

Request for Proposal – Customer Service Program Development Responses to Questions

- *The project overview states that the program will measure participants' level of customer service against industry standards, and the outcome will be an improvement of their customer service. Will the program be predominantly an assessment, a training workshop, or combination of both?*

This RFP is for the development of a customer service designation program. The program should be developed around the assessment – the steps or criteria required to achieve the customer service excellence designation.

It is expected that some businesses will require training and development in order to achieve the designation, therefore the program should address opportunities for customer service training and development as required to achieve the designation. It is not expected that these training opportunities be developed or delivered through this RFP, but the program should include identification and/or recommendations of those training opportunities.

- *Will the program be delivered online or in person?*

The only program delivery portion of this RFP is for the 5-6 facilitated information sessions about the program, which will be delivered in-person at locations to be determined in the region.

Identification and/or recommendations for training and development should include both online and in-person opportunities.

- *What is the desired length of the program (how long should it take participants to complete)?*

The length of the program will depend upon the criteria required to achieve the designation and the level of customer service of the applicants. It is expected that some businesses may meet the set criteria and it may be as simple as an application process to achieve the designation. Other businesses will require further development or training to achieve the criteria. Due to the expectation that businesses will achieve the program in varying lengths of time, the program should be developed accordingly.

- *How do participants achieve designation? Will there be a test or evaluation? Is designation dependent on the industry comparison or the knowledge obtained to improve their customer service?*

Participants achieve the designation by meeting the criteria of the program as demonstrated through the evaluation process. It is expected that the evaluation component will be developed by the successful bidder in consultation with the OHTO. The designation is dependent upon the ability of applicants to demonstrate their ability to meet the criteria.

- *The project timelines seem tight considering the RFP is for program development and the delivery of 5-6 facilitated sessions. Is there any flexibility beyond the specified key dates?*

Yes. While research conducted prior to releasing this RFP indicated the timelines were appropriate, we realize the set timelines may not be realistic for the scope of work required. The key dates reflect the OHTO's optimum timeline for this project. We are open to submissions of a revised schedule of key dates that best represents your ability to develop the program and deliver the program information sessions.

- *Is it possible to extend the RFP deadline to account for courier services?*

No, unfortunately the OHTO is unable to extend the deadline of the RFP.

