



**Responses to Inquiries
RFP 11-05
Telephony and Contact Center Services**

Updated for release on 09/16/11

Updated information for release of 9/14/11 is in Yellow

Updated information for release of 9/21/11 is in Green

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

Response Due Date - Extended

The response due date has been extended to Monday, September 26 at 3:00 pm ET. Electronic responses will also be considered as timely delivered responses if submitted by the revised time and date to: slanman@inprs.in.gov and followed by paper copies not later than two days following the September 26 due date.

General Questions

- 1) How does INPRS define hosted, since it can mean many things to different people?

INPRS is looking for an externally hosted and externally managed solution. A cloud based, co-location based or direct hosted solution would all be considered appropriate.

- 2) It appears that a “hosted” solution in the “public cloud” is the desired approach; would a “private cloud” (having the solution hosted either on-site or at a hosted site) be considered?

See the answer to question #1.

- 3) While not stated explicitly, INPRS mentions that they are only interested in hosted solutions as they do not have the infrastructure to support a premises based solution and do not desire to invest in that infrastructure, but rather leverage that of a provider who has many customers leveraging on their hosted offering. Is this correct?

See the answer to question #1.

- 4) While several sections were removed from the original RFP 11-03 to narrow the scope of RFP 11-05, it appears there are still four major components to this RFP. Please confirm that the four required components are:
- a. Base telephony – IP PBX
 - b. Call center
 - c. Knowledge base
 - d. Case management

Yes.

Telephony Requirements (Section 3.2)

- 5) What is the makeup of the 400 users? (x - Call Center Agents, x - conf rooms, x-Business users ...etc)

The breakdown would be 40 call center agents, 10 conference rooms and 350 business users.

Note that the RFP indicated that there might be as many as 40 agents in each of two call centers, but it should have read 20 in each of two call centers for a total of 40.

- 6) Are automated call distribution services to be provided to all 400 users?

ACD services would be needed for the 40 call center phones only.

Contact Center Requirements (Section 3.3)

- 7) What applications do you have in mind for the IVR?

IVR would be needed for the two call center groups that make up the 40 call center phones.

- 8) Is incoming fax routing and management going to be provided to all contact center agents?

Currently INPRS aggregates faxes using Rightfax and they become part of a workflow. If you have an alternate solution, feel free to price it. Rightfax is meeting our current expectations.

- 9) Do all agents need the ability to accept all types of interactions, e.g. email routing, supervision, administration and management and if not what is the breakdown?

Email routing is desired system wide, but supervision, administration and management would be needed for only 10 phones.

- 10) Is the expectation that the vendor integrates or provides a tool for case management?

The vendor should provide a case management tool/solution.

- 11) Is the expectation that the vendor integrates or provides a tool for knowledge management?

The vendor should provide a knowledge management tool/solution.

Security (Section 3.4)

- 12) Item #4 refers to call recordings. Is the requirement of the RFP for full time recording or ad-hoc recording only?

Full time recording is needed for the call center operations. Ad-hoc recording is desired for non-call center phones.

Appendix C

- 13) In section C1 (Feature #10), define agent designation?

This is the ability to route calls to a designated agent. That designation may be by agent name or some other designation dedicated to individual agents that the contact system supports.

- 14) In section C1 (Report #15), is the question regarding if it is supported by our product or if we are pricing it?

Please price if this feature or report is part of your standard solution. We do not expect a customized report.

- 15) In section C2 (Feature #1), define what your customer contact list is and how you see it being used.

One customer contact list would represent the 1200 employers and their contact information. There are also hundreds of thousands of members that could comprise a second contact list, but that is not expected to be a practical list for use in this system. The contact list would be used to route calls from employers to the proper call center representatives.

- 16) In section C2 (Feature #16), what are the INPRS systems to be integrated with?

Beyond standard email capabilities, existing systems are not a constraint. Please describe the native integration capabilities of your solution.

- 17) In section C3 (Feature #2), define some examples of business rules and how you see them applying?

The business rules would be situational based routing of correspondence. The specifics will be defined in the future and will include rules for both in-bound and out-bound calls. Examples would include employer related documents, e.g. local board resolutions, would be routed to this group or all calls from this employer would route to this person, etc.

- 18) In section C3 (Feature #4), regarding "originate emails to customers", clarify or provide examples?

See the answer to question #17.

- 19) In section C3 (Feature #5), regarding “originate emails to third parties”, clarify or provide examples?

See the answer to question #17.

- 20) In section C3 (Feature #8), regarding “email routing to supervisor for approval”, define the process and how you see it working?

See the answer to question #17.

- 21) In section C3 (Feature #13), regarding “assignment of case numbers”, what is the case management tool that we will need to integrate with?

See the answer to question #10.

- 22) In section C4 (Feature #7), are you expecting us to do web development on your customer facing web sites?

No.

- 23) In section C4 (Report #7), regarding “% of first contact resolution”, does INPRS use a CRM application that we need to integrate with in order to capture this data?

No, you will not need to integrate to an existing application. Does your call center solution support this common measurement or metric?

- 24) In section C4 (Report #8), regarding “% response relevance”, does INPRS use a CRM application that we need to integrate with in order to capture this data?

See the answer to question #23.

- 25) Based on section C5, please give a high level overview of your case management tool that we will be integrating with? Or is the expectation that we are to provide a case management tool and if so please provide details?

See the answer to question #10.