May 13, 2019

ARIZONA STATE UNIVERSITY

ADDENDUM 5
RFP 341905 Contact Center Solution

Please note the following answers to questions that were asked prior to the deadline for inquiries date of 05/06/19 at 3:00 P.M., MST.

Q1: How many concurrent agents?
A1: ASU has 334 agents estimated. Experience Center - 194; EdPlus – 140.

Q2: How many skill types/agent groups? and how many agents per skill?
A2: For the University Technology Office (UTO), the media type is Phone/voice. Agents are multi-skilled. The skills are shared amongst the agents. For EdPlus, they have skills for dialer, outbound, inbound and voicemail. Most of the skills are a one-to-many such as inbound, outbound and dialer but voicemail skills are one-to-one.

Q3: How many total Supervisors? Number of supervisors per group?
A3: For UTO, they have 21 users assigned as Supervisors. For EdPlus, 19 users assigned as supervisors; roughly 1:10 ratio.

Q4: Can you breakout which agent groups will use Salesforce, ServiceNow, PeopleSoft, Workday Financial?
A4: Finances Team - Salesforce, ServiceNow, PeopleSoft.
FMS Team - Service Now, Workday Financial.
IT Team - Salesforce, ServiceNow, PeopleSoft, Workday Financial.
Student services Team - Salesforce, ServiceNow, PeopleSoft.
Parking & Transit - Salesforce, ServiceNow.

Q5: How many agents will be skilled for email, sms/chat, and social?
A5: All agents can be skilled to handle email, SMS/chat and social.

Q6: Please provide your call flows.
A6: The UTO is 99% inbound calls with the calls divided by several departments with multiple skills per dept. EdPlus’ inbound call volume is roughly 10% of the volume handled on a daily basis. Flow is based off a skills-based routing and covers the agent and team level before defaulting to a round-robin behavior.

Q7: Please provide Work Days per Week, Daily Hours of Operation, Avg Call Duration (Seconds), Avg Wrap Up Time (Seconds), Peak Calls per Hour for each location.
A7: Work days per week is 7: Daily Hours of Operation 24 hrs, Avg Call Duration 408, ACW 242 seconds and Wrap time 90 second, Calls Per hour see table:
Q8: [In the RFP it States:] Vendor's CCS platform has a common dial plan supported between 3rd party PBX extensions and system stations. Does ASU support ten-digit dialing (E.164) direct to the desktop today?
A8: Yes - ASU use's e.164 10 digit dialing.

Q9: [In the RFP it States:] Vendor is able to migrate from a previous CCS platform to their own CCS platform and maintain historical data. What format is your previous CCS platform available for export?
A9: Reports can be exported using the following formats: XML, CSV, TIFF, PDF, HTML, Excel.

Q10: [In the RFP it States:] Vendor CCS platform integrates with Mobile Applications for skilled based routing. What type of mobile application, can you please provide an example? Voice, Email, Chat, SMS?
A10: Currently, ASU is skilled based routing all inbound calls and is in the process of skill base routing all LiveAgent chats. SMS and Social Media is desired for future skilled based routing.

Q11: [In the RFP it States:] Vendor's solution is compliant with Payment Card Industry Data Security Standards (PCI-DSS). Are Payment Card's being taken by the Agent or in a Self-Service application in the IVR?
A11: Not at this time but that could be a possibility.

Q12: [In the RFP it States:] Vendor's solution supports Duo Two-Factor authentication. Please provide the use case for this? Are you wanting this for Agent level authentication? Administrative Level Authentication?
A12: We are utilizing DUO Two-Factor authentication for caller/contact pre-authentication. By using pre-authentication we are able to provide contact with specific personal information without violating FERPA/HIPPA regulations.

Q13: How many Agent Queues does the University have?
A13: ASU currently have 2 main queues and several smaller queues.

Q14: How many Dialed Numbers are associated with the Call Center?
A14: Currently - 46 TFN's.

