First Judicial District of Pennsylvania's ("FJD")

Request for Proposal ("RFP")

For

Outbound IVR System Hosting and Support Services

Dated June 27, 2012

VENDORS' QUESTIONS AND ANSWERS ("Q&A")

http://courts.phila.gov

Q1. *Can you provide some additional details about the programs - outbound and IVR?*

How many outbound calls are sent daily?
Between 300 and 500.

Do you have an existing flowchart or more information about how the existing program operates?
Yes, the flowchart is unavailable at this time. However, it will be provided to the selected vendor.

How are outbound calls handled today?
We have a current inbound/outbound IVR system in place that we are looking to replace.

Are the outbound messages designed to get people into the IVR or does the caller dial a separate toll-free number?
Outbound messages are a broadcast with TTS.

What type of information is being pulled via XML to be used within the IVR?
Demographics and court date information.

How does the FJD plan to use Speech Recognition and Text-To-Speech?
SR to provide other access in addition to of touch tone; TTS to provide caller specific data.

Q2. *Will the different outbound campaigns return to the same IVR or will there be separate IVRs for each campaign?*
The different outbound campains will return to the same IVR.

Q3. *If the provided IVR system came with redundant hosting facilities and back-ups, 100% SLA (uptime guarantee) and the capability to make several thousand consecutive phone calls, would there still be a requirement for both hosted and onsite hosting capability?*
There is a need for each record processed to have a response from the IVR – the hosted system needs to fully integrate to existing database within the FJD. Vendors should propose an appropriate solution to suit the FJD's needs.

Q4. *What is the need or desire for the onsite solution, assuming that all functional requirements could be satisfied using a hosted platform?*
Long-term costs.

Q5. *Would the client consider an on-premise only solution, or must it be hosted?*
See Q3.

Q6. *Will a vendor be disqualified if that vendor provides a hosted IVR solution that is not based in Pennsylvania but is still based in the US?*
No.

Q7. *In terms of data center operation in the Philadelphia area, what is considered the area? Is this regionally? Within 200 miles, etc.?*
See Q6.

Q8. *We do not provide onsite hosting due to our elastic demand (capability to make or take thousands of calls at a time) and 100% SLA with redundancy across multiple data centers. We do not have a data center in Philadelphia. Ours data centers are in the DC area and Chicago. Will any of these elements affect the possibility of us working together?*
See Q6.

Q9. *We do not have a data center in Philadelphia. Does the requirement for a data center in Philadelphia exclude us from bidding on this RFP? As a cloud based provider we understand the importance of Geographic redundancy. The requirement to host a data center in Philadelphia is an option but in a Software as a service (SaaS) environment, the requirement is not necessary if your selected provider provides N+1 redundancy at all levels.*
See Q6.

Q10. *We have multiple hosted facilities, one of which is in Bethlehem, PA. Is this within the Philadelphia Area that is requested by the FJD?*
See Q6.

Q11. *Is the FJD looking for a premise based system with a Hosted Backup option or just a Hosted solution?*
Notwithstanding the Scope of Task of the RFP, the FJD is willing to entertain any recommendations and/or suggestions that vendors may offer with itemized costs.

Q12. *What are the estimated call volumes (daily/hourly/monthly) for the system?*
Inbound 1000/day – outbound 300-500/day.

Q13. *Does the FJD have an estimated volume of records to be contacted (weekly, monthly, or annually) for each type of notification?*
Information is unavailable at this time without further clarification to the question.

Q14. *What, specifically, are the outgoing messages used for?*
Court notifications and warnings.

Q15. *What type of the outbound applications/messages are required? (i.e., notification of court dates, etc.)*
See Q14.

Q16. *Does the FJD have an existing list of the type(s) of notifications it plans to send using the system?*
The outbound call types are court date/appearance notifications, failure to appear notices, notice of appointments, and weather emergency court closing or other court closings. The weather emergency system only goes to a pre-set list of FJD employees.

Q17. *Will the FJD need to modify the applications or just launch predefined application or messages?*
Mostly launch predefined applications.

Q18. *How long are the messages to be played?*
Once per caller with 3 retries outbound.

Q19. *Is the message to a particular group of people the same, or is each message unique, like a medical office appointment reminder?*
Each message is unique.

Q20. *Will the initial applications require TTS and or ASR or is this for future applications?*
TTS is required.

Q21. *What is the actual application needed for the IVR?*
Outbound appointment notification with acknowledgement. Inbound decision tree interactive response.

Q22. *Will the selected vendor be required to design and build it?*
Yes.

Q23. *Will the application require interaction with an Agent as an option? An example is a person is called, played the specific information, and then given an option to be routed to an Agent or Customer Service Representative, etc.*
Yes.

Q24. *On the outbound calls, what level of interactivity is required? Would the call recipient be able to press touch tones to indicate responses? Would they be able to leave a recorded message? Would they be able to transfer to a live person / call center?*
TT response.

Q25. *Does the application require inputs/interaction with the person actually being called?*
Yes – minimal.

Q26. *Is call recording required?*
Not at this time.

