



UNIVERSITY OF KENTUCKY

Purchasing Division

Written Questions and Answers

Contact Center as a Service

RFP UK-2306-23

NEW Closing Date: 01/20/2023

Today's Date: 12/19/2022

No.	Question	Answer
1	Is the organization fully informed and aware of how live chat and chatbots improve customer satisfaction, reduce support agent turnover, and reduce a call center's labor expenditure by 80%?	Yes, we are aware of chat and chatbot features
2	If so, how is the organization aware of chatbot benefits? Has the org seen a live demo?	Yes, we have seen a demo.
3	Is the organization considering a chatbot to complement the call center? Why or why not?	Chatbot functionality is being considered.
4	If so, would you work directly with a Live Chat and AI Chatbot developer as a subcontractor due to their complexities? Or would the chatbot developer need to subcontract with the primary vendor?	To be determined. We are open to review all submitted designs.
5	Does the organization have any existing chatbots deployed in their network of departments/organization? If yes, are you happy with its performance & functionality? Why or why not?	Yes, via ServiceNow. The current solution needs further development to be truly helpful to customers.
6	Multi-tenant support is stated as required. Are all tenants part of the UK Healthcare system? Is a charge back model required?	Tenants are a combination of UK Healthcare, Campus, & external users. Yes, a recharge model is used by UK for contact center services.
7	Will the provider be required to sign a BAA?	Yes.
8	Who does University of Kentucky use for their Knowledge Management system? If one is not used, should we propose one?	UK utilizes ServiceNow as the work intake and knowledge management system.

9	Will each call center or tenant require its own training, testing, and cutover? Is it possible to migrate several call centers or tenants at a time?	Yes, each tenant will require its own training and testing. To be determined whether multiple call centers can be migrated at once, but possibly.
10	What is a targeted implementation date for completion of the migration?	TBD. This depends on many factors including vendor selection, time to implement, and available manpower. The goal is to implement before June 30 th , 2023.
11	Who is your current carrier? When does that term expire?	Windstream is the University's phone carrier. PSTN services are outside the scope of this RFP.
12	Are number of queues and call flows for each call center or tenant available for review?	This can be provided to select candidates during the interview process.
13	The RFP states integration requirement to 6 different applications. Are all applications required for all tenants?	No, application requirements are different for each tenant.
14	Are all required features required for implementation day 1? Is a phased roll out possible?	No. We expect some phased rollouts to be determined.
15	Is the client looking for a solutions overview describing how we meet these requirements, or a checklist item by item? Can we respond to this section in excel?	For the response to the RFP a checklist is acceptable. Vendor should be prepared to give further detail during presentations.
16	For DID's – does UK require two DID's per agent or one? Are these the same DID or distinct? <ul style="list-style-type: none"> Ability to assign a DID to an Agent DID Voicemail 	It depends. Some agents require multiple DID's. Some agents will require an individual voicemail.
17	For post contact survey, what format is preferred? Email/Browser based or IVR?	Both.
18	For WFM – How many tenants will use this functionality? What is the average size of those tenants?	No tenants utilize WFM today. The number of tenants that will want to use WFM is to be determined. This is up to the individual department.
19	Would it be possible to extend the proposal deadline until January 16, 2023?	See Addendum
20	Can you confirm the current contact center system UK is using today?	Cisco Unified Contact Center Express
21	Can you please provide use cases for predicative dialing campaigns? <ul style="list-style-type: none"> Additionally, please provide details on the distinction between Predictive and Non-Predictive dialing. 	<p>Patient callbacks, appointment scheduling, staff/student recruitment, customer surveys are some potential use cases.</p> <p>Considering predictive dialing in all its available forms.</p>

	For predictive dialing, what predictive dialing mode is preferred or desired? True Predictive to increase agent utilization or "Power Dialing" with Outbound IVR for maximum coverage?	
22	Can you provide the per the weekly and monthly call volumes and AHT?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
23	Will the Alternative Pricing be evaluated along with the Financial Offer Summary?	Yes
24	Is the Alternative Pricing evaluated	See Question #23
25	What are some of the challenges UK is facing today that you would like to solve with the new modern contact center solution?	Growth, platform stability, modern contact center features, support for remote user/WFH, comprehensive custom reporting features.
26	Does UK have an IVR system in place today? If yes, what is that system?	See Question #20
27	Does your IVR offer self-service today? If yes, what self-service functions are available and what are the systems integrations that facilitate that self-service?	Limited self-service functions. Supervisors have the ability today to manually open and close contact center and setting of holiday dates.
28	What is UK current contact center/ACD solution?	See Question #20
29	Can UK please provide metrics broken out by external and internal facing contact centers for: <ul style="list-style-type: none"> • Average monthly call volume inbound, outbound, and duration • Peak monthly call volume inbound, outbound, and duration • Top 10 call and chat drivers/intents • # of DID Numbers • % Calls Contained in IVR • Average Call Duration (mins) • Average Agent Talk Time (mins) • % of calls abandoned in IVR 	See Question #22

