

Enterprise Contact
Center Services
RFP 6100035614

Question #	Question	Answer
1	<p>Have reviewed the RFP and requesting a 30 day extension. The due date of December 17th, 2015 only provides us a few weeks to respond and we are also losing time for Thanksgiving holiday. We want to provide the most comprehensive and value driven response as possible to the Commonwealth of Pennsylvania. We appreciate your consideration with reviewing our request.</p>	

DRAFT

	<p>Received your Enterprise Contact Services Request for proposal (6100035614). We strongly believe that our solution will meet the needs of your contact centers as expressed within the RFP document. We would like to request that exception and/or agreement to the IT Terms and Conditions as documented in Appendix A of the RFP and all other terms and conditions contained in the RFP be done upon contract award. Upon general review, the standard documents supplied do not directly apply to the solution being sought nor proposed. If awarded this bid then the parties will work together to negotiate a mutually agreeable final agreement based on our standard master service agreement, to include any non-conflicting terms proposed in the Office for Information Technology, Bureau of IT Procurement's Contract Terms & Conditions document. We think this is a fair position and process, as all elements and requirements of an integration of this nature are not disclosed in the RFP process. In addition, we would like to request an extension for the due date of the submission. Due to the holiday and time necessary for shipping the bid package we respectfully request an extension until December 23, 2015 to prepare our response. This will help ensure that we respond to each part of the RFP with as much detail as possible thereby allowing you to make an informed decision when selecting your contact center solution.</p>	
2	<p>We understand that currently there is a Cisco IVR installed in PA-OIT. Would it be possible for all interested parties to see a diagram of the existing infrastructure in an effort to put the most technically sound Cloud solution together while remaining cost effective.</p>	
3		

4	Please clarify "the proposed solution shall have the ability to easily move agents between tenants". Will agents move from one agency to another or is this move within the same agency.	
5	Regarding the ability for agents to add free form text or notes, what is the amount of text (number of characters) that is desired?	
6	How is SSO achieved today? Does this mean that users are only required to login once to gain access to all of their authorized applications?	
7	Please explain the method and process for integration to the Commonwealth's Service Now IT Service Management tool.	
8	The cost matrix does not include pricing for email, chat, social media, or SMS. How should that be provided?	
9	Would the commonwealth please provide examples of call flows that are currently being used by the agencies?	
10	This section states that at the time of contract award, the Department of Health will have deployed an IVR for callers to check information for WIC. In addition this section describes 7 Department of Revenue IVR applications. Section 10.0 of the ECCS Requirements document describes requirement for the Offeror to provision a new IVR for the call center. Can you please clarify? Is the state looking for a new IVR in addition to the integration of existing IVRs? Who will be responsible for any modifications to the existing IVR applications required for integration to the new contact center?	

11	<p>Who currently provides the premise base call recording solution for the existing contact centers? Will this system continue to be used once the new solution is deployed? If so, how do you envision the new contact center recording solution to work with the existing recording solution? What is the Commonwealth's retention policy for call recordings?</p>	
12	<p>Please clarify. What data would be transmitted? Are you requiring the new contact center solution to transmit call recordings it captures to a specific agency location via FTP/SFTP?</p>	
13	<p>The selected Offeror shall provide the ability for an administrator or supervisors to view dashboards and call reporting for multiple contact centers simultaneously. Please define the roles and responsibilities required as it pertains to employees of the commonwealth and the solution provider. Are Move Adds and Changes (MACs) the responsibility of the service provider?</p>	
14	<p>The selected Offeror shall provide Line of Business reporting, in a readable format that should include daily, weekly, monthly, and yearly metrics based on the types of issues that are being handled by its help desk. Please provide details on what is meant by Line of Business reporting.</p>	
15	<p>The selected Offeror shall provide comprehensive technological solution that includes, but is not limited to, automatic speech recognition, management of high call volume, outbound dialing campaigns, interactive voice response, advanced call routing based upon automatic number identification (ANI), dialed number identification service (DNIS), geographic location and customer inputs. How should Speech Recognition be incorporated into the Pricing proposal?</p>	

16	Please explain in detail how to complete the Single Sign on Worksheet and the three items. How does this pertain to the individual agencies?	
17	Sealed proposal must be received by the Issuing Office by Thursday, December 17, 2015 1:00 PM. Would the commonwealth grant an extension to the due date?	
18	Request an extension on the date this RFP is due. Currently this proposal is due on 12.17.2015 and in order for us to provide a comprehensive and thorough response to this proposal we requests for this RFP to be extended to after the holiday's?	
19	Is the request for this RFP to deploy only Department of Human Services (DHS)? Can we assume that subsequent departments will transitioned at a later date and as a separate project?	
20	<p>What is the scope of the DHS Contact Center Requirements? Please provide details on the following:</p> <ul style="list-style-type: none"> - Please list all DHS locations - # of Business Units in DHS - # of unique Call Flows (provide any call flows if possible) - # of unique Skills - Quantity and description of any self-service IVRs provided by DHS (please include descriptions of any backend systems that DHS integrates with and what info is captured from the customer) 	

