

Holland Board of Public Works

Interactive Voice Response System RFP: Response to Vendor Questions

January 7, 2011

1. Based on information provided in section 5. The reference to specific call flow experience application requirements and necessary details to propose to HBPW fixed costs for application deployment is not present. Based on section 5.2 it is appropriate for the vendor to assume a "Discover Package" should be included. Discovery Package would include in-depth discovery with the IVR project sponsors to compose a detailed functional and technical specification. Post the completion of the specification and acceptance of the completed specification by HBPW would allow "Fixed" costs to be applied for contractual order. Is this an acceptance approach? The awarded bidder would provide the discovery package thus giving HBPW the ability to further court exclusively the chosen vendor before investing the lion share of the IVR budget. **Providing a discovery package is a good approach to responding to the IVR RFP. The vendor will be selected upon qualifications and ability to provide HBPW with the best solution for the lowest cost. The Vendor will perform a discovery process whereby workflow is sketched out. HBPW will then select modules/options presented in the proposal which will then comprise the complete project scope.**

2. How many concurrent sessions will you need between your software products and the ivr?
The HBPW will need vendor assistance in determining correct sizing and licensing. Please provide line item for concurrent sessions/licensing.

3. If No to question around the inclusion of a discovery package to get to fixed cost. Could HBPW be so kind as to provide either a more detailed verbal or flowchart versions of the required application caller flow experiences in order to complete proper programming effort assessments to provide a more "Fixed Cost"? **See response to question 1.**

4. Please list all types of in/outbound scenarios required of the vendor that would be "In Scope" for the IVR RFP engagement being solicited at present? **This project includes a discovery phase to help determine the final project scope. Along with itemized pricing of options, the HBPW will use the discovery phase to select desired features.**

5. Please indicate to the level of Text To Speech capabilities HBPW would require? I.e. Host database fields that would require playback so proper language settings can be included for play back of items like address, abbreviations etc can be spoken as phonetically as possible with the limitations of enhanced TTS? **Please provide line item options for all available.**

6. How many ports/sessions should the IVR be sized for conducting peak in or out bounding call processing? Is there any busy hour metrics that HBPW can provide for the example call types the IVR would complete noted in the RFP? **Presently we have 2 PRIs that come into 2 separate locations. We have 6 active customer service reps with the ability to go to 10. Our Queue is capable of 20 calls deep and we have approximately 27,000 electric customers, 13,000 water customers, and 13,000 wastewater customers. Our peak call volume are approximately 300/day, 30/hour, and the busiest hour seems to be 1:30pm to 2:30pm. We need to base the size on only one PRI in the event that we lose one. In the event of a crisis, we need to be able to accommodate several lines for the power plant, several lines for other emergency use so the IVR cannot tie up the whole PRI. How do we go about that? How are the inbound calls into customer service going to be handled? For outbound dialing we need to limit the IVR to 10 lines that are usable. Please provide line item options**

for all available.

7. Can the vendor expect adequate cooperation from the current HBPW database vendors Trimble Utility Center and Harris Northstar? Will the cooperation for achieving necessary integrations be facilitated by HBPW procuring the necessary Database vendor technical resources? Without knowing the application requirement specifics the data base integration level is unknown? **It is the responsibility of the IVR Vendor to make contacts with Trimble staff and Harris staff. IVR Vendors were advised in section 5.12 of the IVR RFP. HBPW does have an internal database administrator that can assist with the design and interface to the Trimble Utility Center Outage management and Harris Northstar databases. HOWEVER, it is expected that the vendor will be the lead on this project and the Vendor will NOT place the integration burden on HBPW staff.**
8. To what level does HBPW want to consider ASR (Automated Speech Recognition)? **All solutions should be offered and priced.** There are many tiers/levels of ASR that can be achieved? I.e. digits only (Press or say 1), or word spotting (for account inquiry say "account"), or closed grammar (For account balance say "I want to review my account balance" or something to that extent that sentences and phrases are recognized) then there is natural language ASR? Please Note: The higher the level of ASR the more \$\$\$ **Please provide line item options for all available.**
9. DR (Disaster Recovery) is not discussed/required for the IVR in the RFP is that not a requirement? Can the vendor be held liable for outage of the IVR system if proper DR is not procured by HBPW? **If the IVR is down it is not a disaster, but there should be a vendor level response to get the system back up.**
10. The RFP mentions that HBPW has a hosted vendor at this time hosting Web and IVR? Does the IVR need to host web payment too? **No, we will continue to offer our web payment solution through the current vendor that we already have. The requirement would be for the IVR to transfer customers to the 800 number for our current vendor.**
11. Does HBPW have a payment gateway provider currently that the interfaced with by the hosted vendor? If yes, please explain, who payment gateway is, method of interface, is it real-time? Does it provide confirmation of the transaction? IF so in what format? Does it require merchant login credentials? If yes can we assume HBPW will provide all necessary SSL and Merchant login privileges? **We do have an interface to our CIS (NorthStar) system. Payment Service Network processes the payments made on-line or over the phone. These payments are cleared through Pivotal Payments (the payment gateway). Our payments are posted to the NorthStar system in a batch method overnight. Customers get confirmation of their transaction at the time they are processing it on-line or over the phone. Payment Service Network provides the Merchant login to Pivotal Payments. If we continue to pass customers over to PSN through their 800 number, this information will potentially be irrelevant.**
12. Can you please answer the below questions for both the Trimble Utility Center Outage management and Harris Northstar databases? Can we speak to someone further is necessary at either vendor? If yes, please provide day and time and method for contact?

