



Solicitation Information

August 28, 2014

Addendum #1

RFI #7548925

TITLE: INTERACTIVE VOICE RESPONSE SYSTEM SOLUTION

SUBMISSION DEADLINE: Monday, September 8, 2014 at 2:00 PM (ET)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.

ALSO ATTACHED IS REVISED APPENDIX A.

NO FURTHER QUESTIONS WILL BE ANSWERED.

**Gail Walsh
Chief Buyer**

PLEASE TAKE NOTE:

Bidder is required to provide a bid surety in the form of a bid bond, or a certified check payable to the State of Rhode Island in the amount of a sum not less than five percent (5%) of the bid price. Bid surety must be attached to the bid form. The successful bidder will also be required to furnish performance and labor and payment bonds in the total amount of contract at time of tentative contract award.

Vendor A

Would the purchasing organization consider a hosted IVR solution or is an on-premise system required?

An on-premise solution is required.

Vendor B

On the cover page it says no bond required, but in the RFP document it references a 5% bid bond (section 3 – Award Determination) and a 100% performance bond (section 4.4). Does the RI team wish to have documentation of a prepared bond included in the RFP submission?

Please submit 5% Bid Surety and a Performance and Labor and Payment bond in the total amount of the contract will be required at time of tentative award.

Vendor C

1. Page 13, Maintenance and Support - Is the State asking for a solution that will be purchased and operated by the State in its facility, or does it want an offsite hosted service IVR solution?
The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; an on-premise solution is required.
2. Page 7, top Note – Is call center automation such as ACD and/or CTI required as a part of this IVR system solution? If so, how many agents are to be supported?
The vendor must bid a complete solution necessary to accomplish the “Note”. Total Agents is 100.
3. Page 20, Appendix A – Does the State want to provide the server hardware or should it be included in the proposed system?
The hardware should be included in the proposal.
4. Page 20, Appendix A – This Appendix does not contain a list of hardware and software to be retained from the existing IVR system as indicated in the Solicitation
It is a separate system – no hardware or software is being retained.

5. Who is the vendor for the State's current IVR system to be replaced?
First Data
6. Is IVR call flow and phrase list or a detailed functional description from the State's current IVR system available to bidders?
The new Proposed System call flow and detailed functional description to be developed by the successful bidder.
7. Page 5, Section 3 and Page 20, Appendix A - Would the State consider an IVR system based on VoIP SIP trunk telephone interface?
Yes
8. Pages 16-17 – Is Section 4 missing or are the sections incorrectly numbered?
Section 4 Begins on Page 14, and there are three sub-sections under the section 4, Section 5 begins at the top of page 17.
9. Page 5, Second Paragraph – An "Appendix X" is referenced to see optional components to be included. It does not appear to be included in the RFP.
Appendix X has been eliminated from the RFP – Please disregard all Appendix X references
10. Page 10, Training Services – How many employees are required to be trained?
The total employees to be trained are 20 employees.
11. What level of redundancy is required in the proposed IVR system?
No level of redundancy is necessary.
12. Is an IVR interface specification (API) available to bidders for the States MS ACCESS business application?
No; to be developed concurrently with the IVR
13. What is the State's desired delivery schedule for the specified IVR system?
July 2016
14. Page 16, Section 3.4.5 – Please clarify what is required by the State for a disaster recovery plan for the specified system?
Detailed Steps of how to recover the IVR system on alternate hardware at an alternate site
15. Page 19, Response Contents – How many proposal hard copies are to be submitted by the bidder?
Four Copies plus One Original (Top of Page 19)

Vendor D

1. Can you clarify if you would like the IVR solution hosted in the Cloud; or is the intent to have the IVR solution located on premise but managed as a service by a third party?

The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; An on-premise solution is required.

Vendor E

1. Do you have call center / Contact center currently? Is it captive or 3rd party Contact Center? Can you share your contact center technology details? How many agents are currently deployed?

On-Premise Call Center; Captive; Current system is being replaced; 75-100 Agents

2. Are you open for cloud based IVR platform?

The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; An on-premise solution is required.

