

SUPERIOR COURT OF CALIFORNIA, COUNTY OF VENTURA

MARCH 15, 2019

QUESTIONS AND ANSWERS

ADDENDUM 2

1. When you state the requirement for a 5-year contract, are you speaking solely about a Master Services Agreement, or are you looking for a 5-year contract for Support services?

A: This will include the entire system itself and support service.

2. Within the RFP, the ZIP for the address to which to send the proposals is 93003. However, online the ZIP is listed as 93009. Which is correct?

A: 93009.

3. You mention Attachment A, Scope of Work. Please clarify that you are referring to Attachment 7-1 Statement of Work.

A: Yes, that is correct Attachment 7-1 is aka as the Scope of Work.

4. On your website, you have among your list of certifications one that is entitled, “JBCM_Darfur_Certification”, but it is not one of the attachments provided with the RFP. Is this a required certification for this RFP?

A: Yes, we will require the selected vendor to sign this document.

5. Please clarify which locations of the Court should be included in our proposal.

A: Hall of Justice; Simi Valley Courthouse and Hill Rd.

6. If multiple locations are involved, does the Court find a “big bang” approach acceptable, where all locations go live at once?

A: Yes

7. Is there a date by which the Court wants to have the solution installed? We saw the June 2019 date for the agreement to start, but no specified dates for implementation.

A: TBD, ideally within in six months of the signed agreement.

8. Are wet signatures required, or is DocuSign acceptable for providing signatures?

A: The Court uses SignNow and will initiate the signature process.

9. Is there a format you are looking for with our cost proposal?

A: No specific format.

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10. Do you have flowcharts for call flows? How many inbound call flows?

A: **Yes, we have two IVR flows for inbound calls.**

11. How many queues?

A: **12**

12. Are you expecting ACD-routed Email, SMS or chat interactions as part of scope?

A: **Yes**

13. How many outbound dialer campaigns are to be included in scope? What type? Power, Predictive, Preview, etc.

A: **We run up to 10 campaigns simultaneously, five using predictive dialing, five using blast messaging (text-to-speech).**

14. Will the contact lists be populated via manual import? If not, where is the data and what interface is available for API integration?

A: **We would like to automate importing the contact lists. Data is located in courts criminal case management system and may be batch exported to CSV or TXT format and can be made available for processing on a scheduled basis. Exclusion lists may also be provided on a scheduled basis with flexible frequency.**

15. Does Workforce management need to be included in scope?

A: **Yes**

16. How many IVR call flows are to be included in scope?

A: **Currently we utilize two IVR flows.**

17. Do all systems that we are integrating with have REST-base APIs?

A: **No.**

18. Would you please provide the definition for the response headers in the Scope of Work document (i.e. F, CO, CU, R, TP, FV, NA)?

A: **Definitions are found on the sheet labeled "Legend" as part of the SOW workbook.**

19. System Integration

i. Does the CRM have published API's available for the required IVR data?

A: **No, but Court can provide any type of data exchange compatible with PowerBuilder.**

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- ii. Is a batch exchange on a regular interval acceptable for the data exchange between the telephony platform and the Court's CRM?

A: **Yes, as it relates to our daily call lists.**

- 20. In order to provide pricing for several solutions identified in the RFP we will need the total number of call center agents on the platform.

A: **55 seats, with a possibility of expanding to 100**

- 21. In order to provide pricing for the IVR functions we will need the total number of monthly minutes utilized within the IVR.

A: **Avg IVR hours for a 30 day period is 6,300 hours.**

- 22. In order to provide pricing for the outbound and blended inbound functions we will need the total number of call minutes utilized.

A: **Avg hours of talk time for a 30 day period is 2,500 hours.**

- 23. Will recording storage be required beyond 15 days (we typically provide recordings to our clients after the initial 15 days)?

A: **Yes, currently we store 180 days of screen and voice recordings**

- 24. In order to provide pricing for web chat, text, and email we will need the total number of call center agents required for each channel.