Harris NorthStar – Mac Campbell (613) 226-5511 or MCampbell@northstarutilities.com
Trimble Utility Center – support (800) 827-6668 or trimble_support@trimble.com or utility-solutions-sales@trimble.com

It is the responsibility of the IVR Vendor to make contacts with Trimble staff and Harris staff. IVR Vendors were advised in section 5.12 of the IVR RFP.

13. What operating system does the database run on? Please answer for both: Trimble Utility Center Outage management and Harris Northstar databases. It is the responsibility of the IVR Vendor to make contacts with Trimble staff and Harris staff. IVR Vendors were advised in section 5.12 of the IVR RFP. The HBPW Harris Northstar installation uses Microsoft Server 2003 and HBPW Trimble UtilityCenter installation uses Microsoft Server 2003.
14. What is the database written in? Please answer for both Trimble Utility Center Outage management and Harris Northstar databases. Examples (Oracle, Sybase, Informix, SQL-Server, Microsoft Access): It is the responsibility of the IVR Vendor to make contacts with Trimble staff and Harris staff. IVR Vendors were advised in section 5.12 of the IVR RFP. The HBPW Harris Northstar installation uses Microsoft SQL 2005 and Trimble UtilityCenter installation uses Microsoft SQL 2000.
15. What type of remote connectivity options does the customer have today? How does one communicate to the database from a remote PC? Please answer for both Trimble Utility Center Outage management and Harris Northstar databases. Vendors, who support HBPW databases\applications, remote in using Cisco VPN client.
16. Can one or more of the following methods be used to access the database? Please answer for both Trimble Utility Center Outage management and Harris Northstar databases.
1. Microsoft compliant ODBC
 2. HTTP XML connection
 3. Socket message of TCP-IP
 4. 3270/5250/VT100 Terminal emulation

It is the responsibility of the IVR Vendor to make contacts with Trimble staff and Harris staff. IVR Vendors were advised in section 5.12 of the IVR RFP. To the best of our knowledge, the only Vendor approved method of communicating with these products is MultiSpeak. That said, it is the responsibility of the IVR to make this final determination.

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17. Does HBPW have any internal Database administrators that can assist with the design and interface to the Trimble Utility Center Outage management and Harris Northstar databases? If yes, may we speak with them? Yes, HBPW does have an internal database administrator that can assist with the design and interface to the Trimble Utility Center Outage management and Harris Northstar

databases. HOWEVER, it is expected that the vendor will be the lead on this project and the Vendor will NOT place the integration burden on HBPW staff. Please refer to section 5.12 of the IVR RFP.

18. Is PA-DSS Acceptance a requirement before winning the IVR award? [5.9] The Payment Application Data Security Standard (PA-DSS) was initially requested because HBPW Staff initially wanted payments to be processed through the IVR. Upon further consideration, this plan has changed. Please see the response to question 11.
19. Will “successful performance” be defined by Holland for User Acceptance Testing prior to project start? [7.4] Successful performance is defined by acceptable performance of the IVR system and features that HBPW chooses to implement. That is, either the features, defined in the final project scope, are operational (per specification) or they are not.
20. Will Holland BPW accept the use of SIP VoIP Tie Trunks for IVR connection to the Cisco Call Manager telephone system? Yes, the Cisco system will take SIP connections.
21. Can the RFP be provided in MS Word format? [4.4] It is available on the HBPW website: http://www.hollandbpw.com/Vendor_Contractor/Pages/BidsandRFPs.aspx
22. We need a determination of how many lines (at once) the IVR system should be able to handle. See response to question 6.
23. We need to know whether the same lines will be used for inbound and outbound calling or, whether the same lines will be used for both. See response to question 6.
24. We need to determine how many phone lines are currently in use at Holland (overall, not just IVR). See response to question 6.
25. We need to know what you’d like the IVR to do, as regards to calling line crews or other utility personnel. HBPW staff has decided, due to safety concerns, to postpone the use of IVR to automate the call-out of utility crews. Instead, callers will be given the emergency option, (no power, lines down, etc.) to (press 1, say emergency, or stay on the line) whatever we decide will work, to be transferred to an operator at the plant.