3. In the specification of Teleserve, RI mentioned Language options must be offered in English, Spanish and Portuguese. Can this speech recognition be developed on keyword basis? (Example: to verify a caller it will be asking then to enter social security number. Please do say your Social Security Number in English. *Please do say your (in Spanish) Social Security Number (in English) , Please do say your (in Portuguese) Social Security Number (in English).*

Speech recognition and touch tone are both required.

4. We assume that required TTS output expected for this solution be in US English. Is our understanding correct?

Yes Text-to-Speech is part of the requirements; TTS is required for US English, Spanish, and Portuguese.

5. How many concurrent calls are expected? This is required to understand/design the number of port requirement for the proposed IVR platform

Appendix A – A Minimum number of 96 lines; Maximum number of concurrent calls is 100.

6. What is the current spending on every call? On an average how many calls are received? Average number of calls expected in the IVR

(2012) The average wait time for a call was 22 minutes; total number of calls was 2.7 million per year (with some self-service).

7. Do you want the vendor to provide DID / Toll-free number? (Ref: Page number 7, Specification for Call center IVR)

No

8. What are all the possible process re-engineering expected? Integration with required external systems (modernized benefits system), what are all those external systems you meant?

It is incumbent on the vendor to identify process re-engineering opportunities or cost savings to the State; the State is modernizing Legacy Benefits Systems and the successful bidder is expected to integrate with the new modernized benefits system through web services.

9. Are you open for any vendor suggested IVR platform or do you have any specific IVR platform to be used in this proposal?

The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; An on-premise solution is required; an alternate IVR platform would be considered if it meets all the requirements of this RFP.

10. Are you open for our consultants to work remotely?

Yes; No Off-Shore consultants.

11. Is the existing Avaya Communication Manager embedded with Customer's Call Center?

Yes

Vendor F

1. Call Flows or IVR Tree – Please provide call flows for IVR applications listed

- > • File a weekly certification for payment.
- > • Contact the Call Center for these services:
 - > o File a new claim for unemployment benefits
 - > o File a claim using Military or Federal wages.
 - > o Reopen an existing claim (additional claims option)
 - > o File a new claim for TRADE benefits
 - > o General information concerning claims or payments.
 - > o Speak to an interviewer when advised to contact the call center by Teleserve or the Internet application.

Call flows to be developed by the successful bidder in conjunction with the implementation of the new Modernized Benefits System.

2. Speech recognition – Please describe the speech recognition requirements in more detail. Does the State of RI require only simple speech – i.e. “press or say 1”? Or does the State of RI require directed dialog speech recognition IVR applications?

Simple Speech.

3. For the IVR applications that require database integration can we assume that they will all use web services to access the MS ACCESS computer systems? Are there any other database that would need to be accessed for this IVR implementation?

The only external database will be accessed through MS Access Computer System.

4. Can the State provide inbound call volume for the IVR? We are specifically looking for the average number of monthly minutes or number of calls and the duration of the call in the IVR.

(2012) The average wait time for a call was 22 minutes; total number of calls was 2.7 million per year (with some self-service).

5. Data Migration Services - please list all current system specifications for existing data base to be migrated including type, size of data set and database configurations and high availability configurations.

The State does not foresee any external data migration services; it is up to the successful bidder to determine if any data migration services are necessary to support the necessary requirements and specifications in this RFP.

6. Will the State of Rhode Island consider a Cloud IVR solution or does this RFP require a premises based solution.

The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; An on-premise solution is required.

7. Can this application be supported with a toll free solution, or does the transport require termination of inbound (DID) calls .

Inbound DID calls are required.

Vendor G

1. Please indicate the number of ports RI DLT requires?

96

2. What is the current IVR system make/model and version?

First Data; AccessNet

3. Can RI DLT provide call flows of the current IVR solution?

The new Proposed System call flow and detailed functional description will be developed by the successful bidder.

4. Please describe the external data interfaces required?

Web services to a cloud based application.

5. What is the weighting applied to the MBE requirement for scoring criteria?

There are no points assigned for MBE participation; however, the State has a goal of 10%.

