



Responses to Inquiries
RFP 11-03
Telephony and Contact Center Services and Supporting Infrastructure

Updated for release on 8/12/11

Please note that INPRS is looking for your standard product solution with minimal customization.

- 1) Does this RFP include any cell phones, smart phones, netbooks, tablets or data cards/sticks?

No – this applies to desktop telephony services only, (telephone handset and PBX replacement)

Expectations

- 2) Please describe the desired call routing and flow (include any caller entered digits, self-help transactions, skill-based routing).

TBD, not known at this stage

- 3) Please detail all required agent device feature/functionality requirements (i.e.; auto-answer, queue statistics display, etc.).

See RFP appendix

- 4) Please detail all required supervisor feature/functionality requirements (i.e.: monitoring, messaging, chat, barge-in, etc).

See RFP appendix

- 5) What is the desired call treatment if a caller is queued?

See RFP appendix

Environment

- 6) What is the number of ACD applications currently in use? How many desired?

See RFP

7) What is the number of ACD queues currently in use? How many desired?

See RFP

8) Please describe the current call flow in each of the call centers.

TBD, not known at this stage

9) How do customers dial-in to the call center (i.e.; IXC toll-free; toll main number, local access, local DID)?

A combination of all of these

10) Is there any issue with having clients dial an 800 number vs. local number?

No

11) Please explain any issues you may have with remote call forwarding your local numbers to an 800 number.

TBD, not known at this stage

12) Do agents have DID numbers on their telephones today?

No

13) What is the current Dialed Number Range? Do agents have virtual offices within the centers or are they assigned a workstation?

Workstation

14) What is the planned number of PRI circuits provisioned for inbound?

None, expecting to use VoIP solution

15) What is the planned number of PRI circuits provisioned for outbound?

None, expecting to use VoIP solution

16) Please provide the following per contact center group: *See RFP*

- a. Number of concurrent agents?
- b. Number of agents per group?
- c. How many skill sets are needed? Please list by skill.
- d. What is the number of agents per each skill set?
- e. Number of Supervisors?
- f. Number of Administrators?
- g. Number of operations?
- h. What is the number of agent log in ID's required?

17) Please provide the following per Toll Free # and local trunks that support the ingress into the contact center. *This information is not available as the Contact Center will be established around this new solution*

- a. Average number of calls per month
- b. Average length of a call
- c. Average Speed of Answer –ASA
- d. Call Blockage %
- e. Average number of busy hour calls
- f. Average number of calls in queue
- g. Average number of calls in queue in the busy hour
- h. Maximum number of calls in queue allowed
- i. Average length in seconds that a caller will wait in queue

18) Is Call Recording required? *See RFP appendix*

- a. Full time or on demand recording?
- b. Is PCI compliance required?

19) Please provide when or if the following will be needed: *See RFP appendix*

- a. Supervisor monitoring
- b. Supervisor Barge-In
- c. Call Whisper
- d. Wallboard integration
- e. Workforce management - WFM
- f. CTI integration
- g. Consult and transfer

20) Please provide any other feature or requirements that are needed.

See RFP appendix

21) Please provide your current call flows with scripting for your agents.

Not available

22) Please provide requirements for any self-service application. *Not available*

- a. Describe applications.
- b. How many calls per day? Call length?
- c. Language requirements?
- d. Call flows
- e. Other?

23) Do you have personnel that can develop call flows and scripting?

No, please use standard contact center call flows

24) What are your training requirements for agents, supervisors and administrators?

Initial onsite training program for agents, supervisors, and administrators, including online web access to user guides, training manuals, and contact center application topology diagrams.

Reporting

25) What reporting intervals are desired? Please describe each required reporting field, calculations, frequency of reports, user interface requirements, and archiving requirements.

See RFP for details of reporting requirements

26) Does INPRS have any custom requirements for reports? If so, can you provide an example of report information needed?

Drillable and dynamic reports required, for reporting on stratified agent performance, frequency (daily, weekly, monthly), individual agent contributions to call center KPI's, e.g. Duration, One-and-done's, Service level, Call volumes-Totals, by type, by agent. Reporting by role-agent, supervisor, quality coach, manager. Dynamic reports-by time frame, agent. Ability to produce volume forecasting reports. Please note this is not an exhaustive list.

Desktop

INPRS will use existing desktops and browse via http/internet to Contact Center applications and reports

27) Please provide agent desktop application detail and performance objectives.

28) Is TCP/IP available to desktop?

29) What is, or will be the Windows desktop OS system (I.e.; 3.x; 95, 98, 2000, NT)?

30) Is thin client PC used currently? Is it desired?

