

***First Judicial District of Pennsylvania's ("FJD")  
Request for Proposal ("RFP")***

*For*

***IVR System Provider***

*Dated May 11, 2017*

***VENDOR'S QUESTIONS AND ANSWERS ("Q&A")***

***<http://courts.phila.gov>***

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**PLEASE BE ADVISED THAT THE DEADLINE FOR THE ABOVE REFERENCED RFP HAS BEEN EXTENDED TO JULY 31, 2017, BY 3:00 P.M.**

**EXCEPT THOSE MODIFICATIONS STATED HEREIN, ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN IN FULL FORCE AND EFFECT.**

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- Q1. In the RFP on page 1, A. Scope of Task, you mention the ability to manage a minimum of 16 inbound and 8 outbound calls. What is the typical number of calls you receive over a day, week, month and year and what is the average duration of each call?***  
Several hundred per day ranging from sixty to ninety seconds.
- Q2. Do you have any volume estimates for this program?***  
Several hundred per day.
- Q3. What kind of database is being used (i.e. Oracle, Microsoft SQL Server/database, CRM system, SharePoint, SAP, etc.)?***  
SQL database.
- Q4. Were they built in-house?***  
Not all, but some.
- Q5. Is the FJD looking for a vendor-hosted solution? Or one that sits on premise at the FJD?***  
Vendor Preference, we would want prices for both.
- Q6. Does the FJD currently accept payments against the database? If yes, who is the payment processing vendor?***  
No we don't.
- Q7. How many outbound campaigns?***  
Minimum of three to an unknown maximum variable.
- Q8. Can the FJD provide example of information that will be provided through the IVR (i.e. case information, court dates, warrant information, etc.)***  
We can provide this information to the winner of the bid depending on what is asked for.

- Q9. What type of phone system/PBX do you have in place right now? Will the IVR system connect through the PBX?**  
NEC 8300 & Yes.
- Q10. Are the current lines analog or digital (T1)?**  
Mix of both.
- Q11. Do you have an IT team that can develop new call flows, or would we be responsible for developing new call flows upon request?**  
At this juncture, it is anticipated to be a vendor responsibility however, the FJD would like alternative pricing for either scenario.
- Q12. Who is the existing line provider?**  
Verizon.
- Q13. Will this IVR solution be replacing an existing IVR solution or multiple IVR systems?**  
Multiple IVR systems.
- Q14. How does the existing IVR solution(s) connect to the/your telephone network?**  
SIP.
- Q15. Do you have a preference as to how the new IVR solution connects to your telephone network (SIP/VOIP, Analog, PRI or T-1)?**  
Yes OIT will have the ability to upgrade system to VOIP.
- Q16. Will you be providing the IVR servers (hardware/OS) and any other servers along with supporting them?**  
Yes.
- Q17. If your telecom network supports SIP/VOIP then our software can run in a virtual server environment. Is that an option you can support and would want quoted?**  
Yes, please provide the alternative pricing as an Addendum to your proposal.
- Q18. Can you provide sample call flows for the inbound and outbound applications?**  
Not available at this time.
- Q19. Can you provide sample database file structures or the type of information the IVR will be accessing in order to perform the desired inbound and outbound functions?**  
Not available at this time.
- Q20. Can you provide more detail on the Disaster recovery solution you want quoted?**  
The FJD is looking for a load balanced redundant solution that can provide a hot backup should one of the system fails.
- Q21. Is this solicitation intended for 100% of the primary capacity in Backup solution implemented in an Active-Passive manner or is the FJD looking for 24 ports split over 2 IVR solutions operating in an Active-Active capacity leaving 50% capacity if one fails?**  
Anticipating the best solution that provides complete redundancy, please provide pricing on both options.