Vendor H

1. Pgs 5, 16 and 19 – There is a reference to Appendix X for a list of optional components that are to be included in the vendor’s response. Appendix X was not included in the RFP. Would you make this Appendix available to the Offerors?

Appendix X has been eliminated from the RFP – Please disregard all Appendix X references

2. Pg 5 – Does RI DLT have a preference among the trunk types supported by the Avaya S8700 as to how the IVR system will connect to it?

No

3. Pg 5 – Does the Avaya PBX infrastructure include an AES server?

Yes

4. Pg 6 – Do you want the IVR, as an option, to collect the social security number for all callers and if they require a transfer to the call center, transfer the number to the agent’s PC and have it perform a CTI screen pop? If so, what PC application do the agents use to access claimant information?

No

5. Pg 6 – Do you want the speech recognition to be simple “press or say 1” or a directed dialog “press 1 or say certification”?

Simple

6. Will RI DLT provide the voice recordings for the prompts and announcements or do you prefer that the Offeror provide professional recordings in English, Spanish and Portuguese?

Professional voice talent is required.

7. Pg 6 – call flow item 5 – How many questions (checks) does the system ask the caller in this step?

3 Questions

8. Pg 6 – call flow item 6 - How many questions does the system ask the caller in this step?

10 Questions

9. Will RI DLT provide information or documentation on how its existing Call Flows are set-up?

The new Proposed System call flow and detailed functional description to be developed by the successful bidder.

10. Pg 6 – What is meant by a generic messaging capability? Is this a message that is played to all claimants with RI DLT having the ability to change it as desired?

Yes – the message must be configurable.

11. Pgs 6 and 7 – There is mention of a Teleserve IVR and a Call Center IVR. How many IVR systems are being requested? Does RI DLT have a disaster recovery site? Does RI DLT want a disaster recovery IVR system?

One IVR System serving both the TeleServe and the Call Center; Yes – RI DLT has a disaster recovery site; RI DLT would like an IVR disaster recovery system option.

12. Pg 7 – item 3 – when the caller selects a menu option, what happens next in the call flow? Is the caller routed to an agent in the call center or are there IVR applications for some of the menu items? If there is more to the IVR call flow can you supply information on the prompts?

Both self-service applications and customer service assisted calls; please refer to the specifications of the RFP.

13. Is there an existing IVR system that is being replaced? If so, what system is it and does RI DLT have documentation on it? Can you provide it to the Offerors? Does RI DLT have source code for it?

Yes; First Data AccesNet; The new Proposed System call flow and detailed functional description will be developed by the successful bidder.

14. Pgs 7, 14 – Proposed hardware – the new IVR system must interface with the hardware and software listed in Appendix A. Appendix A does not contain a list of hardware or software marked as retained and not replaced. Can you provide this information?

Added Appendix A

15. Pgs 7, 14 – Proposed hardware – the new IVR system must interface with the hardware and software listed in Appendix A. Appendix A does not contain a list of hardware or software. Does RI DLT anticipate this IVR will run on an existing Avaya Voice Portal or does RI DLT want a proposal for a new and separate Avaya Voice (Experience) Portal?

The new System will interface with the State’s existing Avaya PBX hardware and software; the State encourages the bidder’s to provide the best solution based on the current Avaya configuration.

16. Pg 10 – Training Services – how many users does RI DLT want to be trained on the IVR system? What will their roles be (eg. System administrator)?

20 Managers; System Administrators and IT Staff.

17. Pg 13 – Maintenance – the IVR is described as a hosted solution, however the IVR is located at a RI data center. The type of support described appears to be maintenance and not administration and management. Does RI DLT prefer to purchase the IVR solution or pay monthly hosting fees?

The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; An on-premise solution is required.

18. Pg 16 – 3.4.6 – What level of disaster recovery is desired? Does RI DLT have a separate site for disaster recovery?

The successful bidder is encouraged to bid an IVR Disaster Recovery Option; the State of RI does have a Disaster Recovery Site.

