



JOLIET JUNIOR COLLEGE

1901

Request for Proposal Customer Service Training

Addendum No. 1

DATE: January 7, 2010

Response to questions pertaining to the Joliet Junior College Request for Proposal for the Customer Service Training

1. How many are expected to go through the training?
1200
2. What are some of the non-teaching positions that might be expected to receive the training?
Administrators (VP, Directors, Deans), Support and Technical, Professional (Managers, etc.), Clerical, and Maintenance Personnel
3. How many group training sessions should be anticipated?
25 - 30
4. What time frame (which months) should we plan for the training session?
April 2010 – May 2010
5. Will the training session attendees be a mixture of faculty, staff, and administrators?
Yes
6. What time limits should we expect your employees be available for each session, i.e. ½ day sessions or full day sessions?
2-4 Hours
7. Will audio visual setup, i.e. overhead projector connected to a computer be available?
Yes
8. How long is each training session to be? Is this to be a half-day or full-day session?
2-4 Hours

9. Is this training going to be mandatory for all full and part-time employees?
Yes
10. Can the training sessions be offered on consecutive days to hold down travel costs?
Yes
11. Is the training to design the curriculum? If so, would you like to see a brief sample of learning materials or a course outline and learning objectives attached to the proposal?
Yes
12. Where will the training be held?
Main and City Center Campuses (Joliet) and North Campus (Romeoville)
13. How many training sessions will there be?
25-30 Sessions
14. Who is responsible for the materials costs (workbooks, inventories)?
Vendor
15. How many participants will attend each training session?
25-30
16. Is the training session a full day session?
No, 2-4 hours
17. What are the different employee occupation categories that will be involved in the training?
Administrators (VP, Directors, Deans), Support and Technical, Professional (Managers, etc.), Clerical, and Maintenance Personnel
18. What is the anticipated time window for this initiative?
April 2010
19. How broad would you like the scope of our proposal to be relating to support of the training?
Scope should not be limited to best practices, feel good factors, non-verbal communications/behaviors, verbal communications (emails, voice mail messages, etc.)
20. Should it include training for managers/supervisors, ongoing support, performance measurement, etc? Should it include provisions for recommendations for structural or procedural elements that support service delivery? **Yes**

21. What (if any) events or situations prompted the identification of the need for customer service training?

Customer service and service delivery complaints.

22. You identified the core learning targets for the training. As part of the training development process, will you be looking for recommendations as to other potential skills and behaviors that should be targeted?

Yes

23. Will it be appropriate for us to create a core course, and then make relevant modifications based on occupation?

Yes

24. Would we have the opportunity to pilot and refine a program?

Yes

25. How important is a motivational - positive attitude - component to the training?

Very important

26. How many client references would you like?

Minimum of five (5)

Please acknowledge receipt of this addendum by emailing to purchasing@jic.edu

Include your name, title and company name in your acknowledgement email. Failure to do so could result in disqualification of your bid.

Issued by:

Judy Mitchell
Director of Business & Auxiliary Services
Joliet Junior College

Additional information regarding this bid can be found at: www.jic.edu/info/purchasing