



January 19, 2023

TO: THE DISTRICT BOARD OF TRUSTEES OF VALENCIA COLLEGE

FROM: DR. KATHLEEN PLINSKE
President

RE: AWARD OF RFP 2023-11, CALL CENTER SERVICES

On November 3, 2022, Valencia College issued Request for Proposal RFP 2023-11, Call Center Services, seeking proposals from qualified firms. The Call Center vendor will provide a call center support team for Valencia College to provide robust and comprehensive assistance to callers, providing information about Valencia and in navigating Valencia student processes. Callers to Valencia may include prospective students, currently enrolled students, parents, and others. Valencia College's operations require a high-level of person-centered service support via phone, live chat, and inquiry form coverage. These support services address the academic, social, and financial transactions for all students from their initial contact with Valencia College to graduation. This partnership will expand student access to application, admissions, enrollment, financial aid, and other support services on evenings, weekends, and select college closure periods.

On December 1, 2022, ten (10) firms submitted proposals in response to the solicitation: Answernet, Inc., BlackBeltHelp, LLC., Conversion Calls, LLC., Daniels Business Services, Educational Computer Systems, Inc., iTod, LLC., Nectar Learning, Inc., Over the Ridge, Sextant Marketing, and Tele Network, Inc.

A public evaluation meeting was held on December 9, 2022, to discuss and review the proposals. Five (5) committee members evaluated, reviewed, scored and ranked the proposals based on the following criteria: business composition, related experience & references, operating plan, personnel & training, management, technology, technical & security approach, metrics & reporting, and cost proposal. Following full discussion and deliberation, the committee invited the following four (4) firms to Phase II of the RFP, Presentations and Interviews: Answernet, Inc., BlackBeltHelp, LLC., Nectar Learning, Inc., and Sextant Marketing.

On December 14, 2022, private presentations and interviews were held, followed by a public meeting in which presentations were evaluated and the firms ranked. The selection committee selected, Nectar Learning, Inc., at an annual cost of \$334,500. It is the intent of the College to award a contract to begin upon approval and execution by the College for two (2) years. The Contract may be extended for an additional three (3), one (1) year periods by mutual assent of both parties.

RECOMMENDED ACTION:

The President recommends that the District Board of Trustees of Valencia College authorize the College to award RFP 2023-11, to Nectar Learning, Inc, as presented, and subject to the negotiation of a mutually agreeable contract.



President