21	<p>What is the scope of the DHS IPT Telephony Requirements? Please provide details on the following:</p> <ul style="list-style-type: none"> - Please list all DHS admin phone-only locations. - # of admin phone-only users. - Do they require their own DID and voicemail - # of auto attendants / phone directories - Will your admin users leverage hard phones or transition to softphones? 	
22	<p>Please provide details and example of what constitutes an "instance". Describe the delineation between tenants?</p>	
23	<p>Is the requested professional services resource meant to be "On-Demand" or "On-Request" (ad-hoc)?</p>	
24	<p>Do you require screen capture? If yes, what percentage of DHS users? What is the retention requirements (how many years of storage)?</p>	
25	<p>Does DHS/Common Wealth have a standard of encryption for data being pulled to populate the screen pop that must be followed? If so, please list standards.</p>	
26	<p>Please provide PEAK estimates for the following DHS Contact Center parameters for the IVR, Contact Center, and ASR and TTS applications</p> <ul style="list-style-type: none"> - Call volumes per month - Average handle times (AHT) - Average After Call Work - Average Time Spent in the IVR 	
27	<p>Please provide the number of campaigns to configure for the initial deployment.</p>	
28	<p>Please identify the number of self-serve IVR applications for the initial deployment of DHS. Please provide any IVR call flows if feasible.</p>	

29	Please define basic to enhanced system feature package, agent feature package set, supervisor feature package set, and administrator feature package.	
30	Please clarify the specific Help Desk that is being referenced. Please define "contract participant".	
31	Does this RFP also include the DLI Enghouse IVR used for UC continued Claims?	
32	SLAs 1, 2 are functionally redundant in that a single event may qualify as a failure for both SLAs, and both SLAs have the same credit structure. Does the Commonwealth expect that both SLAs will qualify for credits in a single month? Or does the Commonwealth expect that whichever SLA metric results in the higher credit will apply (as is the case with the SLAs in the current Contract)?	
33	SLA 2 references: "... degraded below the benchmark established during user acceptance testing." Please elaborate on what constitutes the "user benchmark" standards?	
34	SLAs 3, 4 – The formula calculation references "Severity Level" in the numerator of the formula, yet the Definition Inclusion states "ALL" events, it does not specify by Severity. Could you please clarify?	
35	SLAs 3, 4 are functionally redundant in that a single event may qualify as a failure for both SLAs, and both SLAs have the same credit structure. Does the Commonwealth expect that both SLAs will qualify for credits in a single month? Or does the Commonwealth expect that whichever SLA metric results in the higher credit will apply (as is the case with the SLAs in the current Contract)?	
36	What functions does the Commonwealth want vendors to integrate to SAP?	

37	Please provide technical specifications for the interfaces listed in Section 5 that a vendor must integrate with.	
38	Please describe how the Offeror is anticipated to "use the Commonwealth's ITSM system, currently Service Now."	
39	Please clarify what systems will be sending tickets and chat to the Offeror.	
40	Can the Commonwealth detail the three independent non integrated systems? (Is that Unify's OSCC, VZ Web Center and VZ VCC, or something else?)	
41	Can the Commonwealth describe what voice transport mechanism is in use for these 94 instances? I.e., are they also on Penn Connect?	
42	Can you provide clarification as to what is an "instance function"? We see that Total # of CC Instance Functions seems to be a mutually defined term after award, but before acceptance but want to understand intent regarding SLA calculations.	
43	How does one "Earn Back" and is the charge something that is effective on a 12-month basis, or something earned back on the next months performance?	
44	In all scenarios and call centers, do supervisors also act as call type taking agents? If no, what is the percentage breakdown?	
45	The totals (excel calculations) do not include the bottom two lines /counts, is this an error, or is there a reason the bottom two lines are omitted?	
46	Can you please provide - per call center queue: 1. time spent in routing the call, 2. length of recordings / messages in queue, and 3. total average time a caller waits in queue?	

