**Q&A #5**

**RFP # R582581**

**CALL CENTER (ACD) RELATED QUESTIONS:**

**Question**:

How many total ACD Reps/Agents to you have? And how many ACD Supervisors do you have?

**Answer:**

At this time, we have 3 ACD agents and 1 ACP supervisor. Should be able to handle a team of up to 30 agents with up to 5 supervisors.

**Question:**

Do your agents share roles or do they have different roles?

**Answer:**

At this time, all reps have the same role, but the system should be able to handle multiple roles.

**Question:**

Will all agents need web-chat, email access, and voice access?

**Answer:**

At this time, yes.

**Question:**

How many surveys do you want to send out each month, and will it be a single survey or multiple types of surveys?

**Answer:**

Undetermined; assume minimal usage.

**Question:**

Do you have IVR’s today? And can you provide scripts on what you currently have and want?

**Answer:**

We do not currently have this functionality. We currently have a small team of academic advisors who will be receiving questions from students. This could grow to include a larger team stepping students through the application, enrollment, and financial aid processes. IVR functionality at this time would mostly consist of answers to a few "frequently asked questions" that can be answered after-hours or when no representatives are available. We are also likely to use IVR to automate "receptionist" functionality on several main contact numbers.

**Question:**

Does the U of A support web-services or open API’s?

**Answer:**

We see value in API’s that provide access to data and internal functionality, but for this project we do not expect to make significant use of that capability.

**Question:**

Does the U of A want a screen-pop to the agent desktop? What criteria will they use to identify the caller?

**Answer:**

Screen-pop functionality is not critical. Callers will be identified by either a unique student identifier (ID number, username, or email address) or a combination of personal information (name, birthdate, etc.).

**Question:**

How many numbers are pointed to the contact-center? Are they local or toll-free? How many of each? Who is the current telecom vendor?

**Answer:**

We are not currently using any ACD functionality. Our initial deployment would be a single local number. Our current telecom vendor is the Arkansas State Department of Information Systems.

**Question:**

Does your contact center experience seasonal call spikes (Fall enrollment, etc.)?

**Answer:**

We expect to see moderate spikes as a result of advertising campaigns, but our academic calendar has seven six-week terms spread across the entire year so we should not see the traditional fall/spring/summer peaks.

**Question:**

Are there any outbound calling requirements? Preview dialing? Predictive Dialing?

**Answer:**

No requirements at this time.

**Question:**

Are there any self-service applications for the IVR system that could help offload some of the call volume? i.e., check a balance, has a check been deposited, is tuition paid?

**Answer:**

We have not identified any self-service applications that would require dynamic responses.

**VOICE/INFRASTRUCTURE RELATED QUESTIONS:**

**Question:**

In section 4.2 of the general system design you state “An on premise solution with SIP trunking”. Is the university equally considering a cloud based solution?

**Answer:**

The UofA System Office is considering both on-premise and “cloud” based solutions.

**Question:**

Can you please provide the make and model numbers as well as the type of interface (FXS, FXO, 600 ohm etc) used to integrate with the existing paging system so it can be priced accurately?

**Answer:**

We do not currently make use of a zone paging system, but want the system to have that capability for future expansion.

**RFP FORMATTING RELATED QUESTION:**

**Question:**

Can we respond to this RFP in a PDF file?

**Answer:**

No. Please refer to Section 2.5 of the RFP document:

Sealed Proposals shall be delivered on or before **2:30 pm, November 19, 2015** to the following: University of Arkansas, Procurement Department, 321 Administration Building, 1125 West Maple, Fayetteville, AR 72701, at which time all received proposals will be publicly opened.

Three (3) copies of the proposal should be provided and one (1) electronic copy of the proposal, provided in unlocked Microsoft Word format and spreadsheets provided in unlocked Microsoft Excel format, in addition to the Redacted Copy per below. Any proposal received after the time specified for receipt of proposals will not be considered. All rejected proposals will be returned unopened. All proposals must be in writing and must be executed and **signed** by an authorized officer of the bidder.