31) What is the preferred method of desktop integration (I.e.; COM, DDE, DLL, EHLLAPI, TAPI)?

32) Any plans to upgrade the desktops? Prior to or after the call center project?

LAN

VoIP LAN to be provided as part of proposal, see RFP. Existing data LAN will provide desktop connectivity to Internet for hosted Contact Center connectivity

33) What is the Network type (i.e.; T-10 Ethernet; T-100 Ethernet; Token Ring) of LAN in place?

34) Any plans to upgrade the network? Prior to or after the call center project?

35) LAN OS system (i.e.; Win2000, NT, UNIX)?

36) Any plans to upgrade the OS? Prior to or after the call center project?

37) Has QoS been established? If not, any plans to do so?

Interactive Voice Response applications

IVR will be new to INPRS, see RFP, no additional information available

- 38) What percentage of calls will the IVR initially answer?
- 39) What is the average duration of an IVR call?
- 40) What are the weekly average and peak IVR call volumes at each site?
- 41) Will the IVR make any decisions based on DNIS or ANI (basically have more than one application running on the ports, or trying to identify callers by their telephone number).
- 42) Will the IVR need to communicate to a database system? If so, do we need to update the database as well, or only look up info?
- 43) Is there any host terminal emulation lookups? If so, what terminal emulation is it 3270/5250 and do we need to update information on the host, or lookup information only?
- 44) Have ports already been allocated for this interface? If so, what type and how many (if known)?
- 45) What usage reports, if any, do you require (i.e. description of the information the reports will need to contain)?
- 46) Are there any specific advanced requirements such as Text-to-Speech, Faxback, Call Message Recording, and Speech Recognition?
- 47) If yes to Text to Speech (TTS) on the above question, please give specific examples of the types of information the IVR will speak back to the caller in your Text-to-Speech application. How many languages are needed for TTS?
- 48) If yes to Advanced Speech Recognition (ASR) on the above question, please give specific examples of the types of information the IVR will need to transcribe from the caller in your Advanced Speech Recognition application. How many languages are needed for ASR? What ratio of calls will require this feature?

Database

INPRS do not currently have a database for the Contact Center

- 49) Is accessing a database for IVR self-service or advanced call routing required?
- 50) What current back-end databases would we need to integrate to?
- 51) What are the current database(s) (i.e.; Oracle, Sybase, Informix, SQL,) and please provide software release level.
- 52) Is the database located where the existing call center agents are or off-site (i.e.; campus environment; single site, remote locations, single agent locations)?
- 53) If off-site of the agent locations, what is the existing WAN data network environment to the database?
- 54) Does the existing platform include DBMS products?
- 55) Is ODBC loaded on the host?

Email/Web Collaboration applications

- 56) What Email server are you currently using?

Outlook

- 57) What web server are you currently using?

Not Applicable

Fax applications

58) What is the name and released level of the fax server (if any) you are currently using?

Rightfax

CTI applications

INPRS expect basic CTI functionality supporting a Contact Center operations and are looking for off the shelf solutions.

59) Please provide an overview of your expectation for CTI (screen pop)?

At minimum, customer identification and contact information should be displayed on Call Center Rep Screen upon call.

60) What screen specifically should pop to the agent? Could there be more than 1?

Not known at this time.

61) Do you have a CRM package today? Please explain.

No, we have a web based call logging application.

62) Is ANI match for screen pop desired? Is ANI presented now?

Yes, incoming call phone number and customer contact and identification information should be represented in screen pop. This is NOT a functionality currently used by the existing call center.

63) If ANI match is desired, what should happen if caller ID information is not delivered?

Information not available at this time.

64) Are there special custom engineering requests?

No

65) Please define what is meant by Case Management Tool and site examples (on pg. 59 of the RFP).

A basic application to manage the Contact Center cases that is linked via CTI to the Contact Center application and can for example provide client background information and prior history and also call log

66) Please define what is meant by Knowledge Management Tool and site examples (on pg. 60 of the RFP).

A basic application to manage reference documentation (similar to sharepoint) that the Contact Center agents can use to reference and share/send to clients as needed to answer queries.

Workforce management applicability

67) Is INPRS looking for forecasting of future staffing needs and real-time adherence?

Yes

68) Does INPRS have at least 2 years of call and staffing data to initialize the system? If not, how much data do INPRS have available?

Not available

69) Any other applications INPRS intend to address with WFMS?

None

Quality assurance digital recording applicability

70) Does INPRS desire recording calls?

Yes

71) What are INPRS's reasons to record calls?

Quality management, audit, training

72) Does INPRS want to capture agent screen activity as well as conversations?