	<ul style="list-style-type: none"> • % of calls abandoned in queue • % of calls transferred • If live chat enabled, number of concurrent and non-concurrent live chat sessions • # of inbound Toll Free Numbers • Do you use a chatbot? If so, how many unique chatbot sessions are established each month? • Do you accept payments via your IVR? • Is there any outbound voice call (power dialer) usage? <ul style="list-style-type: none"> ○ If so, what are the monthly outbound call volumes ○ If so, what is the average outbound call length (mins)? • Is there currently any outbound SMS usage? <ul style="list-style-type: none"> ○ If so, what are the monthly outbound call volumes ○ If so, what is the average outbound call length (mins)? • Is there currently any outbound email usage? <ul style="list-style-type: none"> ○ If so, what are the monthly outbound call volumes? ○ If so, what is the average outbound call length (mins)? • What are the Contact Center hours of operation? • What are the hours of operation for each call queue/skill? • Do you currently have a workforce schedule management product in use? If so, which one? • Do you currently have a quality management product in use? If so, which one? • How long will call recordings be stored? • Is screen recording as well as call recording required? 	
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	<ul style="list-style-type: none"> • What % of calls will be recorded? • What is the peak number of contact center agents you have logged in on an average month? • What is the peak number of contact center agents you have logged in during peak months? <p>If you deal with seasonal call volume, what drives this seasonality?</p>	
30	Are there interface specifications for the various integrations? (e.g. Salesforce, Epic, ServiceNow, SAP, lightning Bolt and Kronos?)	No, there are no known specifications today. Each integration will have to be dealt with separately and as the need arises.
31	Can you describe use cases for each of the other systems deployed? (e.g. Salesforce, Epic, ServiceNow, SAP, lightning Bolt and Kronos?)	<p>Salesforce – Student/patient record lookup for healthcare related support.</p> <p>Epic – Patient record management, appointments, screen-pops based on customer caller ID.</p> <p>ServiceNow – Technical support and helpdesk functionality</p> <p>Lightning Bolt/SAP/Kronos – No pending integrations. Possible future tie-ins.</p>
32	For each of the other systems deployed, which interfaces will read and write data to the external system (bidirectional) and which will only pull information (one way)?	To be determined.
33	<p>You state that you have 1500 agents on page 7 then you state that you have 800 concurrent agents on page 24.</p> <ul style="list-style-type: none"> a. What is your current agent count? b. Are they concurrent or named? 	<p>a. As stated in the RFP we have approximately 800 concurrent agents.</p> <p>b. Concurrent</p>
34	<p>How many Queues</p> <ul style="list-style-type: none"> a. - Chat b. - SMS c. - Email d. - Social Media e. - Voice 	<ul style="list-style-type: none"> a) Chat- ~10 queues b) SMS – 0 queues c) Email - ~65 queues d) Social Media – 0 queues e) Voice – ~275 queues
35	How many IVR routes?	Unsure what is meant by IVR routes. We have about 425 entry points in various contact centers.

36	How many toll-free numbers?	Approximately 10.
37	How many DIDs?	About 500
38	Does IVR need secure pause?	Yes, if recordings are enabled.
39	What are you using for your current AD integration?	Not sure what is meant by this question. Currently users on UCCX login using their Microsoft AD credentials via LDAP.
40	<p>Mentions below</p> <ul style="list-style-type: none"> a. integration capabilities with other software <ul style="list-style-type: none"> i. o Salesforce – What version of Salesforce are you currently using? ii. o EPIC – Can you provide more information on what modules of EPIC Modules you are currently using? iii. o ServiceNow – Can you provide more information on what modules of ServiceNow you are using? iv. o Kronos – What version are you currently using? v. o SAP – What version are you currently using? vi. o Lightning Bolt – What version are you currently using? 	This can be discussed in greater detail during the RFP process.

