ADDENDUM #02
RFP – CALL CENTER SUPPORT SOFTWARE

02/07/22

PROPOSALS MUST BE RECEIVED ON OR BEFORE THURSDAY, FEBRUARY 17, 2022 BY 5:00 P.M. TO BE CONSIDERED

QUESTIONS SUBMITTED BY DEADLINE

1. HOW MANY AGENTS ARE IN THE CURRENT CALL CENTER?
ANSWER: 15 currently, planning to have a max of 25

2. WHAT IS THE INBOUND AND OUTBOUND CALL VOLUMES?
ANSWER: Varies depending on active campaigns in Gadugi Portal- experienced 6,000 calls/day during most active campaign but volumes have slowed significantly and are at no more than 1,000 calls/day

3. IS THE CALL CENTER CURRENTLY USING DIGITAL CHANNELS? I.E., CHAT, EMAIL, SMS OR OTHER MESSAGING APPLICATIONS?
ANSWER: No

4. WHAT IS THE UNDERLYING SOFTWARE FOR THE GADUGI PORTAL?
ANSWER: Salesforce

5. DOES THE GADUGI PORTAL SUPPORT API ACCESS AND IF SO, WHAT KIND? I.E., SOAP, RESTFUL, JSON, ETC.
ANSWER: Yes, Salesforce supports API access

6. CAN YOU TELL ME HOW MANY USERS EXTENSIONS TOTAL WILL BE UTILIZED AT YOUR CALL CENTER, SO I CAN ACCURATELY MAKE A RFP SUBMISSION?

ANSWER: 25

7. HOW MANY USERS (AGENTS, SUPERVISORS, ADMIN) WILL BE USING THE SOLUTION?

ANSWER: 25 agents, 2 Supervisors, 4 Admins

8. CAN YOU PROVIDE STATISTICS ON CALL VOLUMES, AVERAGE HANDLE TIME, AVERAGE WAIT TIME, TIME SPENT IN IVR?

ANSWER: Our current call platform does not give us accurate data to supply

9. IS THERE A CRM OR ITSM SOLUTION THE CALL CENTER PLATFORM
    NEEDS TO INTEGRATE TO?

ANSWER: This would not integrate to an ITSM but eventually
may have a use case to integrate with Salesforce CRM

10. IS THERE A CURRENT CARRIER OR TELCO THAT WILL REMAIN
     THE RESPORG, OR WILL PHONE NUMBERS BE PORTED TO THE NEW
     CONTRACTOR?

ANSWER: We do not plan to port numbers.

11. HOW MANY AGENTS WILL NEED TO BE LICENSED?

 ANSWER: 25

12. ARE THERE MULTIPLE SHIFTS, EACH WITH THEIR OWN AGENTS ASSIGNED?

 ANSWER: There is currently only one shift.

13. ANY IDEA WHAT THE CALL TRAFFIC LOOKS LIKE? FOR EXAMPLE, HOW MANY
     CALLS DO YOU RECEIVE ON YOUR BUSIEST DAY OF THE WEEK (JUST AN
     ESTIMATE).

 ANSWER: Our current call platform does not give us accurate
data to supply

14. WOULD YOU WANT ALL AGENTS LICENSED FOR SMS/EMAIL/CHAT OR JUST A
     SUBSET?

 ANSWER: All agents should be licensed identically

15. IS THERE AN IVR APPLICATION THAT NEEDS TO BE DEVELOPED?

 ANSWER: We do not currently utilize an IVR to direct calls today.

16. WHEN IT COMES TO OUTBOUND/INBOUND SMS/MMS AND STORAGE,
     IS THERE A SET DOLLAR AMOUNT CHEROKEE WOULD LIKE TO
     APPLY FOR YEAR 1?

 ANSWER: Would prefer unlimited SMS/MMS for one set price.
It is hard to predict what usage numbers will be so would
like to see pricing options.

17. Is Single Sign-on Required?
     Who is your Identity Provider for SSO?
     ANSWER: Yes, Azure.

18. Which channels are required for the contact center? Ex: Voice, Chat, Email, SMS, Whatsapp, etc.
ANSWER: Voice, chat, and email are required. SMS is optional.

19. How many total lines of business?
How many teams will be configured?
ANSWER: The only function supported will be the Gadugi Portal Call Center with a singular focus on supporting the Gadugi Portal. Want at least 40 inbound lines.