Yes, if part of standard solution

73) What percentage of calls does INPRS want to record?

All

74) How should recording be initiated?

TBD, INPRS would like automated and manual options

75) How long should calls be retained on line?

TBD, please provide INPRS with standard options

76) How should call records be archived (i.e.: None, AIT Tape, Customer Network (Storage Manager), Enterprise Storage (EMC, Hitachi, ...))?

TBD, please provide INPRS with standard options

77) Should employee performance evaluation tools be included in the proposal?

TBD, please provide INPRS with standard options

78) What call information should be included in the record (i.e.: Date, Time, Channel, ANI, DNIS, Agent Id, Extension, Other)?

TBD, please provide INPRS with standard options

79) Playback Methods (i.e.: GUI with PC Speakers (outlook or IE), GUI with Telephone (TPS))?

TBD, please provide INPRS with standard options

80) By what criteria will recording be retrieved?

TBD, please provide INPRS with standard options

81) How many people need to simultaneously hear the recordings using a PC? Via telephone?

TBD, please provide INPRS with standard options

Outbound dialer application

TBD, please provide INPRS with standard options

82) Is there an outbound dialer application needed?

83) Please explain the outbound requirement and expected call flow

84) Would you like your outbound application to be Predictive, Progressive, or will Preview Dialing be required?

85) Will call blending be a requirement?

86) Will answering machines, faxes, modems, pagers and busy signals need detected and filtered out?

87) How many campaigns will need to run simultaneously?

88) Where will the campaigns be loaded from?

89) What format will they be in i.e. , flat file, ODBC?

- **Progressive dialing** is an automated dialing technique that presents contact information to the call center agent prior to dialing the phone number. The agent is given a specific amount of time to perform this review prior to the dialer automatically placing the call.
- **Predictive Dialing** is ideal for companies calling with lists of outbound calls to make in mass volumes, without needing to know the specifics about the person to be called.

- **Preview Dialing** is ideal when agents need to review information about the contact prior to calling.

Softphone

TBD, please provide INPRS with standard options

- 90) Is an Agent Desktop soft-phone desired? If not, please disregard this section.
- 91) Will the softphone be used in addition to the desk phone (recommended) or in place of it?
- 92) Does INPRS desire a customized softphone interface for agent scripts, for example?

- 93) It appears at the beginning you have requested a hosted system; yet it is barely mentioned again throughout the RFP. Is that the desired path? What do you consider hosted services? What is provided in a hosted environment?

INPRS are expecting all Telephony and Call Center applications to be hosted by the vendor. INPRS are not expecting to host any application servers on their properties as a result of these services.

- 94) It also appears you have requested cable infrastructure, data network, telephony trunking, Internet trunking, WAN network, core telephony phone system, call center, knowledge management and case management system. Doesn't DoIT provide many of these things to INPRS today?

Yes, DoIT do provide some of these services, INPRS are looking at alternatives in order to achieve objectives stated at the beginning of the RFP.

- 95) Initially it is stated that INPRS is an independent entity from the state; however, the rest of the RFP refers to State elements. How is INPRS associated with the State of Indiana? Relationship with DoIT? Involvement of DoIT?

INPRS is an independent body corporate and politic. The system is not a department or agency of the state but is an independent instrumentality exercising essential government functions. With this in mind, INPRS are requesting services that operate independent of services provided by DoIT in order to achieve objectives stated at the beginning of the RFP.

- 96) What is the server domain environment, file storage, email systems, web servers, firewalls, SQL servers and other supporting system look like today? Email system is of particular concern since email routing is requested in the Call Center features.

Email is MS Exchange server.

- 97) Are the server rooms at the facilities prepared to support Windows servers? Power, power backup, switches, cooling, humidity, fire suppression, etc. Is the server room(s) separate from the 13 equipment rooms/wiring closets? Is it hosted at DoIT?

There are no dedicated server rooms although INPRS do have some servers on their premises. INPRS are looking for the Telephony and Contact Center application servers to be hosted remotely. The 13 equipment rooms/wiring closets have limited computer room grade facilities. If for reasons to be explained by the Responder INPRS need to locate servers on INPRS premises then INPRS will consider the requirement and their options.

98) Does a Case Management and Knowledge Management systems already exist?

No, INPRS currently have a Web based call logging application

99) On page 21, LAN/WAN internet bullet 1, you refer to support of a VoIP only. Is this network intended to be a standalone network for all VoIP functions and all standard PC and data traffic will be handled by a separate existing network? Yes. Is the cable requirement to add another drop to every location where there is a phone so separate networks can be run?

