



CITY OF MEMPHIS

REQUEST FOR PROPOSAL

#39201

Contact Center Software

Addendum #1

RFQ #39201

Contact Center Software

Addendum #1

Questions & Answers

Except to remove vendor names and addresses, questions are provided exactly as submitted.

#		Section	Question / Answer
1	Q	2.1	<p>Page 6 – Bullet 2 – Self-serve IVR. Can you provide details on the scope of the Self-serve IVR requirement. For example:</p> <ul style="list-style-type: none"> a) How many published telephone numbers will be answered by the IVR? b) What are the specific published telephone numbers that will be answered by the IVR? c) What types of information will callers be obtaining via self-service? For example, status of a claim/request, amount due, date of an upcoming appointment, etc.
1	A		About 16 published numbers. Ticket status- only one currently used
2	Q	2.1	<p>Page 6 – Bullet 11 – Auto-attendant – TTS is listed as a requirement under Auto-attendant. What types of information will be spoken to callers using TTS?</p>
2	A		Options for call routing(skillset) and non ACD contacts and announcements
3	Q	2.1	<p>Page 6 – Bullet 11 – Auto-attendant – Speech Recognition is listed as a requirement under Auto-attendant. What level of speech recognition is desired in the design of the application? For example:</p> <ul style="list-style-type: none"> a) A ‘very conversational/open-ended’ speech recognition application which uses natural language? b) A ‘directed-dialogue’ speech recognition application that is semi-conversational and prompts callers with a list of acceptable phrases/topic areas? c) A very basic speech recognition application which prompts callers with commands such as, ‘For information on how to file a claim, press or say 1.’
3	A		B-directed dialog

4	Q	3.6		Page 9 – 3.6 Annual Report – DiRAD is a privately-owned company. We do not have an annual report or audited financials. We can submit our financial statements. Would that be acceptable or would that cause our proposal to be considered non-responsive?
4	A			Privately –owned companies are not required to submit financial statements with their RFP response. We will have the vendor provide their financial information if they are selected for further evaluation.
5	Q	Section Page 6	2.1,	Will the local telco trunking currently serving the contact center be used with the new SaaS/PaaS/IaaS design or will phone numbers be ported to the cloud solution?
5	A			Current SIP trunks will be used.
6	Q	Section Page 6	2.1,	If phone numbers are to be ported to the cloud solution, is there sufficient internet bandwidth in place at all locations to allow for VoIP traffic from a cloud solution?
6	A			Yes
7	Q	Section Page 6	2.1,	Is there a requirement for a telco tie-line between the new contact center system and the existing Nortel CS1000 or future Microsoft Skype for Business unified communications (UC) platform? If yes, what type of circuit will be needed (T1, PRI, SIP)?
7	A			No
8	Q	Section Page 6	2.1,	Do the contact center agents require desktop telephones or is a USB headset preferred?
8	A			Both desktop telephone and headset.
9	Q	Section Page 6	2.1,	If the contact center agents require desktop telephones, is the data network in place to provide PoE and quality of service for voice over IP infrastructure?
9	A			Yes.

10	Q	Section 2.1, Page 6	Please specify which Oracle CRM product requires integration. We assume Oracle Service Cloud. Please provide additional details regarding the CRM integration requirements such as data dips in the IVR, activity logging, agent desktop, screen pops, etc.
10	A		<p>Oracle E-Business Suite 12.1.3 CRM and oracle service cloud</p> <ol style="list-style-type: none"> 1. IVR status checks – Allow for checking current status of status of service requests by querying database or APIs 2. Reporting service requests – API or DB connection and calling procedures 3. Screen pops 4. Initiating phone calls from application
11	Q	Section 2.1, Page 6	Regarding replacement of CallPilot, is the intention to replace the contact center announcements only or to also provide voicemail for business users outside of the contact centers?
11	A		<p>No voicemail requirements, that will be addressed by the existing Skype For Business implementation.</p> <p>Currently only contact center direct and indirect support menus.</p> <p>General public menus not part of this scope.</p>
12	Q	Section 2.1, Page 6	Please provide additional detailed requirements for the IVR self-service functionality? Are there additional integration requirements with other data sources and/or systems for self-service functions?
12	A		Oracle is the only current database- others may be developed.
13	Q	Section 2.1, Page 6	Please define the Instant Messaging (IM) requirement. Is the Instant Messaging between agents and supervisors within the contact center or with outside parties as well?
13	A		Both
14	Q	Section 2.1, Page 6	Please provide the maximum number of simultaneous voice calls (both connected to an agent and in queue or in the IVR) in all contact centers.
14	A		150

