



UMUC

DATE: May 17, 2016

TO: All Prospective Proposers

FROM: Amy Kisloski
Assistant Director, Technology Procurement
301-985-7707

RE: RFP #91383 – Contact Center Software Solution
Addendum #1 dated 05/17/2016

The following amends the above-referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

- A. Section II. Scope of Work, subparagraph 2.1.4.16 at page 10 of the RFP is removed in its entirety.
- B. Questions from Potential Proposing Firms:
1. "Are you able to share an agent count that we can use when formulating a design and pricing strategy?"

UMUC Response

The following agent count may be used for a design strategy. Pricing is not requested at this time.

Service Center: **96**

Student Advising & Retention:**57**

Student Recruitment: **47**

Student Accounts:**39**

WFM Total: **239** (Includes current Agent headcount for the contact centers who would like to use WFM.)

AQM Total: **386** (Includes Agents+Supervisors who take calls and other contact centers that need to be recorded for compliance purposes.)

2. “[Can] companies from outside USA can apply for this [RFP]?”

UMUC Response

Pursuant to Paragraph L. *Certification of Corporate Registration and Tax Payment*, of Appendix A, Bid/Proposal Affidavit, at page 28 of the RFP, foreign and domestic firms are permitted to respond and all proposing firms must register with the State of Maryland to conduct business.

3. “Whether [the vendor] need[s] to come [to UMUC] for meetings?”

UMUC Response

Yes, in-person meetings are preferred.

4. “Can [the vendor] perform the tasks (related to RFP) outside of USA?(like from India or Canada)”

UMUC Response

No, UMUC requests that all services be provided from within the USA.

5. “Can we submit the proposals via email?”

UMUC Response

Pursuant to Section I. General Information, Paragraph 5.1 Technical Proposal, at page 5 of the RFP, “Technical Proposals are to be submitted electronically, attached to an email in PDF format.”

6. “Does UMUC request alternative telephony solutions to Cisco?”

UMUC Response

Pursuant to Section I. General Information, Paragraph 1.1, UMUC is seeking a software solution that must be compatible with Cisco Unified Contact Center Express (“UCCX”) and Cisco Unified Contact Center Enterprise (“UCCE”).

7. “The RFP requests a technical proposal requiring many integration points with a hosted legacy ACD platform. Would UMUC be interested in a technical proposal for a truly distributed Omni-Channel cloud contact center solution developed from the ground up on AWS (self-healing reliability, continuous delivery of new features, rapid deployment capability and unlimited scaling, etc.)?”

UMUC Response

No, this is out of scope for the RFP.

8. “Please provide additional clarification regarding the information UMUC would like for the following requirement: [Section II. Scope of Work, Paragraph 2. Scope of Work, subparagraph 2.1.3] Advance Quality Management Requirements – Please indicate which roles, e.g. user, supervisor, manager, etc. would be assigned the following abilities/permissions.”

UMUC Response

UMUC requests the proposing vendors to provide the roles that can accomplish each AQM requirement. However, all of the requirements for AQM are for a Supervisor and Manager roles with the exception of the requirements at subparagraphs 2.1.3.3 and 2.1.3.11, which are agent specific roles.

9. “For functionality that may be out of scope, would UMUC prefer to have a certified partner complete these requirements or have the vendor complete only those items within scope?”

UMUC Response

UMUC prefers to work with a certified partner however, additional vendors may be considered for the Desired Solutions, detailed in subparagraph 2.1.5, at pages 10, 11 and 12 of the RFP.

10. “Please define the limitations of your current environment that is driving the replacement described in this RFP?”

UMUC Response

Please see Section II. Scope of Work, Paragraph 1. Purpose/Description through Paragraph 2. Scope of Work (Pages 7-14) for the pain points and business issues that are driving this RFP. UMUC’s goal is to procure a solution that will fully address these pain points.

11. “Does the potential exist that you will keep your current solution?”

UMUC Response

Yes.

12. “Has funding been approved for this project?”

UMUC Response

Yes.

13. “Will a single vendor be selected for all aspects of the RFP, or would you consider multiple vendor solutions?”

