**Superior Court of California, County of Ventura**

**March 19, 2019**

**Questions and Answers**

**Addendum 3**

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| **#** | **Question** | **Response** |
| 1 | Who is the current vendor providing software / services to County? | Noble Systems Corp. |
| 2 | What is the name / type of software being provided by that vendor? | NSC Contact Center Technologies |
| 3 | What is the current spend rate (on an annual basis) for the system? | N/A |
| 4 | Please confirm is we need to consider the Attachments 7 and 7-1 as the “Attachment A” in the RFP? | Yes |
| 5 | Please provide the “Certification Requirements” details under “Acceptance / Certifications” as the link provided (http://www.ventura.courts.ca.gov/vendors.html) in the RFP is not working. | Confirmed website forms are working. Providing additional copies of all certification documents in email. |
| 6 | Please let us know if we can get an extension of 2 weeks (i.e. 11th April 2019) from the current date of submission mentioned in the RFP. ? | Extension granted to April 11 at 3:00 p.m. |
| 7 | Is Court Case Management System (CMS) a third party provided product? If so, please provide details including API information. Is this the same CMS referenced in 14.3 as VCIJIS | The Court's CMS was developed in-house and is referenced in 14.3. |
| 8 | How would Contact Center provider connect to CMS? Should this be included in the proposal? | See section 14.4 of the SOW |
| 9 | Please define call results; AHT, etc. | Call results or call termination codes are used to end a call. An integrated system would eliminate the need to code the contact solution and the Court's CMS. Typical results include but not limited to: payment arrangement, promise to pay, payment processed, left message, or wrong number. |
| 10 | Please provide reader board details; i.e. vendor, model, etc. | We do not currently have reader boards. This would be an enhancement for our contact center. We want this functionality to be available. |
| 11 | Please provide Sybase API details | The Court does not have any published API's |
| 12 | Please provide current volume for voice, web chat, text, and email including peak and off-peak times | Previously Provided |
| 13 | What backend systems will IVR be required to interface? Please provide API details. | VCIJIS, see section 14.3 |
| 14 | We understand Call Blending to be associated with agents ability to support both inbound and outbound calls. Please describe how this applies to the RFP as Ventura County will retain agents. | We utilize an ACD to route inbound calls to agent groups, agents can be assigned to multipe ACD groups while logged into an active outbound campaign. Call are routed to them based on priority. |
| 15 | Please expand upon your Real-time speech analytics requirements. | We need the ability to moinitor 100% of our calls in real time. The system should listen for key phrases to ensure agents are in compliance with policies and standards. Alerts should be sent to the agent and/or supervisor while the call is connected so that the agent can make the necessary corrections, e.g. mini miranda or call recording disclosure. |
| 16 | Is the specified functionality currently operating for the County, and if so, who is the vendor providing it? | Noble Systems |
| 17 | Is this request intended to support only the Court Collections Unit, or will it also need to support other Court or County Units? | Information provided on cover page of RFP - Cooperative Agreement |
| 18 | What is the make and model of the phone system supporting the specified contact center? Also who provides this phone system? | Noble integrated soft phones |
| 19 | Please provide the estimated volume of agents in the contact center, the volume of inbound and outbound calls to be handled, and the average call duration for each type of call? | Previously Answered |
| 20 | Attachment 7, Scope of Work, Rows 1.1-4: What CMS(s) must be interfaced? Is VCIJIS the only one or are there others? | VCIJIS only |
| 21 | Attachment 7, Scope of Work, Rows 6.1 and 6.2: What analytics are needed for this application? | For quality assurance purposes, defined “events” should be identified as having occurred or not, while the call is connected. Post call analytics should occur on 100% of the calls to ensure adherence to scripts. Should allow ad hoc queries based on key phrases. |
| 22 | Attachment 7, Scope of Work, Rows 6.5: Is this requirement to provide separate analytics reports in English for English and Spanish calls? | Yes |
| 23 | Attachment 7, Scope of Work, Row 8.1: Why would PCI security issues be involved in the specified functionality? Will there be a requirement to process payments? | The requirement is to allow agents the ability to start and stop call recordings |
| 24 | Attachment 7, Scope of Work, Row 14.3: What is the intended functional requirement? | Requirement 14.3 provides background information of the Court’s CMS |
| 25 | I understand you have 85 agents taking calls from the dialers; is there additional volume going to agents from other sources? | No |
| 26 | What is the peak call volume and monthly call volume | Previously Answered |
| 27 | What is the average talk time | Previously Answered |
| 28 | What is the average hold time | 328:15:00/day |
| 29 | Call Blending - could you elaborate on your expectations | Previously Answered |
| 30 | Time keeping capabilities - Could you elaborate | Tracking of agent schedules/time off requests |
| 31 | Define Agent Score Cards – | QA tool to score calls for adherence to scripts, policies, and standards |
| 32 | Is this RFP just for the Court Collections Group? (How many groups) | Yes, one group |
| 33 | Contact/Call Center: |  |
| 34 | Integration with case management system - what is the name of the system that is used? | The Court’s CMS was developed in-house, see section 14.3 and 14.4 |
| 35 | How many concurrent agents | 55 |
| 36 | Supervisors | 11 |
| 37 | Administrators | 2 |