41	Are PCI and HIPAA compliance requirements?	Yes, both.
42	Is Workforce Management desired?	Possibly in later phases of project.
43	Recording – Do you want both Voice and Screen recording? a. Screen? b. Voice?	a. Yes b. Yes
44	BYOC Carrier? BYOC SBC? GCV?	PSTN carrier services not within the scope of this RFP
45	Is an Outbound Dialer needed?	Outbound dialer is not a strict requirement but would be nice to have the option.
46	Are BOTS desired a. Voice b. Chat c. Is there an existing BOT provider that we need to integrate with?	Yes, we want both Voice and Chat. ServiceNow is current provider.
47	What are the requirements\methods desired for Post-contact Survey?	To be determined.
48	What IP phones need to be supported? a. If your existing IP phones are not supported by the proposed solution Would you like pricing for IP phones that are supported by the proposed solution? b. If so how many?	The University uses Cisco IP telephony today. a. No.
49	Is there more than 1 carrier? a. A key requirement for the system will be the ability to operate using a multi-tenant / carrier model. In this model	a. Yes, each tenant is a logically separated call center.

	each tenant will operate as a separate call center.	
50	Please define "Text based IVR".	Essentially we meant "Chatbot", a menu driven chat system.
51	Are E911 Services needed?	No.
52	Please define/elaborate on what you mean by Tenant.	We define a tenant as a logically separate call center. Usually associated with an individual department at UK each with separate pilot numbers, separate agents, separate missions, separate customer bases, separate business rules and needs, etc.
53	How many Go-Live events? a. One (1) for each contact center? b. A Big Bang approach? c. Can some contact center go live events be combined?	It will be very unlikely to flash cut all tenants at once. We expect to convert departments one a time or several at a time where the business units are in alignment.
54	Can you elaborate on what you mean by the word "Tenant" and "Separate Tenant?"	We define a tenant as a logically separate call center. Usually associated with an individual department at UK each with separate pilot numbers, separate agents, separate missions, separate customer bases, separate business rules and needs, etc.
55	You state that you have 280 Contact Centers. a. How does that work? b. What is a contact center with no agents? c. How many different sites do you have?	a. Each contact center is a logically separated tenant with its own reporting and administrative requirements. b. I don't understand this question. c. Agents may sit in a UK facility anywhere in the state of Kentucky or remote work anywhere in the world.
56	Are you looking for a Contact Center Solution only or are you looking for Unified Communications as well?	Contact center only.
57	Do we need to include an integration to a blue light system?	No.
58	Do you need E911?	No.

59	We can do conference calling with add/subtract members, but can you elaborate on what you mean by “drag and drop”?	We leverage a platform called Sonexis for a very small number of specialty agents. This software provides some advanced conferencing features whereby an agent can visualize the participants of a conference on-screen in a web-based application. This application allows agents drag and drop conference call participants between standing bridges.
60	Although you indicate you are open to both prem and cloud solutions, do you have a preference? What factors will weigh most in your election of an on-prem vs. Cloud-based solution?	A cloud-based solution is preferred. This will depend on several factors including feature parity between on-prem and cloud, cost, ease of implementation, future support, etc.
61	Are you planning to leverage CapEx or OpEx for your contact center upgrade?	To be determined.
62	There are several points referenced in the RFP with elements suggesting multi-tenant capabilities. Can you provide more details around the multi-tenant environment so we can better understand the requirements in this area? Is this to satisfy existing needs, or for future growth capabilities?	We define a tenant as a logically separate call center. Usually associated with an individual department at UK. Most tenants require logical separation for reporting, billing, and administration purposes.
63	Is your desire to select best-of-breed or a full solution suite? If best-of-breed with integrations, are there platforms in use today that will continue with your contact center upgrade?	We have no expectation that a solution exists that will provide full integrations with all systems out of the box. We are open to any design solution presented but are looking for a full solution whether as one vendor or a partnership.
64	Data – what’s your strategy for the collection of data, what other platforms are you using to mine information and get insights; how does it guide and influence cost control, staffing, future design, voice of the customer, confidence in the accuracy?	We don’t have an existing strategy; it will be dictated in part by the needs of the tenant and the capabilities of the selected solution
65	The RFP references integration needs for Epic (which we can do). Apart from that, are there other core systems that you envision needing integration?	As listed in the RFP: Salesforce, EPIC, ServiceNow, Kronos, SAP, Lightning Bolt