15	Q	Section 2.1, Page 7	Can you define what “operable with the Microsoft Skype for Business unified communications (UC) platform” means?
15	A		The solution must be listed under the Contact Center section at the Microsoft Skype For Business Solutions website at this URL: https://partnersolutions.skypeforbusiness.com/solutionscatalog/applications
16	Q	Exhibit 4, Page 25	Payment terms - Would the City prefer annual up-front billing or month-to-month?
16	A		Monthly billing is preferred.
17	Q	2.1	Does the City want the initial contact center implementation to be operable with Skype for Business or with your Nortel infrastructure?
17	A		It must be operable with Skype For Business only.
18	Q	2.1	What is the initial number of concurrent agents and the number of supervisors to be implemented?
18	A		100 agents, 16 supervisors
19	Q	2.1	Is your Skype on premise or in the cloud?
19	A		On Premise
20	Q	2.1	Can you give us more information on the Oracle application (what version of ebusiness suite) that you want integrated to?
20	A		12.1.3 and 12.2.5 if we upgrade the application
21	Q	2.1	Any outbound campaigns or outbound notifications?
21	A		No
22	Q	2.1	What is your requirement for Workforce Management?
22	A		ESRI Work Force

23	Q	2.1	What are your requirements for Quality Management?
23	A		Ensure compliance with our systems through our project process.
24	Q	2.1	What is the max busy hour per call center?
24	A		This is always changing
25	Q	2.1	What is the average queue time per center?
25	A		Pink Palace - :14; IS - 4:58; Metro Alarm - :08; Treasury - :13; 311 - :24; MAS - 1:07; 211/LINC - :18; HR - unknown not currently on our system
26	Q	2.1	What is the average call handle time per center?
26	A		Pink Palace-2:34, IS-5:59, Metro Alarm-3:34; Treasury-2:14; 311-2:06; MAS-2:27; 211/LINC -2:06; HR-unknown
27	Q	2.1	What are the Total number of calls per month (per center)?
27	A		Unavailable
28	Q	2.1	What about Omnichannel? Do you want to queue Voice calls, Chat, Email and SMS?
28	A		Queue up voice and chat
29	Q	Personnel & Responsibilities	<p>How many different contact center groups do you have?</p> <p>Which are inbound or outbound?</p> <p>Are there any centers that take both inbound and outbound, which ones?</p> <p>How many agents within each?</p> <p>Remote vs. On-Site?</p> <p>How many supervisors within each?</p>

29	A		Currently all inbound. Treasury -12 agents, 1 supervisor; 311 – 19 agents, 2 supervisors; 211- 29 agents, 2 supervisors; MAS – 10 agents, 2 supervisors; IS – 6 agents, 1 supervisor; Metro Alarm – 9 agents, 1 supervisor; Pink Palace – 6 agents, 1 supervisor; HR 20 agents, 2 supervisors
30	Q	Personnel & Responsibilities	What skillsets do you separate your agents by? (Language, Application Skillset etc.)
30	A		Language, skillset
31	Q	Personnel & Responsibilities	What is the shift scheduling and management set up for your agents? (example: Every one 8-5PM EST)
31	A		Varied
32	Q	Personnel & Responsibilities	What are supervisors responsible for within your contact centers?
32	A		Staffing, reports, training, real-time monitoring
33	Q	Personnel & Responsibilities	Do you have Contact Center Managers or IT Directors that plan higher level administration strategies such as call flows and queues?
33	A		IS will manage higher level administration
34	Q	Communication Flow	Please share more about the campaign types you run, such as Billing Payments, Trouble Tickets, Outbound Sales Etc...?
34	A		Currently inbound only
35	Q	Communication Flow	Please share more about your communication flow within each contact center or as a whole? Average daily calls taken Average daily emails taken Average chat conversations taken Average social interactions taken

