



Reference if Applicable	Question	Answer
General	Why was the first RFP cancelled or re-issued? What were the main features desired that were missing from the first round of RFP respondents that lead to the cancellation of the original RFP?	Please see the public notice in regards to the cancelled RFP.
General	The new RFP does not incorporate some of the information provided in answers to questions issued by MJB for the original RFP. Can responding vendors assume the information provided in the original answers to questions is applicable for the new RFP, and if not, which answers are no longer valid?	No, the last RFP was canceled and results/answers do not apply.
General	We already submitted a detailed security document with our previous response. Were there any changes to that?	Yes, some changes have been made.
General	What is your long term approach/vision for upgrading technology?	MJB will provide this information to our chosen vendor upon entering into preliminary contract agreements.
General	Please provide more detail around the vision and upgraded requirements and functionality for the IWR.	The IWR is an external web application that should be accessible via the MN Courts public site and meets the existing IWR requirements. Refer to section III.A & B of the RFP .
General	What product is in place today to provide this functionality? Would any of it be leveraged in the future or do you see this project as a completely new install?	MJB will provide this information to our chosen vendor upon entering into preliminary contract agreements. This project is to upgrade our current system and can possibly be a new install with newer technology offerings.
General	Who is your current Payment System provider? Is there a banking institution preference for the State of MN? Why do you want to move away from your current Payment System provider?	The payment solution needs to have the configuration capability to integrate with the court's banking system. MJB will provide additional information to our chosen vendor upon entering into preliminary contract agreements.
General	Is the expectation for the vendor to provide the server infrastructure for an on premise solution?	No, MJB will provide server infrastructure for an on premise solution based on vendor's system requirements that meets our technology stack.
General	Would MJB like vendors to propose technical solutions (IVR, web design, and payment solutions, including integration coding) in addition to fronting the experience design and delivery?	Yes.



Reference if Applicable	Question	Answer
General	What is the interest level of the MJB for operational and experience strategy and improvements in addition to the technology improvements? Is it safe to assume that the process for the end-to-end experience has been “optimized” or should optimization be part of our proposal?	Optimization should be a part of your proposal.
General	What are your goals for adding chat? Do you envision having dedicated chat agents or blended agents for voice & chat?	Chat function is a new functionality that we need more information on. Call center agents will handle both voice and chat requests.
General	Please describe how agents and/or back office workers process payments today.	Agents transfer callers back to the IVR to make a payment.
Section II.C - page 2/67 Background	Please describe your workforce optimization goals for this project?	Increase efficiency and productivity.
Section II.C - page 2/67 Background	What is your current abandonment rate in the voice channel?	Currently no stats available.
Section II.C - page 2/67 Background	Please clarify the “transaction volume per month”. Is the average 45K volume routed to the call center included in the average 100K coming into the IVR or in addition?	The 45,000 calls routed to the call center is included in the total of 100,000 calls coming into the IVR.
Section III.A – Page 3/67	Please describe the process for referring the caller to one of Minnesota's 87 district courts.	Currently done manually.
Section III.A – Page 3/67	Please describe your current mobile and kiosk capabilities for making payments. Please describe the support provided by the contact centers for these channels.	Currently, MJB does not have any kiosk or mobile payment options.
Section III.A – Page 5/67	Does SCAO currently collect opt-in for email and text messages?	No.
Section III.A – Page 4/67	Can you describe how payment plans are currently handled? Do people on payment plans log into a system that keeps track of these plans? Or are they just making ad hoc payments? If the latter, how are they tracked in your current system to make sure they're credited to a payment plan?	Payment plans are set up outside of the IVR/IWR system.
Section III.C – Page 6/67 On-Premise and Off-Premise Solutions - SCAO desires to consider a wide-range of Solutions	Do you have a preference for on premise or off premise?	No preference, but must meet MJB's technology stack requirements if presenting an on premise solution. For off premise, technology stack requirement does not apply but has to be fully supported by vendor.



