

PROPOSER RESPONSE TEMPLATE
[INSERT COMPANY NAME HERE]

for

RFI NUMBER – IT-2020-72-RB

LIVE CHAT

Response Due: September 18, 2020

NO LATER THAN 3:00 P.M. PACIFIC TIME

1. Company Information

Company name: [INSERT CONTENT HERE]
Corporate Address: [INSERT CONTENT HERE]
Phone: [INSERT CONTENT HERE]

Representative Name: [INSERT CONTENT HERE]
Title: [INSERT CONTENT HERE]
Address: [INSERT CONTENT HERE]
Phone: [INSERT CONTENT HERE]
Mobile phone (if different than above): [INSERT CONTENT HERE]
E-mail: [INSERT CONTENT HERE]

2. Company Overview (About Us)

Please provide a brief overview of your company. Something similar to what your website might have under the heading of “About Us”.

[INSERT CONTENT HERE]

3. Executive Summary

Please provide high level information regarding your company’s business products and/or services, include information on how your product fits in today’s market and how your product differs from competitors in the same industry. You might want to include some of your company goals and business plans.

[INSERT CONTENT HERE]

4. Experience and Qualifications

Provide a description of your company’s experience and qualifications regarding Live chat.

[INSERT CONTENT HERE]

5. Response to Business Requirements

The business requirements are detailed in Appendix 1, Business/Technical Requirements. The purpose of Appendix 1 is to identify the requirements for Business needs, Business requirements and Technical requirements and the extent to which they can be met in the marketplace.

Business requirements and Technical requirements in the workbook require responses for the “Must Have” priority requirements. You may choose to also include responses for “Nice to have” priority requirements.

5.1 Appendix 1 - Business and Technical Requirements

Proposer must include this XLS in their response

6. ADDITIONAL QUESTIONS

Respondents are required to respond to the following questions using the Proposer Response Template:

6.1 Can you provide a demo of your product to our team?

[INSERT CONTENT HERE]

6.2 Microsoft Azure Bot services integration with live chat -

6.2.1 Does your live chat product have the ability to connect to our existing Microsoft Azure Bot?

[INSERT CONTENT HERE]

6.2.2 Please describe how your product integrates with Microsoft Azure Chatbot? Please include any physical and/or conceptual diagrams.

[INSERT CONTENT HERE]

6.2.3 Is Microsoft Azure Chatbot assigned a seat when integrated with your live chat product?

[INSERT CONTENT HERE]

6.2.4 What are the limitations of integrating your live chat product with Microsoft Bot services?

[INSERT CONTENT HERE]

6.2.5 Can we integrate our identity management (MS Azure AD) with your live chat product? If yes, how does that impact pricing?

[INSERT CONTENT HERE]

6.3 Do you have a list of certified integrators who can help us with integration services? If yes, please provide the list of your certified partners.

[INSERT CONTENT HERE]

6.4 Do you have the California Multiple Awards Schedules (CMAS) or Software Licensing Program (SLP) resellers list? If yes, please provide the list of your official resellers.

[INSERT CONTENT HERE]

6.5 Do you have a knowledge base management tool, and if so, can that be integrated with live chat and chatbot? If yes, how does that impact pricing?

[INSERT CONTENT HERE]

6.6 Is chat data stored in the US?

[INSERT CONTENT HERE]

7. COST INFORMATION

Please include information on enterprise cost models for your solution, including one-time and ongoing by category, such as licensing, hosting etc.

[INSERT CONTENT HERE OR ATTACH]

8. SERVICE LEVEL INFORMATION

Please include information on enterprise service level models for your solution

[INSERT CONTENT HERE OR ATTACH]

9. GOVERNMENT CONTRACTS

Please include references for any government agency contracts you may have currently or have had in the past 5 years

[INSERT CONTENT HERE OR ATTACH]

10. OPTIONAL INFORMATION

Please feel free to provide any other information about Live chat products and/or services that we didn't inquire about.

[INSERT CONTENT HERE]