Q15: Can you share any call statistics such as #Inbound Calls Per Month, #Inbound Minutes per month, Average Handle Time?
A15: 

<table>
<thead>
<tr>
<th>Months</th>
<th>Inbound</th>
<th>Inbound Min</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-2019</td>
<td>40,583</td>
<td>196,833</td>
</tr>
<tr>
<td>Mar-2019</td>
<td>41,847</td>
<td>191,562</td>
</tr>
<tr>
<td>Feb-2019</td>
<td>37,987</td>
<td>196,746</td>
</tr>
<tr>
<td>Jan-2019</td>
<td>62,186</td>
<td>263,877</td>
</tr>
<tr>
<td>Dec-2018</td>
<td>35,354</td>
<td>151,830</td>
</tr>
<tr>
<td>Nov-2018</td>
<td>29,988</td>
<td>148,817</td>
</tr>
<tr>
<td>Total Inbound</td>
<td>247,945</td>
<td></td>
</tr>
</tbody>
</table>

The AHT for the 6 month period is 00:06:48

Q16: You indicate you have 194 Agents for Experience Center and 140 for EdPlus. Are those the Named agents or Concurrent Agents? Please confirm the quantities for both Named and Concurrent?
A16: 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, the UTO 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. EdPlus forecasts that this number will double to 300+ in the next 2 years. Further, breakouts by functionality can be provided after an award is made.

Q17: If possible, request ASU to share the current Nice InContact feature licenses?
A17: Section V of the RFP describes the current state of what ASU considers the main features of services provided.

Q18: How many Agent licenses are currently available?
A18: An agent license is equal to an agent account: UTO currently has 202 active agents/licenses. EdPlus - currently has 192 active agents/licenses.

Q19: Does ASU have Nice licenses for Multimedia channels like Chat/ email/Social etc?
A19: No.

Q20: Are Outbound Dialer, Call Recording and WFM/QA features currently provided by Nice? Are corresponding licenses available?
A20: Yes and Yes.

Q21: We understand that only basic integration for CCS platform with Salesforce (CRM) DB for phone identification (ANI) (that would capture the caller’s bio data as an ASU student or employee) is required as part of scope for 6-9 months implementation.
A21: Integration will need to include all SF development work (i.e. Self Service Menu, VisualForce Dev, Chatbot Dev and all EdPlus Outbund development). It is expected that the awarded supplier will conduct an investigative discovery of all current integrations and any new proposed integrations to meet the business need. Please refer to Section V under III. Pre-Implementation,
Training, and Technical Support, where it describes the integration requirements as well as notifying that this list may be expanded upon the discovery phase of implementation.

Q22: Follow-up to above question - Has ASU identified the use cases of the workflow customization for Salesforce, PeopleSoft, etc. integration? Or, they will be taken up later and are out of scope for 6-9 months implementation?
A22: ASU presently has this workflow in production with the current system.

Q23: Within section 5, is it acceptable to provide answers to question 1 through 19 at the beginning of the SOW? Or are you looking for the responder to comment on each on each italicized section within the SOW?
A23: Respondents may submit a response that addresses all 19 italicized requirements at the middle or end of Section V.

Q24: Can you please provide IVR call flow diagrams or application requirements for each IVR application that is required to be developed?
A24: This is expected to be a part of the investigative/consultation process for the awarded supplier.

Q25: Will Arizona State University consider a two week extension on the submittal deadline of the RFP?
A25: The RFP has been extended to 3:00 P.M. MST May 30, 2019.

Q26: Is there a specific version of the VPAT required for this RFP?

Q27: Is it possible to get an extension of 1-2 weeks since we are submitting final questions May 6th and the response is due on May 16? The current time frame does not leave much time to incorporate your answers.
A27: The RFP has been extended to 3:00 P.M. MST May 30, 2019.

Q28: Question 37 on Exhibit A, Please describe what is meant by “data from the Call Center infrastructure” – what types of data is expected and at what frequency? Please provide an example from your current system or if that is not possible, an example or use-case of what is desired.
A28: ASU is looking for a supplier to provide any data that can enhance quality assurance, staff/resource projections, trends, customer satisfactions and enhance future voice recognition bots to deliver accurate information to its contacts. Real time data analytics is preferred in meeting some of the listed expectations. Yet, historical data for trend analysis and resource projections is expected.

