SUPERIOR COURT OF CALIFORNIA, COUNTY OF VENTURA

MARCH 19, 2019

QUESTIONS AND ANSWERS

ADDENDUM 3

#	Question	Response
1	Who is the current vendor providing software / services to County?	Noble Systems Corp.
2	What is the name / type of software being provided by that vendor?	NSC Contact Center Technologies
3	What is the current spend rate (on an annual basis) for the system?	N/A
4	Please confirm is we need to consider the Attachments 7 and 7-1 as the "Attachment A" in the RFP?	Yes
5	Please provide the "Certification Requirements" details under "Acceptance / Certifications" as the link provided (http://www.ventura.courts.ca.gov/vendors.html) in the RFP is not working.	Confirmed website forms are working. Providing additional copies of all certification documents in email.
6	Please let us know if we can get an extension of 2 weeks (i.e. 11th April 2019) from the current date of submission mentioned in the RFP. ?	Extension granted to April 11 at 3:00 p.m.
7	Is Court Case Management System (CMS) a third party provided product? If so, please provide details including API information. Is this the same CMS referenced in 14.3 as VCIJIS	The Court's CMS was developed in-house and is referenced in 14.3.
8	How would Contact Center provider connect to CMS? Should this be included in the proposal?	See section 14.4 of the SOW
9	Please define call results; AHT, etc.	Call results or call termination codes are used to end a call. An integrated system would eliminate the need to code the contact solution and the Court's CMS. Typical results include but not limited to: payment arrangement, promise to pay, payment processed, left message, or wrong number.
10	Please provide reader board details; i.e. vendor, model, etc.	We do not currently have reader boards. This would be an enhancement for our contact center. We want this functionality to be available.
11	Please provide Sybase API details	The Court does not have any published API's
12	Please provide current volume for voice, web chat, text, and email including peak and off-peak times	Previously Provided
13	What backend systems will IVR be required to interface? Please provide API details.	VCIJIS, see section 14.3

14	We understand Call Blending to be associated with agents ability to support both inbound and outbound calls. Please describe how this applies to the RFP as Ventura County will retain agents.	We utilize an ACD to route inbound calls to agent groups, agents can be assigned to multipe ACD groups while logged into an active outbound campaign. Call are routed to them based on priority.
15	Please expand upon your Real-time speech analytics requirements.	We need the ability to moinitor 100% of our calls in real time. The system should listen for key phrases to ensure agents are in compliance with policies and standards. Alerts should be sent to the agent and/or supervisor while the call is connected so that the agent can make the necessary corrections, e.g. mini miranda or call recording disclosure.
16	Is the specified functionality currently operating for the County, and if so, who is the vendor providing it?	Noble Systems
17	Is this request intended to support only the Court Collections Unit, or will it also need to support other Court or County Units?	Information provided on cover page of RFP - Cooperative Agreement
18	What is the make and model of the phone system supporting the specified contact center? Also who provides this phone system?	Noble integrated soft phones
19	Please provide the estimated volume of agents in the contact center, the volume of inbound and outbound calls to be handled, and the average call duration for each type of call?	Previously Answered
20	Attachment 7, Scope of Work, Rows 1.1-4: What CMS(s) must be interfaced? Is VCIJIS the only one or are there others?	VCIJIS only
21	Attachment 7, Scope of Work, Rows 6.1 and 6.2: What analytics are needed for this application?	For quality assurance purposes, defined "events" should be identified as having occurred or not, while the call is connected. Post call analytics should occur on 100% of the calls to ensure adherence to scripts. Should allow ad hoc queries based on key phrases.
22	Attachment 7, Scope of Work, Rows 6.5: Is this requirement to provide separate analytics reports in English for English and Spanish calls?	Yes
23	Attachment 7, Scope of Work, Row 8.1: Why would PCI security issues be involved in the specified functionality? Will there be a requirement to process payments?	The requirement is to allow agents the ability to start and stop call recordings
24	Attachment 7, Scope of Work, Row 14.3: What is the intended functional requirement?	Requirement 14.3 provides background information of the Court's CMS
25	I understand you have 85 agents taking calls from the dialers; is there additional volume going to agents from other sources?	No
26	What is the peak call volume and monthly call volume	Previously Answered
27	What is the average talk time	Previously Answered
28	What is the average hold time	328:15:00/day
29	Call Blending - could you elaborate on your expectations	Previously Answered
30	Time keeping capabilities - Could you elaborate	Tracking of agent schedules/time off requests