66	Convergeone is respectively requesting an extension of 2 weeks. Due to holiday schedule, the additional 2 weeks would provide the sufficient time to complete the RFP response.	See Addendum
67	4.5.2 b What is meant by a "carrier environment?"	Read carrier as enterprise class solution.
68	4.6 How do you define a "tenant" (e.g., Business Units, Departments, Agent Groups) - Ref: Support for 300 separate tenants with growth to 500	We define a tenant as a logically separate call center. Usually associated with an individual department at UK each with separate pilot numbers, separate agents, separate missions, separate customer bases, separate business rules and needs, etc.
69	Can we get a better understanding of the contact volumes, handle times, minutes, as well as users?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
70	Will UK provide current-state documentation to understand how existing systems are configured?	This can be provided during the vendor review process.
71	6.1 Contract Term [Perhaps an internal question] Does the contract term of 1 year, renewable for up to 4 additional years imply an ongoing managed service / operate of the solution? Or is this purely the term for the technology contract and University of Kentucky will manage/operate the platform?	Contract term is the length of the contract. It will be one year and can be renewed up to 4 years. Services needed is unknown at this time.
72	2.2 With the agent count of 1500, what resources are related to the University vs the Medical Center?	Approximately 60% Healthcare, 40% Campus/External.
73	2.2 What tasks are automated attendants responsible for?	Call routing, transfers, automated greetings, holiday/closure announcements, etc.
74	4.6 The RFP reads that the scope of this work would include "implement a fault tolerant, highly available call center system for use by several departments and clinics within the Univ of Kentucky and University of Kentucky HealthCare". Can you share which departments were chosen and if there is a roadmap plan in place already for their go-live?	Departments were chosen by their current usage of the incumbent contact software and future business requirements. No road map place is currently in place. This will be developed during the RFP process and subsequent implementation.
75	4.6 Are there any expectations that this scope of work includes any business process improvements or changes to	Business process improvements are not specifically within the scope of this RFP. We think this is likely to occur naturally during RFP process itself.

	current workflow in operations in either the university or healthcare centers?	
76	4.6 The RFP shares that the hosted solution must enable skill-based routing - have you defined the service model for call handling? For instance, do you plan to have all agents able to schedule appointments regardless of clinic.	This will vary between departments. We have multiple tenants with different customer bases, skills, and call handling needs.
77	4.6 Have you developed the business use cases around each channel you want to enable? As part of this scope, do you have expectations of use case development with the business on chat, SMS, etc. functionality and the timeline pilot and go-live functionality?	We have not developed business use cases because we don't know the capabilities of the product we will select yet.
78	4.6 For the advanced conference functionality, is this meant to enable virtual health opportunities or conferencing on direct medical care?	Yes. Today those features are used to facilitate conferences requiring hospital patient transfers throughout the state of Kentucky.
79	4.6 The RFP states that you receive 65,000 calls per day. Can you share a breakdown of call reasons that make up this volume?	<p>Typical reasons include:</p> <ol style="list-style-type: none"> 1. Patient Scheduling 2. Prescription Refills 3. Specialty Pharmacy 4. Medical Billing 5. Patient questions 6. Student Financial Aid 7. Helpdesk <p>These are not listed in any particular order.</p>
80	5 Who is on the Selection Committee, and will this be the committee that will serve as the Steering Committee for the project? If not, who else will be aligned in the program execution?	Selection Committee will include stakeholders from contact center tenants from Academic and HealthCare, Information Technology, and Purchasing.
81	Is there a specific DBE participation goal that individual suppliers are expected to meet?	The University has a DBE goal of 10%.
82	<p>You have the following CRMs listed, approximately how many agents use each?</p> <ul style="list-style-type: none"> • Salesforce • EPIC • ServiceNow 	Unknown.

	<ul style="list-style-type: none"> • Kronos • SAP • Lightning Bolt 	
83	Are you looking for Telco/Carrier services as well? If so, how many TFNs and DIDs do you need?	No. Carrier services are not within the scope of this RFP.
84	Are there specific social media channels you are looking for your agents to utilize?	UK uses social media platforms such as Facebook & Twitter. Other platforms unknown.
85	Chat is listed as a capability, are you looking for intelligent virtual agents as well?	Yes.
86	Do you have recordings of current interactions we could use to automatically build call flows, intelligent virtual agents, etc?	We already have call flows built on the current contact center platform.
90	In reference to Section 2.4 “The University is committed to increasing the amount of good and services acquired from businesses owned and controlled by diverse persons to 10% of all procurement expenditures.” Is the 10% MBE/WBE/DBE a requirement for bidding?	No, it is a goal.
91	Can you share the details of your telephony landscape?	We have a large on-premise Cisco IP telephony footprint. The details can be discussed during the vendor review process.