Q29: Question 115 on Exhibit A, Please describe “timeclock functionality” – what functionality is it that you would like to provide to agents, supervisors and/or HR personnel within the CCS? Please provide an example from your current system or if that is not possible, an example or use-case of what is desired.
A29: ASU needs the ability to pull reports on login activity. However, current reports do not always align with time worked due to delayed logins / pc updates, etc. Having dedicated time clock functionality that allows agents to clock in from their phones would avoid those types of issues. The functionality would be a basic form that allows the agent to login, and click a 'clock in / clock out' button essentially. Those entries would be logged and reports could then be run after the fact.

Q30: It is specified 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. Could ASU clarify if these costs are applicable to implementation services only or also include the costs of software/platform licenses and any required trunk/circuit turn-up and provisioning costs?
A30: We are proposing all costs associated with implementation will be paid after July 1, 2020.

Q31: In section V.III of the RFP document (Pre-Implementation Training and Technical Support), there is a bulleted list of the items required to be implemented for a successful July 1, 2020 launch. Is this list intended to be inclusive of all requirements contained in the RFP?
A31: No, it is to be considered the minimum requirements needed to have a successful implementation. It is encouraged that the awarded supplier perform a detailed consultation and discovery to determine any additional requirements that ASU would like to have implemented on July 1, 2020.

Q32: [Continuing above] Are there any requirements that it would be acceptable to defer to a subsequent phase (e.g. Phase 2)?
A32: Again, this will be determined and agreed by the awarded supplier and ASU during the initial implementation consultation.

Q33: Is the Transition In/Out Plan required to be submitted as part of the response/proposal or is ASU seeking acknowledgement of and/or agreement to the requirement to develop it after contract award?
A33: Your proposal must include a plan of transition in/out services between vendors, and how you will work with ASU and the incumbent to transition services. ASU will work with the awardee to incorporate transition services into the agreement.

Q34: Is a local screen recording client, installed on each agent’s workstation, permissible?
A34: Yes.

Q35: In regard to implementation costs payment, how is a successful “go live” defined?
A35: ASU considers a successful implementation by having all current ACD/IVR omnichannel routing, skills completed, All WFM configuration and tools completed and all current QA tools completed, and all features agreed upon during the awarded supplier implementation consultation.

Q36: Is the required “what-if” analysis specifically related to WFO functionality? (e.g., what is the FTE impact of raising the service level next month?)
A36: Yes.

Q37: Regarding data storage in the ASU Data Lake: does this requirement mean all reporting data or all CCS data of any type (e.g., config, call flow, etc.)?
A37: ASU desire is to store all related report data of any type into it Data Lake.

Q38: Please provide a list of the required ASU security standards (firewall, port configurations, data encryption, etc.)?
A38: This is covered in the RFP’s scope of work summary.

Q39: Does the statement, “Performance standards must equal or exceed the current level (99.999%),” refer to complete system uptime?
A39: ASU expects to have its CCS platform to have an uptime of 99.999%.

Q40: Please provide more detail or a use case example for the “real-time sentiment” requirement.
A40: ASU is looking for intelligent data from what was said and how it was said for customer experience insight. Also, a system with AI code that determines intent and emotional intelligence analyzed directly from the voice of our customer for all calls, chats, etc. and delivered to our QA tool for quick analysis and coaching.

Q41: Please further describe the integration with Salesforce LiveAgent. What is the desired functionality? (Are you able to integrate with outside applications with the ability to maintain ACD routing to skills, etc.? If so, are you able to integrate Salesforce LiveAgent into your ACD/IVR for
skilled based routing?) Is this to use the objects routed by SalesForce as being handled by an agent and to affect availability, for instance?

A41: Yes, ASU uses Salesforce CRM for managing all student activity. Currently, ASU uses Salesforce LiveAgent for chat support and has integrated Salesforce LiveAgent to skill-based route, in a predetermined ratio with its inbound call inquiries, to first available skilled support staff.

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, 05/30/19.

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