35	A		Currently voice only
36	Q	Communication Flow	<p>Please share more about your inbound flow (please share call flow diagram if you have one)?</p> <p>AA Choices and Routes</p> <p>IVR Choices and Routes</p> <p>Back office systems connected to IVR? (Example: Say 1 to hear your balance...)</p> <p>What is your overflow strategy?</p> <p>Calls go into queue... then an agent sees waiting callers etc...</p>
36	A		Unavailable
37	Q	Integrations & Applications	<p>Please share more about the applications that are currently integrated and or that agents need to work in while communicating with a client?</p> <p>CRM Application</p> <p>HR Application</p> <p>Billing Application</p> <p>Ticket Application</p> <p>Etc..</p>
37	A		Only Oracle currently
38	Q	Training	How long does it currently take to train new agents?
38	A		NA
39	Q	Training	What is the process for training a new agent?
39	A		NA

40	Q	Additional Efficiency Strategies, Programs, Benefits &	Do you currently use any Work Force Management applications associated with the Contact Centers?
40	A		ESRI Work Force
41	Q	Additional Efficiency Strategies, Programs, Benefits &	Do you currently use any Gamification Tools, Agent Contests, Live Monitors within the Agent Floor?
41	A		Live monitors of waiting and current calls
42	Q	Timing & Implementation	Please share your desired implementation timeline and what you believe would be a success rollout of a new contact center program.
42	A		To be determined
43	Q	2.1 Statement of Work	Is the Oracle CRM mentioned Oracle Right Now? If not please confirm version?
43	A		Oracle E-Business Suite 12.1.3
44	Q	2.1 Statement of Work	Please clarify the level of interaction expected between the CCaaS platform and Skype for Business – are we correct in assuming you will just need system-to-system dialing capability?
44	A		System to system
45	Q	2.1 Statement of Work	Are the one hundred agents named or concurrent? Can both numbers be provided?
45	A		Named 140; concurrent 100
46	Q	2.1 Statement of Work	Are you able to confirm the numbers of both DIDs and TFNs for the purpose of call delivery?
46	A		NA

47	Q	2.1 Statement of Work	Does the City prefer to bring their own carrier or use the Vendors
47	A		City will use their own carrier
48	Q	2.1 Statement of Work	Can you provide volumes for Voice, Instant Message and Chat channels?
48	A		Only voice currently. Volumes not available.
49	Q	2.1 Statement of Work	Can you confirm which mediums the Instant Message and Chat channels handle? E.g. Website, Facebook etc?
49	A		We would like to have the option to use anything. The more options your solution offers the better
50	Q	2.1 Statement of Work	Can you provide contact and IVR flows for all channels in scope?
50	A		No
51	Q	2.1 Statement of Work	Can you provide more details around the functionality needed for the speech recognition element of the IVR?
51	A		Basic directed or menu option choice
52	Q	2.1 Statement of Work	Can you provide more details around the functionality needed for the self-service element of the IVR? i.e. what self service functions will be included?
52	A		Ticket status
53	Q	2.1 Statement of Work	Do you require PCI compliance?
53	A		Yes
54	Q	2.1 Statement of Work	Is Call Recording required?

54	A		Yes
55	Q	2.1 Statement of Work	What would be the capture % for call recording?
55	A		100%
56	Q	2.1 Statement of Work	What would be the retention time within the platform for call recording?
56	A		30 days
57	Q	2.1 Statement of Work	Is Screen Recording required?
57	A		For IM
58	Q	2.1 Statement of Work	What would be the capture % for screen recording?
58	A		100%
59	Q	2.1 Statement of Work	What would be the retention time within the platform for screen recording?
59	A		30 days
60	Q	2.1 Statement of Work	Is real-time screen monitoring required?
60	A		Yes
61	Q		Instant message and chat Agent can process live calls, IM and Chat requests based upon business rules (What types of IM Services? Apple Messages? Facebook Messenger?)