19. Pg 16 – 3.4.7 - Since the IVR solution will be located at a RI DLT location, can we assume that RI DLT is providing the network for the IVR solution?

Yes.

20. Pg 16 – 3.4.7 – Will RI DLT be responsible for back-up of the IVR solution and data?

Yes.

21. Pgs 23 – 24 – Security Standards – This part of the SLA appears to be directed to data center operations. Will RI DLT be responsible for the day to day operation of the IVR solution?

Yes.

22. Pg 24 – Business Continuity Plan – Will RI DLT be responsible for the COOP? If not, does RI DLT prefer that the offeror be responsible for managing their IVR solution?

Yes.

23. Pg 20 – Is the RI DLT willing to provide the VMware Virtual Machines and/or hardware servers needed for the IVR solution?

No – the successful bidder will bid a complete system

24. Pg 13 – Maintenance – It is understood that RI DLT wants the IVR to be monitored on a 24x7 basis. Does RI DLT also want maintenance on a 24x7 basis or do you want business day maintenance (M-F 8a to 5p)?

24x7 Maintenance and Support is required

25. Pg 6 – call flow item 3 – after collecting the unique identifier, is the claimant prompted for a PIN for additional security in the authentication process?

Yes.

26. Pg 11 – item 13 – are there any specific reports that are required to be included with the IVR solution? Does RI DLT want information to be written to one of their database servers for report generation?

Yes; Yes.

27. Since Appendix A was missing information and Appendix X was not provided will there be a second round of Questions and Answers?

Appendix A will be updated; Appendix X was removed.

Vendor I

1. Is it the intent of the Department of Labor and Training that all 96 ports have ASR for all 3 languages (English, Spanish, and Portuguese)?

Yes.

2. In place of an on premise deployment, would the DLT consider a hosted solution as an alternative or as an option?

An on premise solution is required.

3. Please describe the data interfaces required. i.e. what systems will the IVR retrieve data from and/or submit data to? What protocol do those systems use for communication and what format is that data in?

Web-Services; IP – Cloud based application

4. Please define “Teleserve IVR” on pg 6 of the Solicitation Information. Is this the name marketed to users of the Unemployment Insurance IVR?

Yes.

5. Please define what “Configurable Teleserve availability” on page 6 of the Solicitation Information means.

The ability of Systems Administrator is to configure the days and times of system availability.

6. Would you please provide a call flow diagram of the existing and/or expected caller user experience?

The new Proposed System call flow and detailed functional description will be developed by the successful bidder.

7. Please describe what is intended in this statement on pg 12 of the Solicitation, “Installation and validation of all elements of the system on production hardware specified by RI DLT.” Does this intend that the DLT will specify the exact hardware that the IVR must be installed on?

No

8. Page 13 states “As a hosted Solution RI DLT expects to rely on Offeror’s staff for routine support and maintenance activities associated with supporting the IVR software solution.” Please clarify what is intended by the phrase “hosted solution”.

The top of Page 13 “Hosted Solution” is an error – the proposed solution is an “On-Premise” solution; An on-premise solution is required.

9. Page 14 of the Solicitation invites responders to see Appendix A for “...a list of current Hardware and Software for the State of RI that will not be replaced and must be integrated. Vendors must bid a solution that is compatible and accommodates the current scale of RI DLT’s infrastructure which will not be replaced.” It does not appear that Appendix A of the solicitation contains a list of Hardware. Please clarify.

Appendix A will be updated; Appendix X was removed.

10. Is text-to-speech service required by the IVR?

Yes.

11. On page 6: "The system must verify the address by asking the claimant if their address has changed..." It is unclear if the IVR is only asking if their address has changed or if it first plays back their current address and asks if that is correct. Please clarify.

While it is not anticipated, the system does not play back their current address – it is expected that the successful bidder will flush out those requirements during their analysis. It is expected that the IVR will be integrated with the newly developed system through web services and any coding of the IVR due to the web service – it is incumbent on the successful bidder.

12. On page 6: "System must provide for a generic messaging capability." Please explain what is meant by generic messaging. What exactly is a generic message and what is sending and receiving such messages?

