April 30, 2019

ARIZONA STATE UNIVERSITY

ADDENDUM 3
RFP 341905 Contact Center Solution

Q1: Does the requirement to store all data in the ASU Data lake refer to any data other than historical reporting data?
A1: It depends on the definition of "historical reporting data". Please revise your question and resubmit.

Q2: In the minimum qualification section item #40 states: “Vendor acknowledges that all implementation costs associated with the build, support, transition and integration of the CCS platform will be paid after the successful go-live on July 1, 2020.” Does this mean no payments will be received by the vendor until after the systems is live and accepted by ASU?
A2: Yes. ASU expects the system to be fully implemented prior to payments.

Q3: Section 21 in the Instructions to bidders section regarding the Administrative Fee: Please clarify the intent on this. Is this applicable only to any other contracts that would arise out of this, or does it apply to the cost of the RFP response?
A3: The administrative fee applies to other government entities that wish to utilize and reference this RFP/contract.

Q4: Are you looking for a vendor that has all the requirements met out of the box, or are you looking for a vendor than can customize and potentially incorporate 3rd party solutions to accomplish the required outcome? Similarly, if a vendor meets most of the requirements but not all, will the vendor be automatically eliminated or is consideration being given to how close the solution comes to meeting the overall mandatory requirements.
A4: Suppliers are not automatically eliminated. We are seeking a supplier who can customize all the requirements listed in the Scope of Work. This may include an out-of-the-box solution so long as the proposer can demonstrate that it can be fully customizable to ASU’s specifications. ASU prefers a vendor who can perform services without incorporating a 3rd party as much as possible.

Q5: What is the expected growth rate of number of concurrent agents over the next 5 years?
A5: There is no expected growth rate at this time but that can change rapidly.

Q6: From previous conversations with ASU, we understand that there are smaller support groups across its academic campuses that do not utilize the current cloud-based Contact Center Solution. Is there a plan to bring these smaller groups on to the CCS? Are these agents included in the sum of the 334 agents listed in Addendum 1?
A6: There is no formal plan to bring other departments to the system but we are looking for flexibility to do so if a department would like to use the system. The 334 count does not include these other departments/agents.

Q7: ASU experiences huge spikes in support volume during the start of each semester. What is the expected peak hourly call volume for the CCS at semester start? What is the normal hourly peak volume for call traffic? What are the current wait times?
A7: Peak traffic hours are 9A - 5P. Hourly call volume is 400-600 calls per hour. Call wait times can exceed 30 minutes during peak periods.

Q8: Are the 334 agents concurrent or named? If they are named, can you please give us the concurrent number of agents that will utilize the system at any one time? Are you able to break out the concurrent agents by required functionality (for example, how many need chat, video, email, etc?)
A8: 334 agents is the total estimated for both the UTO Experience Center and for EdPlus. During its highest peak volumes, the UTO Experience Center has 189 agents of which we peak with 69 concurrent agents. However, we just increased our staffing by 20 FTE. This year, the UTO Experience Center is expecting to have 80 concurrent agents with utilization of 250 to 300 ports. EdPlus has 150 agents working concurrently on their current telephony solution. They forecast that this number will double to 300+ in the next 2 years. Further, breakouts by functionality can be provided after an award is made.

Q9: Do you have call flow data that can be provided for your IVR application requirements?
A9: Please see call flow diagram in RFP scope of work.

Q10: Do you have call volume data that can be provided for your self-service IVR applications?
A10: During our peak month of August, our current Self-Service IVR handles approximately 1000 to 1250 calls. By utilizing AI, we are hoping to create a self-service that will manage all inbound calls and transfer off to appropriate skills as required to a live support agent.

Q11: Can you please provide more details on the requirements for integration into the ASU mobile application?
A11: We currently use our ASU Mobile App to single-sign-on to ASU domain. We utilize DUO for secure authentication using the ASU Mobile app and our ACD/IVR system. ASU needs to maintain the use of our ASU Mobile App and DUO with the awarded vendors ACD/IVR platform.

Q12: Is ASU open to using the CCS vendor to provide chat capabilities or is integration into Salesforce Live Agent a requirement?
A12: Integration into Salesforce Live Agent is a requirement.

Q13: Section 5 of the RFP talks about the requirement for geospatial mapping. Can you please give a deeper description of how geospatial mapping is to be used within the Experience Center?
A13: The QA team would like to utilize geospatial mapping for developing trends with QA analysis.