Reference if Applicable	Question	Answer
<p>Section IV.A.3 – Page 7/67 The judicial branch operates a Microsoft shop and will not entertain UNIX, JAVA, or other technology that deviates from our standards for an on premise solution.</p>	Can you explain the reason for not entertaining any technologies other than Microsoft?	Current technology used at MJB is Microsoft.
<p>Section IV.A.3 – Page 7/67 The judicial branch operates a Microsoft shop and will not entertain UNIX, JAVA, or other technology that deviates from our standards for an on premise solution.</p>	Is Linux an acceptable operating system for the voice browser?	MJB will only consider Microsoft technology for on premise solutions. Off premise solutions may utilize any technology.
	Are Apache Tomcat and/or IBM WebSphere acceptable web application server environments? If not, does the State have a standard environment they support?	
	Most commercially available IVR systems (Avaya, Cisco, Genesys, I3, etc.) include some java within the software product itself. Is this acceptable?	
<p>Section IV.A.2 – Page 7/67 Provisions for APIs (Application Programming Interfaces) to data share with an enterprise .Net court’s Odyssey case management system</p>	What are the integration options to the Odyssey System?	APIs
	Is Odyssey API or SOAP enabled?	
<p>Section IV.A.2 – Page 7/67 Provisions for APIs (Application Programming Interfaces) to data share with an enterprise .Net court’s Odyssey case management system</p>	Is a published API available for the Odyssey platform? Which Odyssey modules are in use by the Courts which contain data required for the desired IVR functionality?	The case management system is from Tyler Technologies on their Odyssey platform. Information on APIs may be found on their website. MJB's internal integration team will assist in coordinating the integration of the system with our back end.
<p>Section IV.A.3 – Page 7/67</p>	What are your goals for adding “call me”?	Please provide feature detail & suggestions in your proposal.
<p>Section IV.A.3 – Page 7/67</p>	Please describe the current process for scheduling hearing officer appointments.	Call center agents schedule hearing officer appointments at the request of the caller.
<p>Section IV.A.6 – Page 8/67 For the Contact center & Payment solution that you are proposing, describe emerging features that the technology offers...</p>	Please list the emerging technology you are referencing/desiring.	Please provide suggestions in your proposal.
<p>Section IV.A.8 – Page 8/67 Describe your standard contact center agent and supervisor desktop (or pop-up screen)</p>	What are the most important features of the desktop tool for agent satisfaction?	Agent desktop should show incoming caller information (caller ID, information entered in the IVR by caller, county), agent status, group status, and queue information. Agent should be able to change status, route call to specific point in the IVR, transfer call to another agent/supervisor/external number with a message, send message to supervisor, etc.

Reference if Applicable	Question	Answer
Section IV.E – Page 13/67 IVR/IWR Payment Solution	Are the responders going to provide a Payment System to complete your solution? If so, what are the specifications required?	Yes, a payment system (IWR) is required and needs to integrate with our existing payment processing provider. Refer to Section IV.E in the RFP for specifications.
Section IV.E – Page 13/67 IVR/IWR Payment Solution	Is it the State’s intent to have the vendor implement a backend payment processing system, or will the IVR/IWR interface with an existing system?	The IVR/IWR will interface with our existing payment processing provider.
Section IV.E – Page 13/67 IVR/IWR Payment Solution	Is it the State’s intent to have the vendor build a website to front end payments to their credit processing system? This is the IWR component listed in the RFP. Please clarify.	MJB will provide an API to handle payments through our existing statewide solution.
Section IV.B – Page 8/67	Are English, Spanish, and Somali the only languages to be spoken/understood by the CPC IVR?	Yes.
Section IV.C – Page 10/67 All data are subjected to the MJB’s data retention policy.	What does that policy say? Can you provide a copy?	MN District Court Record Retention Schedule
Section IV	Does the speech recognition/TTS solution need to support all languages?	Speech recognition/TTS solution should recognize English, Spanish, and possibly Somali.
Section IV	Will the Courts continue to use their current TTY and translation services?	No. TTY and translation services should be suggested by the vendor.
Appendix III, Section XV	"Insurance" The amount of insurance required for the "per occurrence" is the same as for the "annual aggregate" amount which is unusual. Is this correct? If so, will this be negotiable during the contractual phase of an award?	If we were to adopt the conventional method, the “annual aggregate” would be twice the “per occurrence” limit or \$4M. The effort here is to limit pushback if the aggregate limits are too large. The executive branch takes this approach and rarely has it ever been questioned. This is not negotiable.

Corrections:

We have 290 district court judgeships instead of the 289 indicated in the RFP.