92	Can you provide call detail for minute usage and/or average minutes per call?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
93	What is the mix of toll free and local access? Totals for each?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
94	Do the agents require 911?	No.
95	Will the University provide full copies of all terms and conditions incorporated into the RFP via url as the links in the RFP document are not working properly?	https://purchasing.uky.edu/sites/default/files/2020-07/general-terms.pdf
96	Will the University allow bidders to provide service-related terms and conditions to supplement the terms of the agreement and better define the proposed solution?	Please include in your transmittal letter your exceptions to UK's terms and conditions.
97	Can you provide details on Lightning Bolt. Is it SaaS based, web product or client based? Can you provide technical specifications and details concerning integration and interoperability?	Initially we are just looking to see if any vendors have existing integrations with Lightning Bolt. We are not sure whether this will be necessary.
98	Section 6.2 - Example Effective Date to be used? – To help with pricing and creating a project schedule (if project schedule is needed for evaluation).	See question #10

99	Pg 9 of RFP – Section 2.4, bullet 6 – Does UK have list of Diverse Business Enterprises (DBE) vendors that have attended any of their events?	TriState Minority Supplier Development Council Women's Business Enterprise Council Ohio River Valley
100	Pg 20, #3 of Section 4.5 – “Provide résumés for members of the company leadership and key personnel who might be assigned to this project. Including Technical Support personnel.” Resumes for company leadership? We are not a small company, what exactly are you looking for as far as company leadership resume?	All resumes of people that who would be working with UK on this project.
101	4.5 Criteria 1 - Offeror Qualifications - Section 2b: Provide the number of customers that have deployed your system <i>in a carrier environment.</i> <i>[emphasis added]</i> . As the term "carrier" can have multiple meaning depending upon the case, please explain what the University means by a "carrier environment"?	Read carrier as enterprise class solution.
102	4.6 Criteria 2 - Services Defined, "System should provide" and "Offeror should provide". Without the use of the word shall, it is unclear whether the University is requesting that the offeror include items in these categories in their proposal and pricing or if these are just optional or 'nice to haves'. Please provide clear direction on all requirements versus options to eliminate any confusion and to maintain	Include anything you want the committee to review.

	consistency in bid responses for evaluation.	
103	RFP mentions that the University of Kentucky has approximately 280 call centers with approximately 1500 agents - how many of the 1500 do you expect needing to be logged into a call queue each month?	See question #33
104	Are you planning to leverage CapEx or OpEx for your contact center upgrade?	To be determined.
105	Although you indicate you are open to both prem and cloud solutions, do you have a preference? What factors will weight most in your election of an on prem vs. Cloud based solution?	See question #60
106	There are several points referenced in the RFP with elements suggesting multi-tenant capabilities. Can you provide more details around the multi-tenant environment so we can better understand the requirements in this area? Is this to satisfy existing needs, or for future growth capabilities?	<p>We define a tenant as a logically separate call center. Usually associated with an individual department at UK each with separate pilot numbers, separate agents, separate missions, separate customer bases, separate business rules and needs, etc.</p> <p>This is the structure that exists today with the incumbent contact center platform Unified Contact Center Express.</p>

107	Is your desire to select best of breed or a full solution suite? If best-of-breed with integrations, are there platforms in use today that will continue with your contact center upgrade?	We are open to any design solution presented but are looking for a full solution whether as one vendor or a partnership. Platforms that will be continued are listed as integrations in the RFP.
108	Data – what’s your strategy for collection of data, what other platforms are you using to mine information and get insights; how does it guide and influence cost control, staffing, future design, voice of the customer, confidence in the accuracy	We don’t have an existing strategy; this will be dictated in part by the needs of the tenant and the capabilities of the selected solution.
109	The RFP references integration needs for Epic (which we can do). Apart from that, are there other core systems that you envision needing integration?	See question #65
110	RFP Due Date Extension Request	See addendum
111	What is the level of SIP Support needed for a Contact Center Solution?	I’m not sure what is meant by level of support. We are fully SIP compliant today.
112	What is the level of IP Phone Support needed for a Contact Center Solution?	IP phone support is handled internally.