| 38 | Are you looking to use automated voice, email and/or SMS notifications | TBD |
| 39 | Will you utilize blended agents for inbound voice and the outbound contact campaigns interactions | Yes |
| 40 | Are you looking to use Blended Email agents | TBD |
| 41 | Are you looking to us Blended Chat agents | TBD |
| 42 | Do you need any of the agent calls recorded and stored for a period of 6 months | Yes, 100% of calls (voice and screen) should be stored for at least six months |
| 43 | Interactive Voice Response - Average total calls per month/year | Previously Answered |
| 44 | Interactive Voice Response - Average Handle time for calls in the IVR | Previously Answered |
| 45 | Are you currently using any web services in any of the IVR or ACD solution | No |
| 46 | Could you provide current and/or future IVR call flows? This will help us in determining the level of effort to integrate with your current backend database(s) | Previously provided |
| 47 | Could you provide current and/or future ACD call flows to help us determine the level of effort to integrate with your CRM for screen pops to agents | Currently, our ACD will route calls to one of 12 agent groups depending on caller’s input. Two IVR’s route calls to our ACD |
| 48 | How many Toll Free Numbers will be used for the IVR and ACD incoming calls | 1 |
| 49 | How many Local Numbers will be used for the IVR and ACD incoming calls | 3 |
| 50 | How do you currently manage your Outbound predictive/preview dialer | List load, build, and assign are all scheduled tasks |
| 51 | Will you need scripts developed for the agents to use | Yes |
| 52 | How many agents are part of the outbound predictive/preview solution | 55 |
| 53 | Will the SMS notification be used to advise customers of payments due, appointments | Yes |
| 54 | Will the SMS notification need to allow the caller to transfer to an agent or receive a callback for processing | Yes |
| 55 | Do you have a use case or API for passing data to CMS. Is this web services based | This would be an enhancement of our current solution |
| 56 | Do you have a use case for the real time data exchange – what metrics are you tracking | This would be an enhancement of our current solution |
| 57 | What call results do you want to pass to CMS | Call information to trigger a lookup action on our CMS |
| 58 | What are your primary adhoc reports | Agent summary reporting, e.g. number of right party contacts |
| 59 | What types of customization do you anticipate for your reports – do you have an internal team that works with reports | Customized reporting based on supervisor groups, yes |
| 60 | What reader boards do you have? Details on their interface | We are not currently using reader boards, this would be an enhancement for us. Please provide us with details as to what your solution can interface with |
| 61 | How many system administrators do you anticipate, supervisors, agents | Previously Answered |
| 62 | What is your peak concurrent agents, number of named agents | 26. Define “named agents” |
| 63 | How many skills do you anticipate | We have 12 skills, but require room for expansion |
| 64 | Do you have sample call flows | Not at this time, IB IVR flow provided |
| 65 | What are the size of your predictive and preview campaigns | Largest campaign is 35,000 records. We use up to 14 different lists daily |
| 66 | What are your outbound rules | Cases are qualified based on internal rules. Example of dialer rules: Number of maximum attempts, best time to call |
| 67 | Do you route outbound to agents? What is the number of blended agents, non-blended agents? | Yes, 100% of our agents are blended |
| 68 | What are the anticipated size of a call list, how many different call lists | Previously Answered |
| 69 | What fields or data do you want displayed on an agent desktop | At minimum, number connected to, client name, account number, or unique ID |
| 70 | What is your agent scoring criteria | Adherence to scripts, policies, and standards |
| 71 | What is the average call duration | Approximately 3 mins of agent talk time |
| 72 | What is the call volume (busy hour, monthly totals) | Previously answered |
| 73 | How long do you store recordings | Screen captures and audio are stored for six months |
| 74 | Can you provide more detail on IVR customized scripts? Use cases | IVR flow provided |
| 75 | What languages | English and Spanish |
| 76 | If you have an IVR, how many ports do you have | 250 lines |
| 77 | For TTS, what are the number of ports and languages | TTS would be an enhancement to current process, English and Spanish languages |
| 78 | For ASR, what are the number of ports and languages | ASR would be an enhancement to current process, English and Spanish languages |
| 79 | How many unique call flows and examples? | Two unique IVR flows, example provided |
| 80 | Is every agent also multichannel – how many web, text, email enabled agents | TBD |
| 81 | What are your gamification use cases | Do not currently use |
| 82 | Is this your only in-bound number or do you have other DID or Toll Free numbers that would be directed to the new hosted CC platform? “The Collection Unit phone number is (805) 639-5010” | Multiple DID and one toll free number |
| 83 | Are you looking to replace this option with the new call center platform or will it remain in place | Yes, we will be replacing with a new call center platform |
| 84 | Number of concurrent agents and supervisors in the contact center | We have the capacity for 55 seats and 11 supervisors |
| 85 | Number of concurrent busy hour call attempts into the IVR and contact center | N/A |
| 86 | Number of locations where IVR services and contact center agents reside. (We can assume all locations so not critical to ask this one) | All locations |
| 87 | Omni-channel was outlined but how many users are doing email and chat | TBD |
| 88 | Is SMS a requirement | Yes |
| 89 | What social channels do they want to route into the contact center | Use of social media TBD |