Yes – the message must be configurable.

13. Please provide total (daily, weekly and monthly) and peak (maximum number of concurrent calls) usage volume.

(2012) The average wait time for a call was 22 minutes; total number of calls was 2.7 million per year (with some self-service).

14. Please define the telephony connectivity that is to be supported by the new IVR system. (i.e. PRI, T1, SIP/IP, etc.)

SIP/IP

15. Page 9 requires that the offeror work to ensure that DoIT standards for operations and security are followed. Please provide a list of those standards that need to be adhered to? For example, operating systems, monitoring software, anti-virus, etc.

To be shared with the successful bidder – requirements are internal specifications.

16. Please define how telephony contracts and charges are to be handled. For example, will the state receive and pay the invoices? Will the vendor be expected to include these charges in the cost section of their response?

The State will be invoiced directly by the vendor

17. Would you please provide the name of the IVR and Speech Recognition provider(s) currently providing service?

First Data; AccessNet

18. Please confirm that this procurement is required to meet the State's Minority Business Enterprise (MBE) requirement of 10% participation by a certified Rhode Island MBE.

10% MBE participation is our goal as stated on Page 4 of RFP #7548925

19. On Page 16, item 3.2.8 references an "Appendix X", is that intended to be part of the solicitation or as part of the offeror's proposal?

Appendix X has been removed.

Vendor J

1. Page 3, Section 1 (Introduction) Will the successful Vendor have an opportunity to negotiate the terms and conditions of the contract resulting from this RFP?

Yes

2. Page 3, Section 1 (Introduction) If we identify terms and conditions in the RFP or the State's General Conditions of Purchase that we would like to negotiate if selected as the successful Vendor, may we include those in a list of exceptions along with our response?

You may include items you wish to negotiate; however, the State of Rhode Island's General Conditions of Purchase will govern this procurement.

3. Page 5, Section 2 (Background) Please provide Appendix X containing the list of optional components to be included in the vendor's response.

Appendix X was removed; Appendix A will be amended as an Addendum.

4. Page 7 and 14, Section 3 (Scope of Work) Please provide the hardware and software that must be interfaced with (referenced as part of Appendix A).

Appendix A will be amended as an Addendum.

5. Page 10, Section 3 (Scope of Work) How many end users and power users are included in Training delivery?

20 Employees; Managers, System Administrators, and Division of Information Technology

6. Page 12[Deploy #3], Section 3 (Scope of Work) Please further explain/define the term 'shortcomings'?

Shortcomings are non-agreed deviations from specifications and requirements.

7. Page 14, Section 3 (Scope of Work) In what specific ways must the IVR "interact" with MS ACCESS? Are these interactions for data retrieval? Other data updates? One-way or two-way?

Data retrieval and data access - two way.

8. Page 13, Section 3 (Scope of Work, Single Point of Contact) This section requires the Offeror to include all subcontractors in its response and to provide corporate background information and resumes of personnel. We sometimes contract with individuals or small consulting firms to provide services to us in a staff augmentation role. These Non-Employee, independent consultants may provide a portion of the proposed services for this project. Should we identify these individuals as subcontractors in our response and provide the documentation listed?

Appendix A will be amended as an Addendum.

9. Page 15, Section 4.2.c (Financials) Due to the large volume of our financial data (over 200 pages for each year), would the State accept our (2) yrs. Of financial statements on a CD in lieu of the printed version? If the CD is “not” acceptable, how many copies are required?

Page 15, Section 4.2c (Financials) The financial requirement is being waived.

10. Page 18, Section 7 (Submission) Should responses **(an original plus four (4) copies)** be mailed or hand-delivered in a sealed envelope?

Responses may be mailed or hand-delivered, but it is important that they be received and time stamped in the Division of Purchases by the submission deadline. We are not allowed to accept late bids.

Original and four copies of the technical proposal should be separate from the original and four copies of the cost proposal. Please do not include any cost information with your technical proposal.

Would the State accept the (5) copies in individual binders, sealed in a “box”?