113	What spoken languages are most common for the University?	English & Spanish.
114	What is monthly inbound call volume during peak periods?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
115	What is monthly inbound call volume during non-peak periods?	See question #114
116	What is monthly outbound call volume during peak periods?	See question #114
117	What is monthly outbound call volume during non-peak periods?	See question #114
118	What is call average handle time during peak periods?	See question #114
119	What is call average handle time during non peak periods?	See question #114
120	How many agents need each of the following or is it "all": <ul style="list-style-type: none"> ○ chat ○ SMS ○ email? ○ Social Media? 	To be determined.
121	How many agents need integration with the each of the following: <ul style="list-style-type: none"> ○ Salesforce ○ EPIC ○ ServiceNow 	To be determined.
122	How many Supervisors?	About 120 between various tenants.
123	How many Administrators?	2 main admins, with a few backups.
124	How many unique call flows exist for all tenants?	Over 100 unique call flows.

125	Does the University have any sample call diagrams for speech/DTMF routing?	Yes.
126	Can you provide any call volumes and metrics (monthly/hourly), either in aggregate or per tenant?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
127	How many call flows does an average tenant have?	1 to 2 on average.
128	How many automated outbound campaigns are desired?	To be determined.
129	How many skills are currently in use across all tenants?	About 200 skills. Skills generally equate to a queue in the current system.
130	Referring to call type routing question: What type of database/API is being used for external database lookups?	No external database queries exist today. Future development is to be determined.
131	Referring to Knowledge management integration: What knowledge management system is currently being utilized, if any?	UK utilizes ServiceNow as the work intake and knowledge management system.
132	Related to integrations: What is the desired integration for Kronos and Lightning bolt?	To be determined, initially we are looking to see if any vendors have existing integrations with these applications.
133	Can you provide additional detail for the Text based IVR requirement?	Essentially, we meant "Chatbot", a menu driven chat system
134	What social media channels require integration?	To be determined.
135	Is the desired SMS functionality two way or one way (bulk)?	To be determined.
136	Is the desired email functionality two way or one way (bulk)?	To be determined.
137	Do you require any Quality Monitoring functionality, such screen recording, call scoring, or speech analytics?	Future phases of the project will require WFM features.
138	Will there be multiple cutovers for different call centers?	Yes, there will be multiple go-lives. The number of cutovers is to be determined.

	<ul style="list-style-type: none"> ○ If yes how many total different cutovers are desired? 	
139	How many hardware IP phones will be required?	None.
140	Due to the holidays and pending the responses to these questions, are you able to extend the deadline beyond 1/5/2023?	See addendum
141	Please elaborate on volumes for predictive dialing campaigns	Unknown.
142	Are you using click-to-dial for outbound calls or completely automated?	Today we are click to dial or manual dialing for outbound calls.
143	Is onsite training a requirement or preference?	On-site training preferred to train the trainers
144	Can you provide estimated inbound vs outbound call/sms volumes?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
145	Define multi-tenant, can tenants share a contact center? Is multi-tenant the same as a different department? How many agents would be for each required department/tenant?	We define a tenant as a logically separate call center. Usually associated with an individual department at UK each with separate pilot numbers, separate agents, separate missions, separate customer bases, separate business rules and needs, etc.
146	What is the approximate breakdown of contact centers in the university vs the hospital? (Number of anticipated contact centers, number of agents, volume of calls, etc)	See Question #72
147	Elaborate/define speed dial lists. Is this for outbound calls?	Yes.
148	Does UK plan to port current phone numbers over to Twilio or keep them with the current provider? If so, how many numbers?	There are no plans to port UK phone numbers.
149	<p>4.6 Core Functions</p> <p>What is meant by Outbound web chat? Can you please explain this use-case. Support for geographically distributed workforce – International or US based only? Non-predictive dialing campaigns</p>	<p>Outbound web chat just equals web chat functionality.</p> <p>Current agent workforce by in large works remotely.</p> <p>Non-predictive dialing is sometimes referred to as preview dialing where an agent sees the next</p>

