REQUEST FOR INFORMATION (RFI)

This document contains a Request for Information (RFI) for the provision of Interactive Voice Response (IVR) / Interactive Web Response (IWR) / Automated Call Distribution (ACD) Telephony solutions for the State of Minnesota, State Court Administrator's Office, Information Technology Division (ITD). The information obtained from this RFI will be used by the Branch for further discussion and the development of an RFP. Suppliers wishing to respond to this RFI should read this document carefully and follow the guidance for responding.

IVR/IWR/ACD Telephony System

Response Due:

January 15th, 2016 @ 5:00 p.m. CST

State of Minnesota

State Court Administrator's Office

Attn: Information Technology Division

25 Rev Dr. Martin Luther King Jr. Boulevard
St Paul, MN
55101

Request for Information

1. Information Technology Division (ITD)

The Information Technology Division (ITD) of the State of Minnesota, State Court Administrator's Office, provides technical support and infrastructure necessary for the state courts to do business. Services include development of applications, procurement and management of purchased software, network services such as email and file sharing, web development and hosting, integrations with the courts' business partners and installation and maintenance of personal computers with standard business software. Through a statewide Service Desk, ITD provides customers with a single point-of-contact for application and technical problems and for requests regarding the entire technical infrastructure.

1.2 IVR/IWR/ACD Telephony System

The Interactive Voice Response (IVR), Interactive Web Response (IWR), and Automated Call Distribution (ACD) systems support the functions of the Minnesota Court Payment Center (CPC) as well as other business units within the state courts. The incumbent system utilizes services, software, and hardware from multiple vendors and integrates with our statewide internal court case information system (MNCIS), as well banking and financial institutions.

The existing system has been in place since 2009. For Payment Card Industry Data Security Standard (PCI DSS) compliance, and additional technical features desired by the organization, ITD is seeking a system replacement.

1.3 Term Definitions within this Document

CSD: State of Minnesota, State Court Administrator's Office, Court Services Division.
ITD: State of Minnesota, State Court Administrator's Office, Information Technology Division.
Review Committee: A group of stakeholders within ITD and CSD that have been assigned to review the RFI and make final decisions about this project.
Respondent: The company and/or organization responding to this RFI.
Response: The paper document and its electronic copy submitted as a response to this Request for Information.

2. Request for Information (RFI)

ITD is seeking product and services information with general cost requirements from qualified companies for furnishing IVR/IWR/ACD Telephony infrastructure to help the Branch achieve its goal stated as follows:

Implement the most appropriate Telephone solution for Interactive Voice Response (IVR), Interactive Web Response (IWR), and Automated Call Distribution (ACD) for the Minnesota Court Payment Center.

The purpose of this pre-funding inquiry is to give eligible entities within this market space an opportunity to inform ITD on core competencies, latest available or emerging technology trends and solutions that solve agreed upon business process and service delivery opportunities, and any additional technical information that may be relevant to the Telephony replacement effort.

Failing to submit a response to this RFI will not limit a potential vendor's opportunity to submit a response to the RFP. While it is highly recommended that all eligible entities respond to this RFI if they wish to be considered for the IVR/IWR/ACD Telephony project, responses to this RFI are considered non-binding proposals and are used only to assist the Branch to perform its due diligence and gather information for planning and specification preparation purposes.

ITD reserves the right to cancel or withdraw the request for information or not proceed with an RFP at any time if it is considered to be in its best interest to take such step(s). ITD is not obligated to respond to any Response submitted, nor is it legally bound in any manner whatsoever by the submission of a Response. This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Responses to this notice are not an offer and cannot be accepted by ITD to form a binding contract. In the event the request for information or subsequent RFP is cancelled or withdrawn for any reason, ITD shall not have any liability to any proposer for any costs or expenses incurred in conjunction with this request for information or otherwise. ITD also reserves the right to reject any or all Responses or parts of Responses, to waive any informalities therein, and to extend Response due dates.

2.1 ITD Specific Requirements

2.1.1 General

2.1.1.1 Hardware and software required for an IVR/ACD system based on hourly call volumes with fluctuations from < 10/hour to > 500/hour averaging four minutes/call.