47	Can you please provide detail on supervisors - per call center: Is a supervisor logged in 100% of the time, or only occasionally to schedule historical reports? Do supervisors only monitor agents calls (silent monitor) for coaching?	
48	The Average and Max call lengths are identical for all DOR call centers; is this an error?	
49	Please confirm that only call centers with call volumes listed require recording and whether recording required should be 100% of calls, a random % of calls, or on-demand per call center?	
50	Please provide the retention period for recordings per call center.	
51	Call Centers and call volumes for recording differ from those shown in Appendix E for call volumes. Is this an error? Do all call centers require recording? DOT call center is listed for recording, but is not on Appendix E for call center requirement; is this an error?	
52	The proposed solution shall have the ability for a "phone only" log in for agents. Please detail what is the desired purpose of this?	
53	The selected Offeror shall provide voicemail capabilities through the contact center where callers can leave a message and it be delivered as an interaction or delivered to an email address. How many call centers require this capability?	
54	Which call centers require WFM?	
55	Please provide more detail on speech recognition optional feature request - what is being requested and within which call centers?	
56	Please provide detail on the type of campaigns, number of, volumes, how campaign is originated, etc.	

57	We would respectfully request a 30-day extension to the proposal due date.	
58	If an agency is listed without call volumes or not listed in this appendix, do they require recording?	
59	May an extension be granted?	
60	Given the scope and magnitude of this project, would it be possible to grant a second round of questions?	
61	As a signatory to the ISO 14001 environmental management standard, our organization follows the standard's guidelines to reduce any negative impact from our workplace activities on the environment. As part of our alignment with the standard, we make every effort to limit the number of printed materials we generate. Would the Commonwealth consider accepting only electronic copies of the RFI response?	
62	Will the Commonwealth make a single award or will this be a multi-award contract?	
63	What percentage of agents are blended and of those that are blended, which channels are they managing?	
64	What is the percentage breakdown of agents currently using the following channels: inbound voice, outbound voice, instant messaging (chat), email and social media? If a channel is not currently utilized, please include the desired percentage.	
65	What is the Commonwealth's expected phase roll-out time limit of features and functionality for DHS and beyond?	
66	Can the Commonwealth define what "Administrative Support" is?	
67	Please provide the average hold time and average talk time for callers/agents.	

68	Does PA have preferred approaches for accommodating impaired agents or supervisors?	
69	Does this mean the agent is only logged in for voice calls, or that they are logged into the ACD without going into the call queue?	
70	How many local and toll-free numbers?	
71	We are reading this as there is a need for segregation for each center (individual tenants) and the ability to see all centers as a whole from a higher lever for management across contact centers. Is that correct?	
72	Is PA looking for recording of voice only, or also screen recording? If screen recording is included, is that also 100% capture?	
73	Does the Commonwealth currently use Speech Analytics, WFO or WFM? If so, in what capacity (percentages) is it used and who is the solution provider for each?	
74	What level of integration is needed here? More detail would be helpful.	
75	In what capacity is predictive dialing used today?	
76	Would PCI Level 1 v3.1 certification and SOG2 audit be acceptable in lieu of IRS 1075?	
77	Current Vendor Pains and Issues: Why are you looking to move off of your current InContact SaaS platform? Current Openscape On Premise Platform.	
78	What 3 Key areas of improvement looking to gain from a consolidated cloud solution?	
79	What are your 3 biggest challenges with your current solution/s?	

80	How do these challenges impact your business?	
81	Why not just deploy InContact to your larger call centers?	
82	What advisory firm/s has the state engaged to determine the scope/requirements of this project?	
83	What advisory firm/s has the state engaged to create this RFP?	
84	Is the ECCS project budget been allocated? If so, how was the budget determined?	
85	What is the ECCS project timeline: Purchase date/ Start Deployment date/ Go-live date?	
86	How many front office applications has the State of PA-OIT deployed in the cloud?	
87	How many back office applications has the State of PA-OIT deployed in the cloud?	
88	Will the State of PA consider only True Cloud solutions or will hosting vendors be considered as well?	
89	Are your agents using PC's or MAC's?	
90	What percentage of your agents work from home if any?	
91	Can we have get a copy of your IVR Call Flows?	
92	Can you describe the level and detail of the integration requirements to SAP and Inform. What data is being exchanged? One direction or bi-directional?	
93	How many administrator licenses would be required to administer all of the call centers?	