- Q22. How many Voice minutes per month does the FJD plan to use in total for the inbound and outbound legs of this IVR system?**  
5 Days / 4 per Hour.
- Q23. Is the First Judicial District interested in a hosted (cloud based) or premise based IVR system?**  
Please provide pricing for both options.
- Q24. Please provide a brief description of the application. Include a description of what the application is trying to accomplish.**
- Receive calls and direct to correct department for information purposes Jury Duty etc.
  - Send out closing information via voice and text.
- Q25. If the caller needs to input data, such as an identification number, do they use numeric digits or alphabetic characters?**  
The present system requires numeric data input.
- Q26. What type of methodology will be used to access the data? (stored procedure, com API, web service, etc.)**  
The FJD is seeking acceptable solutions. Please provide any/all alternative pricing for consideration.
- Q27. What is the structure of the data? (tables, fields, linkages, etc.).**  
Tables.
- Q28. Please clarify the last sentence in Section E, 2, a, i. What exactly is required for a vendor to be authorized to do business in Pennsylvania?**  
It is the vendor's responsibility to obtain and adhere to any/all requirements for a vendor to be authorized to do business in Pennsylvania.
- Q29. Also in Section E,2,f last sentence, if a vendor is not incorporated in State of Pennsylvania, must documentation be provided with a proposal establishing it is registered to conduct business in Pennsylvania, or if selected can this be provided by the vendor at the time of contract signing?**  
Documentation establishing that a vendor is registered to conduct business in Pennsylvania must be provided at the time of proposal submission.
- Q30. Page 1 under Scope of Task- "the provider shall maintain and support the IVR system at all times so that it is operational and meeting the needs of the FJD". Please define "maintain and support"?**  
FJD wants a price for complete support 24/7 of the application solution, and a maintenance window that will be adhered to.
- Q31. How are outbound calls made- By agents or automated?**  
Centrex lines for either.
- Q32. Page 1, #14- "Capacity for English & Spanish with ability to add additional languages" Please provide specifics. Do you have specific additional languages in mind at this point?**  
We do not have additional languages in mind at this time, but the FJD reserves the right to request additional languages to be added at a future date.

- Q33. Page 1, #5, Clarification on “customized pre-recorded messages.”**  
**Do you want to be able to record yourself or to have us record them for you?**  
Both.
- Q34. Page 1, # 7, “Remotely Modify outbound recorded messages.”**  
**Please Clarify in more detail**  
Dial in, record a message, and add to call flow.
- Q35. Page 1, #13, please clarify “Provide Inbound Call Transfer” (i.e., specific agent or group of agents?)**  
1) Operator Transfer  
2) Transfer to specific Agent
- Q36. How many agents/ call centers?**  
Over twenty, please see Q35 above.
- Q37. Task #4 – Can you provide the FJD vision for speech technologies that are required for day 1, and how you would like to adapt this technology for the future?**  
Please see Q37.
- Q38. Task #5 – Is the FJD looking for professionally pre-recorded messages?**  
Yes.
- Q39. Task #6 – Is the FJD looking for ‘outbound blast’ campaigns and if so, how many calls would be placed and for what duration? (Outbound blast campaigns is sometimes referred to a “predictive dialing”, or “power dialing”).**  
Currently the FJD does not utilize these capabilities, but it is possible that we may seek to utilize such features/functions in the future. If these features are included within your base software solution please note it and provide documentation for its max capabilities.
- Q40. Task # 7 & 8 – Is the FJD looking for remote modification through a telephone interface (i.e. dial in, authenticate, select campaign, record new message etc.) or through a web site and upload recordings in this fashion?**  
The FJD is looking to the vendor to provide best practice for modifications based on your proposal. GUI based solutions is preferred.
- Q41. Task #15 - Are any TDM (T1/ISDN) interface requirements for voice connections to the FJD Centrex PBX?**  
No.
- Q42. Task #15 – Are there any other integrations expected with the FJD Centrex PBX other than voice?**  
The FJD does not expect any other integrations at this time, but reserves the right to request additional integrations at a future date.

***End***