2.1.1.2 The system will need to include the flexibility to handle multiple inbound numbers, and route to different business units.

2.1.1.3 Include provisions for routing calls to internal and external numbers for employees who are working remotely in either a courthouse or private residence.

2.1.1.4 The system shall include provisions for Application Programming Interfaces (APIs) to data share with an enterprise .Net court case management system.

2.1.1.5 Detail the ability to customize workflows by system users.

2.1.1.6 Describe the proactive alerting and monitoring capabilities available on the core system, individual components and distributed devices.

2.1.1.7 Describe the administration for moves, additions and changes.

2.1.1.8 Describe available call accounting and detailed reporting. Include real-time dashboards and/or software included in your company's offering.

2.1.1.9 Describe the system's ease of use and integration of features.

2.1.1.10 Describe how the system is administered centrally to a decentralized workforce.

2.1.1.11 Describe other integrated solutions you offer, such as Interactive Web Response (IWR), chat, 'call me' options, unified messaging, self-service online scheduling, scheduling (calendaring) and administration of payments.

2.1.1.12 Detail how your system handles surveys, such as a customer satisfaction survey, for end users.

2.1.2 Payment Processing Considerations

2.1.2.1 Recommend a solution for a payment gateway via Telephone.

2.1.2.2 Detail APIs for payments to another .Net system.

2.1.2.3 Detail for PCI DSS compliance and financial data security.

2.1.2.4 Document payment process flows.

2.1.3 Project Management

2.1.3.1 Provide a general project plan, including milestones and a proposed communication plan with an expected start date of the first quarter of 2016 and an end date of February 2017.

2.1.3.2 Provide diagrams/wireframes of information flows for the proposed system.

2.1.3.3 Detail reporting and monitoring capabilities of the proposed system. Include pre-built dashboard functions and ability to customize, as well as capabilities to report-on-call routing.

2.1.3.4 Describe the minimum requirements of project personnel that you may assign to this effort should your firm be awarded a contract.

2.1.4 Accessibility

2.1.4.1 Detail accessibility options including but not limited to voice recognition.

2.1.4.2 Detail options for non-English speaking customers within the proposed system.

2.1.5 Hardware Requirements / Support

2.1.5.1 Describe environmental requirements for optimal functioning of hardware and software.

2.1.5.2 General availability of equipment and recommended type of and minimum quantity of spare parts to keep on hand.

2.1.5.3 Describe database type and platform required for warehousing data at the Branch.

2.1.5.4 Document support needs during the installation phase.

2.1.5.5 Recommend a QA process based on previous successful (on time and on budget) project experience.

2.1.5.6 Determine and document expected software upgrade cycles after installation and communication strategies with installed base.

2.1.5.7 Document a service/maintenance agreement and what occurs after the service/maintenance agreement expires.

2.1.5.8 Include a proposed service level agreement.

2.1.5.9 Describe the failure rate and root cause of the top ten reasons for system or component failure that the installed base experiences.

2.1.5.10 Describe security recommendations to prevent eavesdropping or interception of voice communications.

2.1.5.11 Describe the recommended core competencies of staff charged with supporting the system/solution. Include an estimate for the level of effort required from Minnesota Judicial Branch personnel to implement and support the solution.

2.1.5.12 Describe your approach to training both technical and business personnel in the proper usage of the solution.

2.1.6 Budget Considerations/References

2.1.6.1 Please provide a Rough Order of Magnitude (ROM) Cost considering all the requirements provided in this RFI. A range is acceptable given the general nature of the requirements listed. The ROM and pricing strategy will be accessible to the public upon opening of the responses. DO NOT INCUDE ANY INFORMATION IN YOUR RESPONSE THAT YOU DO NOT WANT ACCESSIBLE TO THE PUBLIC.

2.1.6.2 Describe your firm's current and future pricing strategy and model.

2.1.6.3 Include references for past successes with other IVR/IWR/ACD projects including "go live" date, number of users, number of financial transactions processed daily, number of calls handled daily, etc.

