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## ANSWERS TO QUESTIONS

RFP solicitation for Web-Based Hosted Call Center Application

**RFP No. FS-2018-15-RP**

November 1, 2018

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#	RFP Reference (Page-Section)	Question	Response
1	N/A	How many concurrent Agents are needed?	1 Supervisor 4 – 6 Concurrent Agents
2	N/A	If the LD usage data provided is outbound, how many inbound minutes are currently used and are callers dialing a Toll Free number or a Local Number?	Callers dial a Toll Free 1-888 number. Within a 6 month period, 7,347 inbound minutes.
3	Page 5 Item V	How many fax numbers/accounts are needed and will they all send to the same email address or each to a different email?	1 fax number and 1 email account.
4	Section 2.0.2.H.iii	Re: “defects should be handled in accordance with the Judicial Council’s support requirements.” We don’t see those requirements defined anywhere. Can the council identify their requirements for defects?	Please see Attachment 1 to this document for the Judicial Council’s support requirements.
5	Section 2.0.2.J	This question asks for integration with CRM databases and for screen-pops. What database(s) does the Council use and what methods of integrations are available to these databases?	None at the time, but we would like to have this option available and provided during the demo phase of the RFP.
6		Can you help with sizing of Agents and Supervisors - how many of each?	1 Supervisor 4 – 6 Concurrent Agents
7		What is the underlying PBX that we would need to integrate with onsite?	The current 1-888 number used to call the Judicial Council will be ported to the next vendor. The caller dials the 888 number on your network, the call is then routed to the next available agent at the Judicial Council.

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8		Is the long-term intention to move the PBX to the cloud for Unified Communications? And should that be a long-term consideration?	No, not at this time. We use centrex lines for the phones set up at the Judicial Council's Customer Support Center (CSC).
9		What is the CRM of record today?	We use the vendor's CRM that provides statistics/charts, standards/custom reporting /ACD, voice mail, call recordings, and live, fax, email queuing, service level stats, and text.
10		What other databases besides CRM would we need to integrate into for a full-service solution?	None at this time, but we would like to have this option available and provided during the demo phase of the RFP.
11	pg 3. 2.0.2 i.	Is this an IDIQ?	No, this is not an IDIQ. A contract, if awarded, will be given to a <u>single</u> Service Provider.
12	pg 3. 2.0.2 i.	Is this contract for JCC only? Or is this is also to support the JCC Affiliates (i.e. Superior Courts and other court Jurisdictions) as well?	Yes, the contract will be with the Judicial Council.
13	Pg 3 2.0.2. i.	Why is the State not using CALNET 3? The services requested are currently available on CALNET 3. Is CALNET 3 an option?	CALNET 3 is offered through another State Agency, which operates under different policies and procedures than the Judicial Council.  CALNET 3 was not an option proposed to the Judicial Council in past RFPs. Please feel free to propose, in detail, CALNET 3 as a service option to the Judicial Council in your proposal.
14	Pg 9 Timeline	Can you give a two week extension?	Yes. Please check this RFP's webpage for changes to the Schedule of Events.
15	Attachment 8 Cost worksheet	What is the number of Agents that will use this service? And what is the number of Supervisors that support those agents?	1 Supervisor 4 – 6 Concurrent Agents

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16	Attachment 8 Cost worksheet	What is total number of ports required beyond the amount of agents for queuing?(Ex if there are 16 agents and you want 4 to be in que, then total number of ports is 20.)	Our maximum would be 6.
17	Attachment 8 Cost worksheet	What is the average number of days worked per agent per month?	22 days.
18	Attachment 8 Cost worksheet	How many of the proposed agents will require call recording? Or a percentage that require call recording?	All agent calls will be recorded.
19	Attachment 8 Cost worksheet	Can pricing elements and hours be provided as estimates only as part of the RFP and then will there be a subsequent opportunity to provide a full SOW after we conduct business requirements gathering and preparation of Business Requirements Document (BRD) for the IVR?	<p>Prices submitted with the Service Provider's proposal are to be firm fixed for the initial term of the agreement. Any economic price adjustment provision referenced on a Service Provider's proposal will disqualify the Service Provider from consideration for an award.</p> <p>There is enough information in the RFP, including the answers stated in this document, for Service Providers to provide the best possible price for services. Please note, cost is weighted at 50% of the score.</p>
20	Pg 5. B ii	Describe the maximum expected number of alphanumeric elements to be entered into the IVR prior to call processing (Example: 8 digits, alphanumeric)	Currently it is 10 digits at this time. However, we would like the ability to modify in the future.