			<p>Speech Recognition (What level of Speech? Tier 3 (Guided prompting) or Tier 4 (Natural Language)</p> <p>For inbound voice, where will calls originate from?</p> <p>Will client own toll-free numbers?</p> <p>How do we envision connectivity; Will it be MPLS? if so will client provide MPLS?</p> <p>or will supplier need to provide data connectivity? –</p> <p>If supplier needs to provide MPLS need the address of client data center locations</p>
61	A		Calls originate from inbound SIP, both DID and some tollfree
62	Q		It is mentioned there are currently 4 Call Centers, where are they located (need address/location); also how many agents per each location?
62	A		8 call centers all on the city network
63	Q		What are the Call recording / storage requirements (offline and online storage requirements)?
63	A		30 days of calls should be held online
64	Q		<p>Is there a need for screen recording? –</p> <p>If so, what are the screen recording storage requirement (both online and offline)? –</p>
64	A		30 days and it should all be online
65	Q		Is there any dual monitor requirement for agents? –
65	A		Yes
66	Q		Do agents need MS Office or any specific software to be installed in their workstation? –
66	A		Yes

67	Q		How will clients CRM (Oracle eBusiness Suite) accessed? will it be accessed over internet?
67	A		Using ODBC connection to database and via PL/SQL APIs in oracle database Another option need to be supported is web services
68	Q		Is there any payment processing; will client provide system to process payment? –
68	A		No
69	Q		Is there any requirement to process credit cards through automated IVR?
69	A		No
70	Q		What is the estimated per user bandwidth to access client tools?
70	A		Not knowing your solution we can not answer this
71	Q		What are the key functionalities supported by Telstrat, and Call Pilot applications?
71	A		Telstrat-voice recording, CallPilot-menus, announcements and voicemail
72	Q		For IVR is there any advanced functionalities used? for example is there natural language, speech enabled IVR requirements?
72	A		Yes
73	Q		Can we get estimated call volume for IVR port sizing?
73	A		No
74	Q		What are the requirements for Microsoft Skype for Business integration?

74	A		The solution must be listed under the Contact Center section at the Microsoft Skype For Business Solutions website at this URL: https://partnersolutions.skypeforbusiness.com/solutionscatalog/application
75	Q		Is there any other specific integration other than integration with Oracle eBusiness CRM?
75	A		No
76	Q		From networking stand point of view will a standard VLAN separated network suffice or is there a specific requirements for isolated network?
76	A		There are no specific requirements for an isolated network for connectivity on the City's network.
77	Q		Is there any specific compliance requirements?
77	A		See other answers.
78	Q		Apart from Inbound voice, chat; is there any other mode of support like email, social media? what are all the channels of support?
78	A		List whatever you solution supports
79	Q		Is the tool Microsoft Skype for Business used as IM (Instant Messaging) tool? will this license be provided by client?
79	A		Yes. Yes.
80	Q		Is there any specific desktop/PC configurations?
80	A		We use standard Dell PCs most with dual monitors
81	Q		Is there any requirement for dual monitors?
81	A		Yes

82	Q		Estimated number of agents per each location?
82	A		140 across the enterprise
83	Q	Section 2	Does your Oracle CRM application expose Web Services so that A.I. Voice Chatbot IVR functions can get data. Example: Call comes in and System automatically queries Oracle CRM with the ANI to ascertain customer's name and other pertinent information that may help route or answer the call more effectively?
83	A		Web services are available and custom packages and procedures can be created in oracle and can be exposed as web services
84	Q	Section 2	Is your current Oracle CRM on Cloud already and web based? Do you have any plans in upgrading or replacing your CRM technology at the same time?
84	A		Web based, hosted on premise There is a chance of upgrade or replacing with fusion service cloud
85	Q	Section 2	Will the call center need Concierge type services like "Virtual Queue" where the caller is given the option to receive a callback when their time in queue arrives versus waiting say 10 minutes in queue?
85	A		This would be a nice to have
86	Q	Section 2	Would the Call Center and City benefit from Automated A.I. Chatbot Voice Survey Systems with Citizen Volunteers responding weekly to the effectiveness of the city services in their area?
86	A		Would be a nice to have