	– Can you be more specific on campaign types?	call in a list and choose when to make that outbound call.
150	4.6 Advanced conferencing Ability to incrementally increase conference size – Can you please provide some guidance on the max participants?	Our current maximum is 72 participants.
151	4.7 Financial Proposal refers to section 8.0, is that section missing or was it a typo referring to section 7.0?	See addendum
152	Section 6.29 1. Is the admin fee due to the University for all sales, including sales directly to the University of Kentucky? Or is the fee only to be charged for “other universities, state agencies, and public and private institutions”? 2. Should the admin fee be itemized on the contract rate sheet and subsequent invoice or should the fee be included in the total price?	1 All Sales 2 Include in the total price
153	Criteria 2 - Services Defined How many agents are inbound voice only? How many inbound voice call flows and queues are needed?	About 1100 agents are voice only. About 200 queues.
154	Is inbound web chat for internal messaging via a collaboration tool such as Webex app, Microsoft Teams, etc or for intake and handling of customer initiated chat? Please describe the inbound web chat use case(s).	MS Teams is used by internal agents. Agent to customer chat functions via the Cisco UCCX chat feature.

155	How many agents handle inbound web chat?	Less than 50.
156	How many inbound web chat flows and queues are needed?	To be determined.
157	How many agents need inbound email?	To be determined.
158	How many inbound email flows and queues are needed?	To be determined.
159	How many agents need inbound voicemail?	To be determined.
160	Please describe inbound voicemail use case(s)	Used to enable customers to leave a callback message to prevent waiting in queues during busy call times.
161	Is outbound web chat for internal messaging via a collaboration tool such as Webex app, Microsoft Teams, etc or for intake and handling of customer initiated chat? Please describe the outbound web chat use case(s).	Outbound web chat just equals web chat functionality. We have at least a couple of use cases where students/customers can initiate a customer service chat session via a web page.
162	How many agents need outbound web chat?	To be determined
163	Please describe the outbound email use case(s).	To be determined
164	How many agents need outbound web chat?	To be determined
165	Total number of agents inclusive of all inbound and outbound channels above	To be determined
166	Total number of supervisors	See Question #122
167	What languages are required for each channel (voice, chat, email, SMS, social, etc)?	See Question #113
168	How many DID's are needed?	See Question #16
169	Does the call center require Toll Free Number(s)? If yes, how many?	No.
170	What is your peak busy hour call volume in a year?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
171	What is your average handle time?	Contact center call metrics can be discussed after vendors have agreed to non-disclosure agreements and have been chosen to give their individual presentations.
172	Will UK provide/manage the Telephony system / calling endpoint registration for this solution?	Yes
173	Will UK provide/manage the Telephony SIP trunking services for this solution?	Yes
174	Are you looking to replace your existing telephony system with this proposal or only the contact center platform?	Contact center services only.
175	Please describe use case(s) for predictive and non-predictive dialing campaigns	We envision use cases for patient reminders, philanthropy efforts, billing, university announcements, etc.
176	How many agent-based campaigns are required?	To be determined.

177	How many agents are involved in outbound dialing campaigns?	To be determined.
178	How many IVR-based campaigns are required?	To be determined.
179	What is max number of contacts for a single campaign?	To be determined.
180	What is the monthly call volume for all outbound campaigns?	To be determined.
181	Are predictive dialing campaigns required for day 1 implementation or nice-to-have in future? If future, is there a preferred timeline of when this is required?	Not required on day one. No timeline has been established yet.
182	Please provide current work from home connectivity option (VPN, VDI, etc), if applicable. Please list vendor and version of tools	Usually VPN.
183	How many skills are required?	That depends on the selected solution. On our current platform we have about 200 but a modern contact center solution may allow us to combine some of those.
184	How many total queues are required?	That depends on the selected solution. On our current platform we have about 200 (skills roughly equate to queues) but a modern contact center solution may allow us to combine some of those.
185	How many call flows / IVRs require natural language recognition?	This is not a strict requirement for a contact center solution. The University does utilize a natural language agentless IVR system today that is not part of the contact center platform.
186	What kind of natural language recognition is needed, are these directed dialog (IVR directs caller to say key words) or conversational (say anything)?	Conversational
187	Please describe the natural language recognition use case(s) (include what/why callers are calling)	Any reason one might call a university or a healthcare facility.
188	How many call flows / IVRs require Knowledge Management integration?	To be determined.
189	Please list Knowledge Management platforms which need to be integrated with voice and chat	To be determined.
190	Please describe the Knowledge Management integration driven IVR use case(s)	To be determined.
191	Please provide further details or use case(s) for "Text based IVR." Do you require TTY capabilities?	Essentially, we meant "Chatbot", a menu driven chat system
192	Please list internal and external databases which need to be integrated with for lookups and describe use case(s)	To be determined.
193	Which channels are required as part of the initial deployment and which channels are future nice-to-have?	Voice, chat, email/voicemail will be required in the initial deployment.

