

## **1. Introduction.**

The Superior Court of California, County of Ventura (the “Court”) is requesting proposals from qualified sources (“Bidders”) of Call Center Solutions. The intent of this Request for Proposals (“RFP”) is to identify solutions that fit within the Court’s technical framework and functional business needs.

The Court’s goals are to improve services related to inbound and outbound calls via a predictive dialer, affording more responsive customer service as well as achieving savings and increased customer satisfaction via a user-friendly option.

The type of functionality the Court is interested in could include (but not be limited to):

- Contact/Call Center;
- Interactive Voice Response (IVR);
- Intelligent Virtual Assistant (IVA);
- Integration with our case management system;
- Comprehensive Reporting;
- Speech Analytics;
- ACD/Skill Based Routing;
- Real Time Call Monitoring;

At the Court’s discretion, Bidders that best meet the Court’s requirements may be asked to perform a detailed and targeted demonstration and proof of concept.

## **2. Background.**

The Court is a unified state trial court serving the County of Ventura. The court has three (3) locations throughout the County of Ventura and hears all matters in criminal, traffic, civil, probate, juvenile, family law, and mental health cases. The court also operates drug courts, DUI courts, a veteran’s court, a mental health court, and a homeless court.

The Court Collection Unit was established in July of 1989 and is responsible for the collection of delinquent and non-delinquent court ordered fines, fees, victim restitution, and failure to appear traffic citations. The collections team is comprised of 85 positions including one Director, one Manager, two Court Analysts, seven Supervisors, 55 Collection Officers, 18 Fiscal Assistants and one Victim Restitution Specialist.

## **3. Scope of Requested Services.**

The requirements listed in this Scope of Work are non-exhaustive. Bidders are requested to provide a response to each item listed; however, should not refrain from providing additional information related to system functionalities or capabilities. The Court’s requirements shall not preclude any Bidder’s response to this RFP.

## **4. Project Overview.**

The Court is searching for a state of the art Call Center Solution that will assist its efforts to run its organization more efficiently by providing customer account and case information, extensions, automated outbound calling, predictive dialing, interactive SMS, etc. The objective of the leverage a state of the art Call Center platform to improve the efficiency of customer service operations and provide a higher quality of service to the public.