It is proposed to use existing Voice cable drops (that are Cat6 cable) and reterminate them onto patch panels. New cables drops to user locations are not required. Closet patch cables are required. Fiber uplinks are required. All requirements are described in the RFP.

100) In Appendix C, sample features of the components are noted; however, it does not appear you are requesting whether or not the solution can provide each individual feature or an explanation of how it is met or if it is not met or done in a different way. In addition, it does not note if these features required, like to have or optional features in terms of the needs of INPRS.

INPRS are looking for packaged solutions where possible with minimal customization. Appendix C is included in the RFP to give supplemental details for the Contact Center features that are desirable. INPRS expect most of these features to be included in a packaged Contact Center solution.

101) In regards to the requirement for online web access to various reports and records, would you consider an Internet connection to a terminal server that is running administrative software as being online web access?

Yes, but note all requirements such as raw data extract and historical reporting.

102) Section 3.5 bullet 1, page 18 asks for Redundant internet circuits, but there is no mention of other WAN circuits. Are you wanting to use point to point VPN over the internet for WAN connectivity rather than a private network (i.e. MPLS) or are we to provide both internet and private WAN circuits?

INPRS are looking at responder options and have no preference

103) Can you elaborate on what is meant by LAN and WAN refresh policies?

How often (# of years) the active LAN and WAN equipment will be replaced as part of the service.

- 104) Can you elaborate on what is meant by support of internal and external infrastructure audits? Is the bidder required to conduct these audits or just support other vendors doing so? If the bidder is supposed to conduct them, how often are they required?

INPRS does not expect the bidder to conduct audits but if an INPRS audit requests information such as clarification of configuration details or inventory lists for example, then the bidder shall respond in a timely fashion. In practice most of this information should be readily available as part of the reporting and not an additional requirement.

- 105) Can you elaborate on what is meant by support of security penetration testing? Is the bidder required to conduct this testing or just support other vendors doing so? If the bidder is supposed to conduct it, how often is the testing required?

INPRS does not expect the bidder to conduct Security Penetration testing but support other vendors if they are contracted by INPRS to conduct penetration testing of infrastructure used by INPRS as part of these services.

- 106) SLA penalties/credits are mentioned in several locations. Is there an amount specified or is this negotiable?

INPRS are looking for bidder responses and would expect to negotiate at some point on contractual aspects.

- 107) Will INPRS provide file storage for call recordings or is that to be included in the bid? Yes *include in bid*. If it is to be included in the bid can you provide an estimate of how many recorded calls are generated per day, the average length of calls, and the retention period for call recordings?

Roughly 81000 calls per year/250 working days = 324 calls per day (incoming and outgoing) that typically last 4-5 minutes. We currently retain the calls indefinitely, but that is subject to change in the future.

- 108) Appendix B states "A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement." Is this a firm requirement or is it possible for an MBE to bid the opportunity as prime without additional MBE participation?

It is a goal. Bidders will not be rejected or chosen solely on this criterion.

- 109) Do you want unified queuing and reporting capabilities so that all media types can be managed and reported?

Yes, note: INPRS are looking for packaged solutions

110) Do you want integrated reporting and unified reporting based on all activities of each media type? For an example a report that says you can measure product A to issue B, etc.

Yes, note: INPRS are looking for packaged solutions

111) Do you want this to feed into a workforce management system that reports on all media types? Fax, e-mail, chat, voice, social, etc.

Yes, note: INPRS are looking for packaged solutions

112) What does e-mail tracking mean? Explain how you want to use it?

To track a series of emails that relate to the same case

113) Do you have knowledge base currently built in web self service capabilities?

No

114) What do you mean by chat quality management? Explain how you would use it?

The ability to look at Chat sessions and review quality of text for use of language and use of slang and abbreviations for example

115) In the "Web chat" section you ask for supervisor sending broadcast chats, do you mean to other agents?

Yes

116) In the "Case management" section number 4 can you provide us used case scenario?

INPRS requests Respondents to detail whether the requested feature can be provided in the proposed solution, as well as any suggested methods of effectively utilizing the feature in a standard Contact Center implementation.

117) In the "Case management" section number 21 what do you consider unauthorized access?

Access to the Case Management application by an unauthorized party or an agent exceeding their level of privilege.

118) In the "Case management" section number 22 client web browser access, please provide a use case for us?

INPRS requests Respondents to detail whether the requested feature can be provided in the proposed solution, as well as any suggested methods of effectively utilizing the feature in a standard Contact Center implementation.

119) In the "Case management" section number 25 please provide more detail on current databases and types of integrations?

INPRS do not currently have a Contact Center database

120) Knowledge management section, what is the existing knowledge and case management system being used today?

INPRS do not have these today