UMUC Response

Pursuant to Section I. General Information, subparagraph 1.1, at page 4 of the RFP, “In accordance with UMUC’s Solicitation Terms and Conditions (Appendix S), UMUC intends to make a single award to one Proposer who can provide all of the requested products and services; however, UMUC will consider teaming arrangements.”

14. “The primary environment is defined as Cisco, however there are questions related to Avaya. Please describe the different telephony environments and their current configuration.”

UMUC Response

The current environment is Cisco. However, Avaya provided our previous solution. UMUC referenced Avaya reports to ensure that the same types of reports will be available in the new Solution.

15. “Please detail your current Cisco environment so we may validate how our solution will be deployed (an architectural diagram would be ideal)”

UMUC Response

Specific details of the current design will be shared with the awarded vendor.

16. “Can you define the environment for the solution to be deployed? Specifically:
a. Number of physical locations?”

UMUC Response
2

- b. Number of agents per location?

UMUC Response
Largo 1: 166 , Largo 2: 172

- c. Number of agents for home?

UMUC Response
292

- d. How will at-home agents be configured to receive calls?”

UMUC Response
At-home agents will be using the Cisco IP Communicator to take calls and using the Cisco VPN. The calls must be recorded and they have already been configured in CCX Administration in order to receive calls.

17. “What is your current Chat, Email and CRM environment? What limitations are you currently experiencing that [are] driving a replacement?”

UMUC Response
Currently, UMUC is using Salesforce for CRM, Chat (Live Agent), and E-mail operations. These functions are included under subparagraph 2.1.5 Desired Features and Solutions and are not required components of the system to be proposed. Vendors may propose these tools and UMUC may discuss these options in more detail during vendor discussion sessions.

18. “In Section II [Scope of Work, subparagraph 2.1.1] appears to be more closely aligned to your telephony environment. Can you please define how this would relate to a Recording/Quality/WFM solution footprint?”

UMUC Response

The Wallboards would tie in with UMUC's reporting solution so that we are able to display key metrics from our reporting solution. The Outbound dialer would enhance UMUC's ability to make outbound calls and it would provide us additional reporting on outbound calls.

19. "Please describe the current use of Salesforce® for data integration."

UMUC Response

CTI integration with Bucher+Suter ("B+S").

20. "Please describe the data that will need to be migrated/converted. Specifically:

a. What solution is the data currently in?

UMUC Response

The data is currently in Cisco Unified Intelligence Center (CUIC) and Avaya IQ. UMUC would like to import old data from the Avaya system as well as current data from the Cisco system.

b. What format is the data currently in?

UMUC Response

The format the data is currently in is SQL and CSV.

c. How much data needs to be converted?

UMUC Response

The amount of data needed to be converted is at a minimum from 07/01/14-Present.

d. What type of data would require de-duplication?”

UMUC Response

No data will require de-duplication

21. “For the current technical environment – please describe how the Apple® environment is utilized. Is there a mechanism for these desktops to utilize Internet Explorer (Citrix for example)?”

UMUC Response

There is no current offering that allows Macintosh® machines to use Internet Explorer®. Macintosh® is not a supported platform in our current Contact Center environment.

22. “What commitment of resources will be available to support this project during implementation and once in production?”

UMUC Response

Pursuant to Section II. Scope of Work, UMUC will provide subject matter experts (SMEs) and a dedicated Project Manager for the duration of the project.

23. “Who should fill out the security questionnaire? The professional services firm or the manufacturer?”

UMUC Response

Pursuant to Section III. Procurement Phases and Evaluation Process, Article 2, Paragraph 4., at page 19 of the RFP, firms that remain shortlisted following the Oral Presentations/Discussions, will be requested by UMUC, via addendum, to complete the UMUC’s Third-Party Security Questionnaire.

24. “Please list sites for onsite work? Where is IT based?”

UMUC Response

The Contact Centers are located in Largo, MD. UMUC’s IT department is located in Adelphi, MD.

25. [Section II. Scope of Work, Paragraph 1. Purpose/Description] “Please provide details regarding the existing contact centers. In an effort to fully understand the existing UCC Express system that is currently deployed, if the existing UCC Express aef files are available for review.”

UMUC Response

The aef files will be made available to the awarded vendor.

26. [Section II. Scope of Work, subparagraph 2.1.1.3. Call Center Solutions] “What student CRM(s) is/are currently leveraged by UMUC?”

