



Request for Information

UKRFI-0016-22

Information Due Date – 05/05/2022

Contact Center Telephony Solution

REQUEST FOR INFORMATION (RFI)

RFI# UK-0016-22

Contact Center Telephony Solution

ISSUED: 04/12/2022

1. Introduction

UK HealthCare (UKHC) is investigating the market for contact center telephony solutions. UKHC currently has utilizes an on premises contact center software solution to provide services for close to 50 various contact centers. Most of our contact center agents work remotely from home so any proposed solution should be capable of supporting a remote workforce.

2. Purpose of Request for Information (RFI)

This RFI is issued as a means of information gathering only. This RFI is for planning purposes only and should not be construed as a solicitation, a means of pre-qualifying vendors, or as an obligation on the part of the University to proceed with a privatized KCH ground ambulance service venture.

Based upon the number of responses and the information provided by the respondents, the University may, at its discretion, invite one or more firms to make a presentation. Not responding to this RFI does not preclude participation in any future Request for Proposal (RFP), if any is issued.

Following the review of the responses to the RFI and any presentations, the University will analyze the information received and determine whether a public/private KCH ground ambulance service partnership is in the best interests of the University. If determined to be so, the University will issue an RFP to select a developer for purposes of negotiating an agreement.

3. University's Current Contact Center Telephony Solution Status

UKHC currently utilizes an on-premise contact center telephony application which is not adequate to meet the reliability and complexity needs of our various contact centers. We need all the basic capabilities of an Automatic Call Distribution system including reporting, call queuing, skills based routing, and call recording but are also interested in what other solutions may be available with current technologies.

4. Instructions for Respondents

Respondents are requested to submit one (1) complete hard copies and one (1) electronic copy of Respondent's entire response.

Responses may be submitted in person, by U.S. mail, express delivery service, or electronically to Wendy Brown (wendy.holland@uky.edu), Category Specialist, 322 Peterson Service Building, Lexington, Kentucky 40506-0005,

The deadline for the submittal of responses is 05/05/2022 at 3:00 P.M. Lexington, KY time. Respondents may submit their responses at any time prior to the above stated deadline.

Responses should be prepared simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the requirements of the RFI. Special bindings, color displays, promotional materials, etc. are not desired. Legibility, clarity and succinctness are essential.

5. RFI Schedule

Issue Date 04/12/2022

Due Date and Time 05/05/2022

Presentation Date, if needed TBD

6. Response Format

The following list specifies the items to be addressed in the response.

1. Overview of the solution and it's capabilities.
2. Explanation of the pricing & licensing model
3. High level overview of the applications architecture and system requirements.
4. The following items are topics of interest. Please include information in your response about the following:
 - a. Capability for on premise and cloud "as a service" systems
 - b. Performance and user impact
 - c. Reporting functions
 - d. Call queuing, routing, and distribution capabilities
 - e. Agent management functionality
 - f. Support model for geographically distributed agents
 - g. Description of how changes to call routing and agents are completed in the solution

- h. Client functionality and requirements
- i. Infrastructure requirements

7. Status of Presentation Materials

All materials included with the presentation become the property of the University of Kentucky. Firms assume responsibility for all expenses incurred in connection with the preparation of the response and any presentation if invited. Information provided by firms is not considered an offer and firms are not contractually bound by any information submitted prior to an agreement with the University. Likewise, the University is under no obligation by this RFI and reserves the right to issue a Request for Proposal or elect not to proceed with a contact center telephony solution effort. All information included in a response to the RFI and any other materials provided in the RFI process will be kept confidential. They are not subject to open records requests until the University executes a contract for contact center telephony solution or until such time as the University determines not to proceed with a contact center telephony solution arrangement.

8. Attachments

No attachments in this RFI