Q14: Please provide the current CCS Cloud platform used today for Voice and components it integrates with.
A14: Nice/inContact

Q15: Please share existing artifacts related to Architecture, Integration Specification, Functional Requirements supported currently, and Call Flows in scope
A15: These are covered in the RFP Scope of Work.

Q16: We understand, the current CCS requires an on-premise server for handling screen capture and recording. Which is this recording platform?
A16: Currently, the recording platform is Windows based and exports to *.AVI format.

Q17: Are there any other Contact Center CCS components in premise today (apart from Call Recording and Cisco IP PBX and IP Phone extensions at ASU experience center)?
A17: No.

Q18: Does current Salesforce implementation have licenses to provide Non Voice/multimedia channels?
A18: Yes, ASU has unused CRM licenses for API users for different channels.
Q19: Any existing Contact Center and CRM Component features (Like Salesforce Multimedia features if available) that ASU would like to leverage/reuse?
A19: Yes, please review the RFP Scope of Work for more detail.

Q20: One key CCS requirement is 100% cloud-based solution that requires no on premises hardware. However, is the plan to reuse the Cisco IP PBX in the Experience Center to integrate with the proposed CCS Cloud based Platform?
A20: Yes, the plan is to reuse the Cisco IP PBX and integrate with the proposed CCS Cloud based platform.

Q21: Please provide the required # of Call Center sites/Experience Centers that that CCS needs to integrate with.
A21: There is only one call center/experience center. However, this RFP also includes our EdPlus (Online) group whose business platform relies heavily on Outbound dialing for student success coaching.

Q22: We understand from the RFP information provided ASU’s current enrollment is over 111,000 students with support from 28,000 faculty, staff and student employees, and no of agents in Contact Center is Experience Center - 194 EdPlus – 140. What is Contact volume by multimedia channel/Contact Center Metrics like Busy hour Call Volume, Max Concurrent agent, Average Call volume per day/month etc for current (Voice) and future (Multimedia Channels) Contact Center Platform?
Q23: We understand Only CCS is in scope for implementation. Local experience center and its Telephony components, any premise network implementation support and provision of Agent Resources (BPO Resources) are not in scope of this proposal. Please confirm.

A23: The scope of this implementation shall include any telephony components, any premise network implementation and support and provision of Agent Resources (BPO). The awarded vendor is expected to consult, review current integrations and provide an implementation process to be completed by 6/30/2020.

Q24: What is the current University's data that needs to be transitioned to new CCS solution?

A24: If possible, all calls and their associated routed skills inbound and outbound.

Q25: Is the Effort estimates and pricing for 6-9 months Cost of Implementation to be provided in 'RFP Pricing Schedule' based on illustrative list of features in 'Section III. Pre-Implementation, Training and Technical Support' in the RFP document? And does this require effort estimates and pricing for changes in integration products like Salesforce and Service Now side too?

A25: All costs for the agreement period should be detailed in the appropriate column and rows of the RFP Exhibit C - Pricing Schedule. Costs should be based off the business requirements, scope of work and any other information provided in this RFP. The cost of implementation for the first 6-9 months should be placed in Column D of that pricing schedule. That would include any training, support and other non-recurring and one-time costs. Regarding integrations for Salesforce and ServiceNow specifically, we do expect each supplier to provide an initial cost to
integrate with those systems. If future costs must be altered, future discussions can be held to understand the need for a variance.

Q26: [Request for] current ticket count (Application and product related) details: Split by L2 and L3, Split by severity level, Component wise.
A26: Ticket count has no bearing on the scope of this RFP. Please revise or resubmit your question.

Q27: Please provide Hours of operation for Contact center
A27: Hours of operation are stated in the RFP Scope of Work, "ASU currently utilizes a cloud-based CCS to operate its Experience Center on a 24 x 7 x 365 timeframe."

Q28: In Exhibit A, No. 95-106 ACD Outbound Dialer – Routing – Features. 1. Is an outbound dialer a ‘hard requirement’ for your solution? 2. What type of outbound dialer do you currently use? (Preview, Progressive, Power, Predictive) 3. Will the agents in the outbound queue need to take inbound calls or support other inbound queues? 4. Is ASU loading a campaign into a dialer?

Please remember that Proposals are to be mailed or delivered to Arizona State University Purchasing and Business Services 1551 S. Rural Rd. Tempe, AZ 85281, no later than 3:00 P.M., MST, 05/16/19.

If you have any questions regarding this notice, please contact me at 480-965-3849 or Lorenzo.Espinoza@asu.edu. You may also find RFP 341905 and any updates at http://www.asu.edu/purchasing/bids/index.html