31	Define Agent Score Cards –	QA tool to score calls for adherence to scripts, policies, and standards
32	Is this RFP just for the Court Collections Group? (How many groups)	Yes, one group
33	Contact/Call Center:	
34	Integration with case management system - what is the name of the system that is used?	The Court's CMS was developed in-house, see section 14.3 and 14.4
35	How many concurrent agents	55
36	Supervisors	11
37	Administrators	2
38	Are you looking to use automated voice, email and/or SMS notifications	TBD
39	Will you utilize blended agents for inbound voice and the outbound contact campaigns interactions	Yes
40	Are you looking to use Blended Email agents	TBD
41	Are you looking to us Blended Chat agents	TBD
42	Do you need any of the agent calls recorded and stored for a period of 6 months	Yes, 100% of calls (voice and screen) should be stored for at least six months
43	Interactive Voice Response - Average total calls per month/year	Previously Answered
44	Interactive Voice Response - Average Handle time for calls in the IVR	Previously Answered
45	Are you currently using any web services in any of the IVR or ACD solution	No
46	Could you provide current and/or future IVR call flows? This will help us in determining the level of effort to integrate with your current backend database(s)	Previously provided
47	Could you provide current and/or future ACD call flows to help us determine the level of effort to integrate with your CRM for screen pops to agents	Currently, our ACD will route calls to one of 12 agent groups depending on caller's input. Two IVR's route calls to our ACD
48	How many Toll Free Numbers will be used for the IVR and ACD incoming calls	1
49	How many Local Numbers will be used for the IVR and ACD incoming calls	3
50	How do you currently manage your Outbound predictive/preview dialer	List load, build, and assign are all scheduled tasks
51	Will you need scripts developed for the agents to use	Yes
52	How many agents are part of the outbound predictive/preview solution	55
53	Will the SMS notification be used to advise customers of payments due, appointments	Yes
54	Will the SMS notification need to allow the caller to transfer to an agent or receive a callback for processing	Yes
55	Do you have a use case or API for passing data to CMS. Is this web services based	This would be an enhancement of our current solution
56	Do you have a use case for the real time data exchange – what metrics are you tracking	This would be an enhancement of our current solution

57	What call results do you want to pass to CMS	Call information to trigger a lookup action on our CMS
58	What are your primary adhoc reports	Agent summary reporting, e.g. number of right party contacts
59	What types of customization do you anticipate for your reports – do you have an internal team that works with reports	Customized reporting based on supervisor groups, yes
60	What reader boards do you have? Details on their interface	We are not currently using reader boards, this would be an enhancement for us. Please provide us with details as to what your solution can interface with
61	How many system administrators do you anticipate, supervisors, agents	Previously Answered
62	What is your peak concurrent agents, number of named agents	26. Define "named agents"
63	How many skills do you anticipate	We have 12 skills, but require room for expansion
64	Do you have sample call flows	Not at this time, IB IVR flow provided
65	What are the size of your predictive and preview campaigns	Largest campaign is 35,000 records. We use up to 14 different lists daily
66	What are your outbound rules	Cases are qualified based on internal rules. Example of dialer rules: Number of maximum attempts, best time to call
67	Do you route outbound to agents? What is the number of blended agents, non-blended agents?	Yes, 100% of our agents are blended
68	What are the anticipated size of a call list, how many different call lists	Previously Answered
69	What fields or data do you want displayed on an agent desktop	At minimum, number connected to, client name, account number, or unique ID
70	What is your agent scoring criteria	Adherence to scripts, policies, and standards
71	What is the average call duration	Approximately 3 mins of agent talk time
72	What is the call volume (busy hour, monthly totals)	Previously answered
73	How long do you store recordings	Screen captures and audio are stored for six months
74	Can you provide more detail on IVR customized scripts? Use cases	IVR flow provided
75	What languages	English and Spanish
76	If you have an IVR, how many ports do you have	250 lines
77	For TTS, what are the number of ports and languages	TTS would be an enhancement to current process, English and Spanish languages
78	For ASR, what are the number of ports and languages	ASR would be an enhancement to current process, English and Spanish languages
79	How many unique call flows and examples?	Two unique IVR flows, example provided
80	Is every agent also multichannel – how many web, text, email enabled agents	TBD
81	What are your gamification use cases	Do not currently use

82	Is this your only in-bound number or do you have other DID or Toll Free numbers that would be directed to the new hosted CC platform? "The Collection Unit phone number is (805) 639-5010"	Multiple DID and one toll free number
83	Are you looking to replace this option with the new call center platform or will it remain in place	Yes, we will be replacing with a new call center platform
84	Number of concurrent agents and supervisors in the contact center	We have the capacity for 55 seats and 11 supervisors
85	Number of concurrent busy hour call attempts into the IVR and contact center	N/A
86	Number of locations where IVR services and contact center agents reside. (We can assume all locations so not critical to ask this one)	All locations
87	Omni-channel was outlined but how many users are doing email and chat	TBD
88	Is SMS a requirement	Yes
89	What social channels do they want to route into the contact center	Use of social media TBD