UMUC Response

Salesforce®

27. [Section II. Scope of Work, subparagraph 2.1.4.8 Reporting Requirements] “Please describe this requirement in more detail.”

UMUC Response

Today, our agents interact with different departments that use a separate instance of UCCX. We need the ability to report on these call transfers without losing the routing flow when the call is sent to the second UCCX instance. We need to retain the total talk time, total hold time independent of which UCCX cluster the call is received on.

28. [Section II. Scope of Work, subparagraph 2.1.4.9 Reporting Requirements] “Please describe this requirement in more detail. What specific information is required and where does the contact reside if not within the contact center software application?”

UMUC Response

The contact resides within the contact software application (CUIC). However, the end user doesn't have access to the following information from the front end of the reporting application:

- What queue(s) the call came in through
- If the call was transferred, all of the above information for each stage of the contact (e.g., what queue was the caller in, how long did they wait in queue, who was the first agent it was delivered to, how long it was with agent 1, then what queue it was transferred to, how long it waited in that queue, who was the second agent it was delivered to, how long it was with agent 2, etc.). UMUC desires a functionality equivalent to Contact Trace Report in Avaya IQ.
- Who disconnected the call - the caller or the agent.

29. [Section II. Scope of Work, subparagraph 2.1.4.12 Reporting Requirements] “Does UMUC require the ability to understand the length of time within each phone tree selection or just the specific selections made by the caller?”

UMUC Response

UMUC requires just the phone tree selections.

30. [Section II. Scope of Work, subparagraph 2.1.4.13 Reporting Requirements] “Do the agents have a single line on their CISCO IP Phone or do they also have a Non-ACD extension on their phones? Assuming the agents have a non-ACD extension, does UMUC wish to have these calls reported, as well as the ACD extension outbound calls?”

UMUC Response

The agents do have a second Non-ACD line and UMUC would like to have these calls reported as well as the ACD extension outbound calls.

31. [Section II. Scope of Work, subparagraph 2.1.4.15 Reporting Requirements] “Does this requirement only apply for outbound dialer-based calls (POM) or inbound calls as well?”

UMUC Response

This requirement applies to inbound calls.

32. [Section II. Scope of Work, subparagraph 2.1.5.1.1.a. Chat Solutions, System Requirements] “What CRM(s) is/are currently leveraged by UMUC?”

UMUC Response

Salesforce®

33. [Section II. Scope of Work, subparagraph 2.1.5.1.2 Chat Solutions, User Desired Options] “Does UMUC currently leverage an email and/or chat solution? If so, please provide any details available.”

UMUC Response

UMUC currently uses Salesforce® for both email and chat.

34. [Section II. Scope of Work, subparagraph 2.1.5.2.7 Visionary Features] “Can UMUC provide details regarding the current Salesforce solution being leveraged?”

a. Sales Cloud/Service; Cloud/Salesforce Console

UMUC Response
We use both Sales and Service Cloud. We support both Classic and Console Apps.

b. Professional, Enterprise, or Unlimited Edition”

UMUC Response
Unlimited

35. [Section II. Scope of Work, subparagraph 2.2 Implementation Services] “Please provide details regarding any existing Cisco Unified Communications lab environment currently deployed.”

UMUC Response
A simple replica of the existing contact center, unity and call manager are available in lab environment.

36. [Section II. Scope of Work, subparagraph 2.3.1 Data Migration Services and Data Validation Services] “Please provide details regarding all current modules such that [the vendor] can verify and confirm migration capabilities.”

UMUC Response
AQM: 10.5.1.3000 WFM: 10.5.1.3000 CUIC: 10_6_1_11001_31

37. [Section II. Scope of Work, subparagraph 2.3.2 Data Migration Services and Data Validation Services] “Please provide details regarding all current call recording software solutions such that [the vendor] can verify and confirm migration capabilities.”

UMUC Response
AQM: 10.5.1.3000

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

Solicitation: UMUC RFP# 91383 – Contact Center Software Solution

TECHNICAL PROPOSAL DUE DATE: Thursday, May 26, 2016 at 3:00 PM EDT

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. <u> 1 </u>	dated <u> 5/17/2016 </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>

As stated in the solicitation documents, this form is included in our Technical Proposal.

Signature

Name Printed

Title