EAST BAY MUNICIPAL UTILITY DISTRICT

ADDENDUM TO RFP CUS 15-01
Cloud-based Contact Center Solution
http://www.ebmud.com/business/professional-and-general-services/cloud-based-contact-center-solution

April 15, 2015
Questions and Answers

Must prospective bidders submit an intent to bid by April 15, 2015?

No. Prospective bidders do not need to submit an intent to bid.

Must prospective bidders submit questions by April 15, 2015?

No. Questions may be submitted at any time but prospective bidders are encouraged to submit questions as soon as possible. EBMUD will provide answers to questions deemed relevant to the RFP process at the RFP webpage.

Will EBMUD provide a recording of the RFP conference that was held on April 13, 2015?

Yes. A recording of the conference will be posted at the RFP webpage.

Will EBMUD provide a list of RFP conference participants?

No. EBMUD cannot provide this information. Access numbers and codes for the conference were posted publicly and no registration or advance notification was required for attendance.

Is the current Avaya ACD solution installed across two or more geographic locations?

No.

Are any Cisco contact center technologies currently used at EBMUD?

No.

What version of NICE Perform is currently used?

EBMUD uses Perform SMB v3.1.2.7.

Is NICE support on the Perform system active?

Yes.

Does EBMUD wish to add functionality beyond recording and quality management e.g. speech analytics, agent guidance, survey over voice/text/email, etc.?

    EBMUD is interested in any functionality that lowers cost or increases monitoring efficiency.

Are there any voice self-service applications in use today?

    See Exhibit E, pages 5 and 6 of the RFP.

Is speech recognition or text to speech currently used?

    No.

Is DTMF currently the only navigation option in the IVR?

    Yes.

How many call flows are currently used in the existing system?

    See the High Level VUI Design document at the RFP webpage. There is a single call flow comprising different functions. The ACD system answers calls, plays menus, can look up data, and routes calls. Callers are initially routed to the IVR for self-service and depending upon the option selected are routed either to the appropriate queue for distribution to an agent or to the appropriate ACD menu for more options.

Can call flow diagrams be provided for the existing system?

    No. EBMUD is seeking proposals from prospective vendors on how to structure the call flows to increase self-service opportunities, lower costs, and drive operational efficiencies. See Exhibit E of the RFP for functional requirements.

How deep is the menu stack?

    The deepest menu stack currently in use is 3.

Can EBMUD describe the dynamic controls desired for outbound dialing e.g. call throttling, start/stop lists mid-campaign, etc.?

    The following list is for illustrative purposes only:

- Set the calling time parameters -- time of day, day of the week, and observed holidays
- Configure multiple campaigns with different time parameters and call lists such as information calls where there are no options to speak to a representative
- The current system is limited to 5 IVR ports due to the IVR only having a total of 38 ports. The future system capacities will need to be correlated with the type of campaign. 48-Hour and Final Notice campaign calls need to have the ability for the caller to speak to a representative.
- Cancel a campaign in mid-operation.

What is the call volume for the contact center?

For FY14, call volume per AT&T billing for calls to the 866-403-2683 number is 575,818 calls.