2.1.6.4 Describe a unique experience where you have successfully collaborated to deliver a custom solution to meet a customer's goal.

3. RFI Assumptions:

- The Review Committee is open to all technologies and alternatives proposed.
- Respondents may provide a solution for all requirements, or pieces of a solution (i.e., IVR, IWR, ACD).
- Solution complies with PCI DSS compliance, FCC requirements, and any regulatory conditions/restrictions.

4. Instructions for Responding to this RFI

4.1 Who May Respond

Responses from organizations in the industry, government or academia with practical knowledge of IVR/IWR/ACD Telephone systems are welcome. When it is time for the ITD to issue a subsequent Request for Proposals (RFP), all responders will be eligible to respond with detailed specifications.

4.2 How to Respond

One paper copy, accompanied by an electronic copy in machine-readable format (MS Word format) should be sent to:

<div align="center">

IVR/IWR RFI Response
Attn: Information Technology Division
25 Rev Dr. Martin Luther King Jr. Boulevard
St Paul, MN
55101

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 Please use the RFI template provided in Appendix 5.1 as a format for Responses.

The proposal should also include:
1. A cover letter which summarizes the response. It must also indicate if supporting documentation is included in the response.
2. The response itself, covering any or all of the areas of information requested by this RFI.
3. It is encouraged that Respondents limit the size of the response to approximately 50 pages including supporting documentation. Responses must be received no later than Wednesday, January 15, 2016 5:00 PM (CST).

4.3 Questions about this RFI

Clarification questions may be directed via mail to the address listed in section 4.2 by December 22, 2015. Questions received after December 22nd will not receive a response. Clarification responses from ITD Review Committee will be posted on our public website no later than December 31, 2015 5:00 p.m. CST for all Respondents to view on this page: http://www.mncourts.gov/About-The-Courts/NewsAndAnnouncements.aspx?t=notice

4.4 Review and Clarification Process

This RFI is issued with the intent to survey experts to obtain information that provides guidance, which may be used in the preparation of an RFP. Based on those responses, the Review Committee will augment its roadmap which may result in one or more RFPs. To fully comprehend the information contained within a response to this RFI, Review Committee may request further clarification in the form of brief verbal communication by telephone, written communication, electronic communication, or a presentation to the Review Committee. Companies responding to this RFI shall designate a single contact within that company for receipt of all subsequent information regarding this RFI. The name of this contact will be made available to Review Committee.

4.5 Distribution of RFI Responses to Public Including Copyrighted Material

Copies of all documentation submitted in response to this RFI will be available to members of the Review Committee for review purposes AND TO THE PUBLIC. According to the State's Policies and Procedures, proprietary and confidential material shall not be included in any response to the RFI. ITD reserves the right, in its sole discretion, without liability, to utilize any or all of the Responses in its planning efforts. ITD reserves the right to retain all the materials and information, and the ideas and suggestions therein, submitted in response to this RFI. If copyrighted material is sent in response to this RFI then such submittal shall be considered to be a fully paid-up, worldwide, perpetual, irrevocable, royalty-free, nonexclusive license to ITD to make and distribute copies of such submittal as necessary in its planning efforts and to respond to public inquiries and requests.

5. Appendix A (Respondent Template and Instructions)
5.1. Contact Template

Include this section as the first page of the Response.

1. General Information		
1.1	Firm Name:	
1.2	Street Address:	
1.3	City, State, Zip:	
1.4	Primary Business:	
1.5	Point of Contact:	
1.6	Title:	
1.7	Voice:	
1.8	Fax:	
1.9	Email:	
1.10	Respondent willing to make a presentation at MJB if requested?	Yes / No
1.11	Parent Company Name:	
1.12	Street Address:	
1.13	City, State, ZIP	
1.14	Primary Business:	

5.2. Response Instructions

Label requirement responses with the article number and maintain a tabular formatting for reference. Example:

2.1.1.1	<Place response here for each item>
2.1.1.2	
2.1.1.3	
2.1.1.4	
2.1.1.5	
2.1.1.6	
2.1.1.7	

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2.1.3.1	
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