94	Where in the response package should we place Appendix L, "ECCS Requirements Matrix"? This appendix requires a response for each requirement but it is not mentioned in Part II, "Proposal Requirements".	
95	Should the proposed solution provide SIP trunking between the contact center service platform and the Penn Connect IPT VoIP infrastructure to support tenants who currently utilize that IPT Platform for agent dial tone?	
96	To what Session Border Controller (make/model and version) would the SIP trunks connect?	
97	How is dial tone provided to agents who currently use the Virtual Contact Center (VCC) solution?	
98	Is there a preference for any particular method of providing connectivity between the contact center service platform and those agents who currently use the Virtual Contact Center (VCC) solution?	
99	Do the DHS agents who will be the focus of the initial conversion currently use the VCC platform, the OpenScope platform, or both platforms?	
100	Is caller information from the Inform/Enweisen CRM system currently displayed to the agent via an agent desktop from the ACD platform or via a screen from the CRM system?	
101	What interface is currently used to access the CRM system? Will a web service interface be provided?	
102	In addition to Unemployment Compensation and Department of Revenue, who is the third tenant on the OpenScope platform?	
103	What type of connectivity to the SQL database is used for the Department of Health IVR that performs WIC checks? Will a web service interface be provided by the Commonwealth for this interaction?	

104	Do the Department of Health and Department of Revenue IVR applications described in Section IV-3 E utilize speech recognition or only touchtone input?	
105	Appendix E lists 73 call centers but Section IV-2 A of the RFP document describes 94 call centers using the VCC service and 3 call centers using the OpenScape service. Are there an additional 24 call centers not listed, or are those centers contained within the ones that are listed?	
106	Which of the call centers listed in Appendix E currently use the VCC service and which currently use the OpenScape service?	
107	Which of the call centers listed in Appendix E comprise the Department of Human Services agents that will be the focus of the initial conversion?	
108	What is the average wait-in-queue time, agent talk time and after-call work time for the call centers specified in Appendix E? Do any of these call centers deviate significantly from the overall average?	
109	Approximately what percentage of the monthly calls listed in Appendix E using local telephone numbers for access versus Toll-Free numbers?	
110	Can you define the "Administrative Support" referenced on this tab?	
111	How should respondents list fixed monthly costs for network services (required for connectivity) that do not vary based on the exact number of agents using the service?	
112	Does "recording of interactions" refer only to audio recording or is recording of agent desktop screens also required?	
113	This appendix appears to be incomplete. Can you provide the complete document?	

114	This appendix appears to be incomplete. Can you provide the complete document?	
115	This appendix appears to be incomplete. Can you provide the complete document?	
116	This appendix appears to be incomplete. Can you provide the complete document?	
117	<p>In section II-8 of the RFP - Objections and Additions to IT Contract Terms and Conditions, the State is requesting the Offeror to submit terms and conditions that they would like to negotiate and what additional terms and conditions the Offeror would like to add to the IT Contract Terms and Conditions.</p> <p>The State also states: The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for Appendix A, IT Contract Terms and Conditions.</p> <p>The State then indicates the Issuing Office will reject any proposal conditioned on the negotiations of the terms and conditions.</p> <p>Please advise:</p> <ul style="list-style-type: none"> - If the State will accept proposals that indicate sections of Appendix A, IT Contract Terms and Conditions that the Offeror is taking exception to or requesting negotiations on, or is providing additional terms and conditions. - If the State will accept a proposal indicating exceptions or clarifications to any other provision of the RFP 	

	<p>The RFP States: The scope of this project comprises all current and future contact centers in use by the Commonwealth. The initial conversion effort will focus on the Department of Human Services (DHS), transitioning from its current platform(s) to the selected Offeror's system. DHS comprises approximately half of Commonwealth contact center seats. <u>Other Commonwealth agencies will transition when convenient for their business.</u></p> <p>Based on this statement, we would like clarification on how we shall compute the committed number of seats for DHS in order to accurately forecast the revenue threshold towards the Small Diverse Business Participation Percentage. For example: do we base to total contract value for the SDB calculations on only the DHS contact center number of seats or do we base it on the OVERALL number of seats, given that there is no timeframe commitment when the other Commonwealth agencies will transition. We need this information to accurately meet the significant subcontracting commitment minimum of 5% of the total contract value.</p>	
118	<p>If our solution does not require the use of a partner do we still forfeit the points under the 20% SDB participation?</p>	
119	<p>Does re-selling cloud services contribute to the percentage of work performed for an SDBE?</p>	
120	<p>Are points allocated to a Small Business (SB) if they serve as the Prime contractor or are points only allocated for Small Diverse Businesses?</p>	
121	<p>I was wondering if you could provide an additional information to this project. I was curious if this has already been given funding. If so, from what source? Will funding information or budget details be addressed and documented in the q and a document?</p>	
122		

DRAFT

123	For the Pre-proposal Conference, is there a dial-in number associated with the conference or must it be attended in person? Is there an agenda for the conference?	
124	The Proposal Cover letter requires an Offeror SAP/SRM Vendor Number. How should we go about obtaining this? Will you kindly provide direction?	
125	Can we modify / add entries to the Cost Matrix spreadsheet?	