Q27. *Will the application need to be integrated into existing software applications or databases?*
Yes.

Q28. *What is the term of the contract?*
The initial term will be one year with two additional one year renewal terms at the discretion of the FJD.

Q29. *Per requirement 3 of the Scope of Task – Can you describe the API that the FJD will provide to the selected provider? What function/web calls will be necessary to support the outbound calling system?*
The API is a standard SQL database API. Regarding web calls, vendors should submit their solution.

Q30. *Per requirement 3 of the Scope of Task - Will the FJD provide a standards-based API for integration (e.g. Web Service)? Does the FJD have a preference for direct database integration via stored procedure or will a "middle-layer" exist?*
Vendor should describe their requirements for a hosted and on-site solution.

Q31. *Per requirement 4 of the Scope of Task – Have the call flows or scripts for each of the call types been defined? The call-flow/scripts will be an important component in order to provide an accurate professional services estimate.*
Yes, the call flow scripts are already defined. There are five pre-defined outbound scripts and eight inbound pre-defined scripts. The call flow scripts will be provided to the selected vendor.

Q32. *Per requirement 4 of the Scope of Task – Can the FJD provide a high-level list of outbound call types or applications?*
See Q16.

Q33. *Per requirement 4 of the Scope of Task – Is the ability to place outbound calls a new system or a service that FJD already provides?*
See Q1.

Q34. *Per requirement 4 of the Scope of Task – Can the FJD provide usage statistics by calls, minutes, and application type?*
The average outbound call lasts two minutes. The average inbound call lasts one minute.

Q36. *Per requirement 13 of the Scope of Task – As a purely hosted provider we do not provide on-site systems, does this exclude us from bidding on this RFP?*
No, See Q3.

Q37. *Does the FJD have any reporting requirements? If so, please define.*
Yes, reporting requirements include, but are not limited to: volume of calls, volume of calls per application, and in particular cases the FJD will require details on each caller's history. In general, data should be collected when calls come in as well as when calls go out. An exhaustive list will be provided to the selected vendor.

Q38. *Does the FJD require outbound calling outside of the US48? If so, please define the countries and areas where the selected IVR provider will need to terminate calls.*
No.

Q39. *Per requirement 9 of the Scope of Task – Please define modular.*
Simplest form – one module can be remove or a new call module installed without a system effect.

Q40. *Does the FJD require call progress analysis in order to determine if a call has been answered by a live-person or an automated system?*
Yes.

Q41. *Does the FJD require business rules to be enforced regarding how often to call, treatment of busy signals, treatment of ring-no-answer calls, time of day, etc. If so, can these requirements be shared with potential vendors?*
Yes. Business rules include, but are not limited to: calls are only placed between 6:30 p.m. and 10:30 p.m. Sunday through Thursday; three attempts should be made per call, treatment of busy signals/etc. must be reported. An extensive list will be provided to the selected vendor.

Q42. *Does the FJD have a preferred method to upload call lists? FTP, Web API, etc.*
The FJD does not have a preferred method. Vendors should present their best method to upload call lists.

Q43. *What language(s) will be required for these applications?*
At a minimum English and Spanish.

Q44. *What other IVR functions are needed on this platform other than supporting outbound call campaigns? Would there be any inbound IVR programs, such as auto-attendant, voice mail, etc...?*
Yes, the FJD would be interested in vendors' providing additional functionality for future enhancements.

Q45. *Is VoiceXML an absolute requirement, or could this be satisfied with a different technology that provides equivalent capabilities if it meets all functional requirements?*
Notwithstanding the Scope of Task of the RFP, the FJD is willing to entertain any recommendations and/or suggestions that vendors may offer with itemized costs.

Q46. *Does the FJD have existing XML/stored procedures for integrating with its database, or is the vendor expected to create the interfaces?*
Vendor would create specific procedures.

Q47. *What is the primary DB to be used, SQL, ODBC?*
SQL Server 2008 or above.

Q48. *Will the client be creating the stored procedures and simply ask us to "point" to the results for data access?*
At the discretion of the bidder.

Q49. *What is the PBX to be used for the calls?*
Inbound calls need to be routed through a Centrex PBX.

Q50. *What other IVR features are expected besides making outbound calls to a specified group of numbers?*
Inbound decision tree.

Q51. *Are any "opt out"/transfer features desired?*
On inbound calling.

Q52. *Will the selected vendor be asked to interface with any other IVR's, or will this solution represent the totality of the IVR for the client at this time?*
No interface with other existing IVR systems will be required, however, no this will not be the totality. The FJD reserves the right to expand the system at a later date.

Q53. *The FJD references 16 ports. Are you sure this is properly sized for the volume you require?*
Vendors may provide recommended ports.

Q54. *Section C, #4 - Fee. The fee is required to support the reasonableness of your proposal. Can you please clarify this request? Are you asking for costs of potential vendors services?*
We require vendors' proposals to provide an itemized scale for all costs involved in projections. See D2 of the RFP, this factor will be weighted heavily but will not be the deciding factor.

Q55. *Is the FJD going to manage the security PIN's or will the selected vendor?*
FJD.

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