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21	Pg 5. B ii	Provide a description of the backend database systems and options for accessing these databases to provide valid information for the IVR question/response script.	Currently we use the vendors IVR, single greeting for all calls during and after business hours. We have a answering service that routes our calls during non-business hours or when we are in a meeting. Our current vendor provides options to expand our IVR levels, which we may look into at a later date (i.e. caller enters the name of the Service Provider, county or building name and is transferred to a Service Provider or employee).
22	Pg 5. B ii	CTI- Will there be a need for a screen-pop? What database or CRM would need to be popped? What data should the agent see on contact delivery? .EXE or URL? Type of database (e.g. SQL) What access to the database is available (e.g. WebServices)? Estimated number of integration calls to the database? Is your customer data maintained and managed by your staff or is it hosted by another source?	Currently we do not use this feature. However we would like to find what is available during the demo portion of the RFP.
23	Pg 5. A iv	CHAT- Will you have chat launch points from websites for your customers to chat with your agents? How many chat points of contact? What is your current Chat platform (if any)? What information will you need to gather from the customer prior to sending to an agent?	Currently, one (1) single chat point is needed. WE have a chat link embedded to our CAFM (Computer Aided Facilities Mgmt) web based application. Chat ability is assigned to a single agent daily. Chat platform is off the shelf, provided by the vendor, no special modifications or requirements – Name, Phone Number, and Organization.

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24	Pg 5. A iv	<p>EMAIL- Will you have emails routed to agents?</p> <p>What is your current email platform (if any)?</p> <p>Can your email system be set to auto-forward emails to our platform?</p>	<p>Currently not in use due to firewall restrictions. However, we would like to see if this feature could be used. Emails could possibly be auto forwarded. Further research would be required on this feature.</p>
25	Pg 5. A iv	<p>In the RFP, it states outbound message blasts. Can you please define this in accordance with the below questions?</p> <p>Do you have a need for an automated dialer?</p> <p>What types of outbound dialing are you doing today?</p> <p>How many campaigns are run at the same time?</p> <p>What is the typical list size?</p> <p>Where are your lists stored?</p> <p>How do you currently manage your lists?</p> <p>Do you have a need to dynamically check records in and out?</p> <p>Will the Caller-id need to change based on the number being dialed?</p> <p>Is there a need to feed records to the dialer directly from an external CRM / Database?</p> <p>From what systems?</p> <p>Are APIs / Web Services available for those systems?</p>	<p>No need for an automated dialer.</p> <p>We currently use the vendor provided phone book to place outbound calls terminating within the State of California. No other US states and/or Int'l outbound calls are made.</p> <p>I am unclear on what you mean by campaigns. We have a single Queue to monitor inbound/outbound calls.</p> <p>Typical list size and where lists are stored, how do you currently manage your lists is N/A but it would be helpful to include in your demo.</p> <p>Check records in/out – No, not at this time but it would be helpful to see this as part of your demo.</p> <p>Will caller ID need to change? No it should display as our JCC 888 toll free number.</p> <p>Feed Records to the dialer? No and APIs is also a No. But it would be helpful to include in our demo.</p>

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26	Pg 5. A iv	Is Screen recording required? If so, what percentage of total agent staff?	Screen recording – No, but it would be helpful to include in your demo.
27		Is WFM (Workforce Management) required?	Yes, this would be nice to have. We have a very small group of 4 – 6 agents.
28	Attachment 8 Cost worksheet	Ingress/Egress from Hosted platform a. Our solution for Ingress is Verizon IP Toll Free and Local terminating usage based services. b. Our solution for Egress is provided at no charge and only requires a destination 10-digit phone number associated with the agent telephone (Desk, Cell, Softphone) provided by the customer. c. Are the pricing documents reflective of these potential Egress costs for other vendors or can we ask that be specified for all vendors for this bid to ensure cost equalization?	In accordance with Section 5 of the RFP and the Cost Worksheet, please list all fees and pricing to provide the services referenced in this solicitation.

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**ATTACHMENT 1  
TO  
ANSWER TO QUESTIONS**

The Service Provider and the Judicial Council shall handle defects in the Application in accordance with the following support requirements:

Service Provider will be available to agents, supervisors and callers on a 24/7/365 basis as delineated below:

- 1. Critical Failure. Major problems affecting client ability to use any or all service provider features. This priority level supersedes all other service tasks, assignments, and projects (ie: all available resources will be utilized until resolution). Examples: Redundant servers unavailable, internet service interruption;
- 2. Urgent. Systems down. Client reports key features are not operable, or client reports call clarity issues, however, there are alternate procedures available. Issue is time sensitive as possible critical event failure may occur. Examples: Unable to hear caller. Call clarity is disrupting call conversation. Unable to classify call upon completion;
- 3. High Priority. Client able to work at acceptable level awaiting service response and problem resolution. Examples: Client inability to use or make changes to key features, password reset, access call recordings or reports;
- 4. Pending Service. Request in process. Examples: Scheduled feature updates or refresh during business hours. Project implementation into production environment.

• Priority	• Type	• First Response Within	• Customer Update
• 1	• Critical Failure	• 15 minutes	• 2 hours
• 2	• Urgent	• 30 minutes	• 3 hours
• 3	• High Priority	• 2 Hours	• Daily
• 4	• Pending Service	• Same Day	• Weekly

The Judicial Council of California encourages all qualified Proposers to participate in responding to this solicitation.

*Please check this RFP’s webpage on a regular basis for any changes and/or updates to the solicitation and Schedule of Events.*

**END OF NOTICE**