Yes, but technical and cost proposals should be separate.

11. Page 19, Section 7 (Cost Proposal) Please clarify how many “*separately sealed*” hard copies and CDs of the Cost proposal are required?

An original and four copies as stated on Page 19 of the RFP. Separately sealed ‘from the technical proposal.’ Only one CD is required. This is used mainly for public access requests.

12. General - Will the State provide WSDL for the web service interface? Does the State have the database schema for the modernized system?

The State of Rhode Island will provide all web services infrastructure associated to the new MS Access System. The selected vendor is expected to provide all hardware and software for the IVR necessary to communicate through web services to the new MS Access System. Because the system is being developed the State of Rhode Island does not have a final database schema.

12. General - Does RI DTL expect the current business rules relating to payment certification undergoing a significant change? If RI DTL does expect a change to the current business rules, can you provide a description of those changes?

Business Rules are expected to be relatively stable; however, the State of Rhode Island cannot guarantee that they will be the same. Since the system is currently being developed, the State of Rhode Island cannot provide a schema of systematic changes.

14. General - Are current functional IVR options, such as request Tuition Waiver, claim, and payment status, Survey, BR, et al, going away?

List is being determined

15. General - Is Voice Verification going to be used in the new system (Not currently active)?

No

16. General - Does RI DTL expect to have two separate IVR systems, or would a single system delivery (as they have today), that provides the needed services, be an acceptable solution?

Single Solution with a Disaster Recovery option

16. General - Can the *individually sealed* Cost Proposal(s) be shipped in the same box with the Technical Proposals or does the State require (2) separate packages?

Separately sealed, not individually sealed. Separate from the technical proposal because they are not evaluated at the same time. They may be shipped in the same box.

Vendor K

1. What is the current IVR platform and vendor?
First Data; AccessNet
2. What is your anticipated call volume? (per hour/day)
2.7 Million per year
3. Will calls be front-ended by the PBX and then sent to the IVR, or will the IVR front-end the agency?
Yes
4. Will RI DLT consider a hosted solution?
On Premise Solution
5. Will RI DLT consider using existing hardware and software, currently in use by another RI agency? In other words, our company installed and supports (3) different IVR systems for the State, and DLT may wish to “piggyback” on these systems rather than purchasing a new system.
No
6. Can you provide details for the insurance requirements, as stated in the bidder certification cover form?

Please follow the below link to the State of Rhode Island’s General Conditions of Purchase. On Page 11, our insurance requirements are explained. We will also require Professional Liability insurance aka Technical Errors and Omissions.

<http://www.purchasing.ri.gov/RIVIP/publicdocuments/RULES2011/ATTA.pdf>

7. The document references Appendix X for optional components; can you provide a copy of Appendix X?
No Appendix X

Vendor L

Section 2: Background

- a. Specific Requirements – references APPENDIX X for a list of optional components to be included in vendor’s response and to address these optional components. Do not see Appendix X in the bid document.
Appendix X removed
2. Business Requirement – Specifications for Teleserve IVR (p.6)
 - a. Step #4 – what are the series of checks to verify the claimant entitlements?
Vendor is expected to determine requirements during analysis
 - b. Step #5 – what are the series of questions the system needs to ask the claimant?
Vendor is expected to determine requirements during analysis
 - c. Is the Teleserve call flow actually a voice enablement through the telephone for an already existing Internet website? What is that website so it can be reviewed?
No – it is being developed.
 - d. Is the Call Center IVR call flow actually a voice enablement through the telephone for an already existing internet website where the same questions are asked? What is that website so it may be reviewed?

No – it is being developed.

- e. Call Center IVR (p.7) what is the expected result after the claimant selects one of the menu items presented? What is the next step in the call flow directions?

Call flow is dependant on answer given by claimant

3. Technical Requirements – Proposed Hardware and Software

- a. What does the statement Hardware and Software listed in Appendix A and marked as retain not replaced mean? There is no equipment listed in Appendix A.

Appendix A

b. Professional Services (p.7)

- i. Can you provide a description of what is the reference data that is to be migrated into the solution?