20. What are the number of total named agents and supervisors
Number of peak concurrent voice-only agents?
Number of peak concurrent supervisors, omnichannel agents voice + chat, email, SMS)?
Number of peak concurrent agents + supervisors? (this should be the sum of prior two questions)
ANSWER: Peak number of total named agents and supervisors is 27. We would like to have the flexibility of all channels open to all.

21. Would you like to bring your own PSTN to the cloud provider via sip trunk or port numbers?
If bringing own PSTN - What is edge gateway (model, version)? What is the existing licensing capacity? Will an additional gateway be needed to hairpin calls to the cloud?
ANSWER: We will not port numbers or bring own PSTN.

22. Inbound Max Active Calls during Busy hour
Outdial Max Active Calls during busy hour
ANSWER: Our current call platform does not give us accurate data to supply

23. Average Talk Time
Average IVR Time
Average Handle Time
Total amount tolled numbers in call center?
Total amount of Toll Free numbers in call center?
Number of voice queues?
ANSWER: Our current call platform does not give us accurate data to supply average talk and handle times. The Gadugi Portal Call Center should operate from one toll-free number.

24. Do you require text to speech or will voice prompts be provided?
    Do you need any virtual agents? (Voicebots)
    How many self-service type flows will be required?
    How many unique screen pops?
    ANSWER: We do not require text-to-speech, voice prompts, or voicebots. Self-service will be limited and no screen pops required at this time.

25. Number of Chat entry points?
    Number of chat queues?
    Number of inbound email addresses?
    Number of email queues?
    ANSWER: At least 25 chat queues available. One inbound email address.

26. CRM systems:
    Salesforce classic or lightening?
    Any other CRMS? ex: ServiceNow, Zendesk, etc?
    Will there be any API integrations to other 3rd parties? Ex: Calendar for appointment scheduling?
    ANSWER: Salesforce Lightning. We use no other CRMs. There will be no API integrations to other 3rd parties. We do not currently schedule appointments, but if we moved to that one day, we would integrate with M365.

27. Agent Greeting required?
    Courtesy callback required?
    Post Call Surveys?
    ANSWER: Yes, post call survey capability is a nice-to-have. No Agent Greeting or Courtesy Callback required.

28. Outbound campaigns:
    Type of outbound campaign (progressive or preview)?
    Number of outbound campaigns?
    Number of agents that will be working on outbound campaigns?
    ANSWER: Do not currently engage in outbound campaigns.

29. Wallboards required?
    How many users?
    ANSWER: Yes, for supervisors and admins.

30. Will Quality Management be required?
How many named users for voice and/or screen recording?
What is your retention time for voice and screen recording?
Will Workforce Management be required?
How many named users will require workforce management?
Will you need Analytics to find trends on calls?
ANSWER: Assuming Quality Management means capability for supervisors to monitor calls and that is a capability we would want. Voice and screen recording should be available to supervisors and admins. Retention time for voice and screen recording should be 30 days, with capability for us to move the recording from cloud to our own internal storage. Workforce Management to monitor and report on agent performance is required.
Analytics are required.

31. WHAT IVR IS IN PLACE TODAY/ WILL WE NEED TO PROVIDE IVR SYSTEM?
ANSWER: We do not currently utilize an IVR to direct calls today.

32. DO YOU HAVE FEDRAMP REQUIREMENTS?
ANSWER: No

33. CAN YOU DESCRIBE A USE CASE FOR ROBO CALLS AND ROBO SMS?
ANSWER: A use case for Robo Calls and Robo SMS would be to alert citizens of an upcoming Gadugi Portal campaign, like Student Coat Assistance, or to target all the members of a community of an upcoming food distribution in their areas. As this data resides in Gadugi Portal (Salesforce), we would need to be able to feed the names and numbers into the call center platform. We can extract that information via a spreadsheet and load it or would be able to utilize APIs.

34. HOW MAY CONCURRENT LICENSES ARE NEEDED?
ANSWER: 25 agents, 2 supervisors, 4 admins

35. WE SEE TERO/INDIAN CERTIFIED CARRIES 25% WEIGHT. IF WE ARE HIGH IN THE OTHERS, BUT WILLING TO PARTNER WITH A TRIBAL OWNED ENTITY FOR FULFILLMENT, WILL THIS HELP TO GET US TO QUALIFY TO THE FULL 25% WEIGHT FOR THIS ARENA?

ANSWER: NO. THE PARTNERSHIP WOULD HAVE TO BE ESTABLISHED PRIOR TO PROPOSAL DUE DATE.