194	Is SMS needed for both inbound and outbound communication?	To be determined by the capabilities of the solution selected.
195	What is your monthly volume for inbound and outbound SMS messaging?	None today.
196	Please describe the SMS channel use case(s)	Not used in current platform. Possible use case might include sending patient appointment reminders.
197	Do you need to send outbound SMS notifications to customers or just intake/handle customer initiated inbound SMS messages?	To be determined.
198	Which social media channels are required? How many flows / queues for each?	To be determined.
199	What kind of post call surveys are required? Ex: Voice, do you need other options, please list	Web, SMS, Voice, Email are all possible desired survey channels
200	How many agents need call recording?	All
201	How long do you need to retain call recordings?	18 months
202	Do you need to do screen recording? If yes, how many agents need screens recorded and how long do you need to retain screen recordings?	Yes, all. Retention time to be determined.
203	How many agents need call recording only (no coaching or evaluations)?	About 500.
204	How many agents need coaching and evaluations?	Ballpark number is around 1000.
205	Please expand on the requirement for "Agent workspace integration with applications" under Workforce Management	To be determined by the capabilities of the solution selected.
206	Please expand on the requirement for "Workspace use optional per tenant" under Workforce Management	Not all current tenants have a requirement for WFM.
207	What are the specific KPI's and/or metrics that are important to the business? This applies to Platform, IVR, Queue, and People levels equally.	Example of required call metrics: <ul style="list-style-type: none"> • Queue Statistics • Agent State Reports • Agent Call Records • Inbound/Outbound call Stats • Call Disposition Records
208	What are the current browsers supported in the environment?	Chrome, Firefox
209	Do any call flows require virtual agent/AI/Bot capability?	Not today.
210	What Collaboration tool(s) is/are being used? , If more than one tool, Please describe Users and the total number of Users	Internal agents use MS Teams and Cisco IP telephony to collaborate.
211	What functionality is expected from an integration with Salesforce? [Self-service (caller- identification/authentication, scheduling, appointment reminders, balance, payments, etc.), Agent Desktop	To be determined by the capabilities of the solution selected.

	(screenpop or single interface within Salesforce)]. If single interface within Salesforce, how many agents?	
212	What functionality is expected from an integration with EPIC? [Self-service (caller- identification/authentication, scheduling, appointment reminders, balance, payments, etc.), Agent Desktop (screenpop or single interface within EPIC)]. If single interface within EPIC, how many agents?	To be determined by the capabilities of the solution selected.
213	What functionality is expected from an integration with ServiceNow? [Self-service (caller- identification/authentication, scheduling, appointment reminders, balance, payments, etc.), Agent Desktop (screenpop or single interface within ServiceNow)]. If single interface within ServiceNow, how many agents?	To be determined by the capabilities of the solution selected.
214	What functionality is expected from an integration with SAP? [Self-service (caller- identification/authentication, scheduling, appointment reminders, balance, payments, etc.), Agent Desktop (screenpop or single interface within SAP)]. If single interface within SAP, how many agents?	To be determined by the capabilities of the solution selected.
215	What functionality is expected from an integration with Kronos? Please describe use case(s)	To be determined by the capabilities of the solution selected.
216	What access methods does Kronos support? (APIs, direct DB/SQL access, etc)	To be determined by the capabilities of the solution selected.
217	What functionality is expected from an integration with Lightning Bolt? Please describe use case(s)	To be determined by the capabilities of the solution selected.
218	What access methods does Lightning Bolt support? (APIs, direct DB/SQL access, etc)	To be determined by the capabilities of the solution selected.
219	Which integrations above are on-prem and which cloud?	To be determined by the capabilities of the solution selected.
220	What information or data is required in the Agent Desktop? Do you have specific requirements for features/functionality within the Agent Desktop?	Inbound Caller ID, queue call received on, agent name & extension, Address book/speed dial, call metadata, teammate status view, agent state control (Ready, Not Ready, On Break, etc) per channel, queue stats