The State does not foresee any external data migration services; it is up to the successful bidder to determine if any data migration services are necessary to support the necessary requirements and specifications in this RFP.

- ii. Can you provide a description for what process reengineering means to RI DLT?

It is incumbent on the vendor to identify process re-engineering opportunities or cost savings to the State; the State is modernizing Legacy Benefits Systems and the successful bidder is expected to integrate with the new modernized benefits system through web services

- iii. Can you provide a listing of what the required external systems that will need integration are? What database format are they?

The External System is MS Access – currently being developed.

Communications method is web services. It is anticipated the database is to be DB2 through web-services

4. Business Process Redesign

- a. Page 8 – “the vendor shall identify the minimum level of process redesign necessary for successful utilization of the proposed IVR solution and shall provide professional services as necessary to complete the required process redesign, if applicable”. Is this statement an exception to all pricing is considered firm and final? It is not possible to provide any discussion of what business processes may need to be change without the overview of the “as is” existing environment. To do so requires more discovery from all parties.

It is incumbent on the vendor to identify process re-engineering opportunities or cost savings to the State; the State is modernizing Legacy Benefits Systems and the successful bidder is expected to integrate with the new modernized benefits system through web services

5. Installation Services

- a. If not answered previously, what are current systems in place that will need data extraction to the IVR?

The State does not foresee any external data migration services; it is up to the successful bidder to determine if any data migration services are necessary to support the necessary requirements and specifications in this RFP.

6. Maintenance and Support (p.13)

- a. Please explain what RI DLT means by “as a hosted solution”. Is RI DLT seeking a Premise based or a Cloud/Hosted base solution?

An on-premise solution is required.

UPDATED APPENDIX A – 8/28/14 – BID# 7548925

Interactive Voice Response (IVR) business drivers include the following:

- Quality customer service
- 24x7 phone access
- Self service
- FAQ self service
- Consistent menu for voice applications
- Quality of information
- Cost effective channel for access
- Streamline operational costs
- Ease of construction & maintenance
- Single set of business logic for all channels
- Better use of infrastructure resources (limited segmentation)
- Consolidate technical human resources
- Redeployment of human resources to better align with strategic direction
- Economies of scale
- Lower cost services for citizens
- Additional opportunities for expansion, benefits, and savings
- Annual Maintenance, year 1 included, Offeror must include maintenance costs for years 2 – 5.

Include Minimum # of Lines (96).

The system must include voice recognition software as well as a touch tone options. The system must offer the following options:

- File a weekly certification for payment.
- Contact the Call Center for these services:
 - o File a new claim for unemployment benefits
 - o File a claim using Military or Federal wages.
 - o Reopen an existing claim (additional claims option)
 - o File a new claim for TRADE benefits
 - o General information concerning claims or payments.
 - o Speak to an interviewer when advised to contact the call center by Teleserve or the Internet application.

Current Voice and Network Infrastructure

- | | |
|---|--|
| 1. PBX Make & Model:
Complex | Avaya S8700 HA |
| 2. Software Release:
Manager 5.2.1 | Communications |
| 3. Currently Supported Trunk Interfaces: | <ul style="list-style-type: none">a. H.323 IP Trunksb. DS-1 (Tie, Traditional T-1 & PRI Formats)c. Two-Wire Analog Central Office Trunks (Loop & Ground Start) |
| 4. Available But Not Equipped Technologies: | SIP Trunks |
| 5. Cisco 6509e gigabit Ethernet network | |
| 6. Microsoft Active Directory LDAP | |

Current IVR System (to be replaced)

- 1) Software: First Data Accessnet IVR running on Windows Server 2003
- 2) Hardware HP Proliant DL380
 - a) Two Servers run actual IVR Software
 - b) Intel Dialogic Dual-Port T-1 cards (each card 48 ports, one card per server total 96 ports)
 - c) One Server with Microsoft SQL server with Reporting Services

Please note: The current IVR hardware and software for the Unemployment Insurance Division is being replaced. None of the hardware or software is be reused for this project. This hardware/software description is for informational purposes only.