A: **TBD**

- 25. Is a Ticketing system (case management) for back office functions required?

A: **No**

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User count/locations/sites

Current Contact Center Locations	Agent Count	Supervisor Count
Ventura – Hall of Justice		
Simi Valley Courthouse		
Oxnard – Juvenile Justice Center		
Ventura – Hill Road		
Floating stations, total seats	55	11

Future Contact Center Locations (if applicable)	Agent Count	Supervisor Count
N/A		
Expand total number or seats	100	20

At Home Agent Locations (if applicable)	Agent Count	Supervisor Count
N/A		

Number of agents by contact type (if not blended)

Contact Center Location	IB Phone	OB Phone	Email	Chat	VM	SMS
All locations are Blended			N/A	N/A	N/A	N/A

Contact Volumes – totals for 2018

Contact Center Location	IB Phone	OB Phone	Email	Chat	VM	SMS
Agent	173,458	4,703,149				
TTS Blast		7,786,750				
System –AM detection		4,998,533				

Current State/Network topology

Current ACD (if different than PBX)	Integrated with current predictive dialer
Current IVR	Integrated with current predictive dialer
Current CRM	VISON (developed in-house)
Current Recording Platform	.vox for audio; .ncr for screen capture
Current QM System (if applicable)	Integrated with current predictive dialer
Current WFM System (if applicable)	Integrated with current predictive dialer

Integration

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Is there a need to integrate to an external system (e.g. CRM, Database, ERP, etc.)?	Yes
Which system(s) are we integration with/to?	In house system - VISION
What type of integration will we be using (e.g. SOAP, Rest, DB Connector, etc.)?	API

IVR / Special Call Flow Routing

Can you provide a current call flow chart showing menu choices, self-serve options, external databases to connect?	Yes
Please provide any data on call volume, concurrent calls, peak hours, etc. that will help to size the system	Up to 10 campaigns running concurrently, including automated call blasting
What CRM/database would the IVR need to access?	VISION
What access to the CRM/database is available (e.g. WebServices)?	API

CTI

Will there be a need for a screen-pop?	Yes
What database or CRM would need to be popped?	VISION
What data should the agent see on contact delivery?	VISION's Collection Module

Email

Will you have emails routed to agents?	No
What is your current email platform (if any)?	GroupWise
Can your email system be set to auto-forward emails to our platform?	

Chat

Will you have chat launch points from websites for your customers to chat with your agents?	Yes, we would like to.
How many chat points of contact?	5
What is your current Chat platform (if any)?	None
What information will you need to gather from the customer prior to sending to an agent?	Account number, name, date of birth, or driver's license number.

SMS

Will you need to receive inbound SMS messages?	TBD
- Number of Long Codes	
- Number of Short Codes	
Will you need to be able to send out automated SMS messages (e.g. School Closure, Appt Reminders, etc.)?	Yes
- Number of Short Codes	

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Will you have a need for an agent to initiate an outbound SMS (e.g. while on a call with a customer)?	TBD
- What is the use case?	
- Number of Long Codes	
- Number of Short Codes	

Dialer

Do you have a need for an automated dialer?	Yes
What types of outbound dialing are you doing today?	Predictive; Blast messaging
How many campaigns are run at the same time?	9-10
What is the typical list size?	30,000 records
Where are your lists stored?	Dialer's host server

Call Recording

Will calls need to be recorded?	Yes
What percentage?	100%
Will percentages to be recorded differ by functional group?	No
How long do recordings need to be stored?	180 days
Do individual recorded files need to be encrypted?	No

Screen Recording

Will you need screen recordings?	Yes
What percentage?	100%
Will percentages to be recorded differ by functional group?	No

WFM

Do you have a need to automatically forecast your staffing needs and create schedules?	Yes
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Surveys

How are you currently capturing the voice of the customer?	We are not currently doing this.
Do you have a need to automatically capture the voice of the customer after they have interacted with your agents?	Yes
How are you measuring customer service today?	Speech analytics, Cust survey (comment cards)