Hosted Call Center Solution to the College's Artist Series:

Name of Firm: _____

Federal ID#: _____

Print Name of Responder: _____

Signature of responder: _____

Phone #: _____

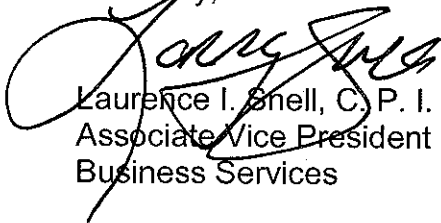
Email Address: _____

Ensure your complete 2012-62 RFI #1 response is emailed prior to the deadline defined above to:

mpica@fscj.edu

Please call Marc Pica by 2pm. Wednesday May 9, 2012 at 904-632-3296 with any questions you may have.

Sincerely,



Laurence I. Snell, C. P. I. M.
Associate Vice President of Purchasing and
Business Services

cc: Chris Martin
Ron Smith
Marc Pica
Dr. Milt Russos
File 2012-62

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Florida State College at Jacksonville is not affiliated with any other public or private
university or college in Florida or elsewhere.

Florida State College at Jacksonville is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools ("SACS") to award the baccalaureate and associate degree. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, or call (404) 679-4500 for questions about the accreditation of Florida State College at Jacksonville. The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard.