MINNESOTA JUDICIAL BRANCH
STATE COURT ADMINISTRATOR'S OFFICE

# IVR/IWR RFP Questions and Answers

| Reference if applicable | Question | Answer |
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| General | Would it be possible for the Court to extend the proposal submission deadline by at least one week and preferably two weeks? | **The courts will extend the submission date to May 13th. The revised RFP will be posted to the public website to reflect this change.** |
| General | Would the Court be able to provide an MS Word version of RFP Sections IV and V so that responders could fill in their response to each of the required deliverables specified in those sections? | Yes. Available as a link from the IVR/IWR posting with the questions and answer document. |
| General | Given that our company provides cloud based solutions, we do not have itemized pricing, but solution pricing. Is it acceptable to provide pricing passed on each solution in a pricing matrix? | Yes, that is acceptable. |
| **Section III.A - Page 4/56**<br>Use language line appropriately for customers with limited English proficiency. | Please provide additional detail on this use case—what sequence of events occur and what do you require from the system you are seeking? | When customer requests for a language line, a call center agent calls the language line number and requests the language needed. After a brief wait, a professional interpreter will join the call. |
| **Section IV.B.4 - Page 7/56**<br>Describe the availability and hourly rate of resources for translating informational messages from English to Spanish and English to Somali. | How many, and which, languages are required for the IVR applications? Section IV.B.4 references English, Spanish, and Somali. Are any others required? Can Somali callers be transferred to an agent/vendor that speaks Somali?<br>Self-help appears to offer no language selection at this time. | No other languages are required. These options are only scoped for the pre-recorded citation payment workflow. If your proposal offers speech recognition, additional language support is a desirable feature, but not required. Currently, there are no agents available who speak languages other than English. |
| **Section III.A - Page 4/56**<br>• Prompt caller for language preference.<br>• Continue the call in the selected language. | Does self-service functionality need to be offered in each language, or will some transfer to a CSR? | Self Service Functionality in the IVR should be offered in English and Spanish. Any other language speakers will be transferred to a call center agent who speaks that language, or who can transfer the caller to an appropriate court resource. |
| **General** | What search data is required? The RFP suggests driver's license, case, and citation numbers. Are all of these to be used? What is the alphanumeric format for each number? | Search data will be driver's license number, case number, and citation number – All three search options should be available for customers.<br>Citation Number Format:<br>• 12 digits maximum length<br>• No alpha characters<br>• Example: 380000000001<br>Case Number Format:<br>2-Digit County Number + Type of Case + 2 Digit Filing Year + Sequential Number<br>• Examples: 69DUFA16123456, 73FA16123456<br>Driver's License Number Format:<br>Any alphanumeric value. |

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| **Section III.A - Page 4/56**<br>Provide call center agent with the information already entered by the caller in the IVR flow<br><br>**Section IV.B.7 - Page 8/56**<br>Describe your standard call center agent and supervisor desktop (or pop-up screen) and include screen shots. | For the screen pop to agents (information entered by the caller in the IVR), should this information directly populate the agent's open session with the internal case management system (MNCIS), or just populate a static web pop?<br>If the case management system is to be populated, please provide details on the case management system and any technical information on APIs, etc. | Yes, the information is populated from the court case management system to the call agent. The case management system is from Tyler Technologies on their Odyssey platform. Information on APIs may be found on their website. |
| **General** | Is TTY a requirement, or a nice-to-have? | TTY is a not required, but a desired functionality. |
| **Section III.A - Page 4/56**<br>Use TTY service for the hearing impaired | Please provide more information on how the court intends to handle TTY callers. Generally callers that need TTY assistance call the TTY service, which then calls the contact center. And we generally see courts using SMS in place of TTY. | See the above item. The court currently handles TTY callers via a third party. Please include all suggestions in the response. |
| **Section IV.B.2 - Page 7/56**<br>Describe how your proposed IVR solution supports natural language including supported language engine(s) (e.g., Please state why you are calling, state your first name and then spell it, etc.). | Is automatic speech recognition a requirement that should be priced into the proposed system? Section IV.B.2 on page 7 references the use of NLSR. Please clarify that this is required, or a nice-to-have. | Speech recognition is not required, but a desired functionality. |
| **Section IV.B.12 - Page 8/12**<br>Describe how your proposed solution customizes workflows (such as IVR call dialog, payment processing, updating case information, and call handling by ACD) by system administrators. Note that the IVR tree will be designed by staff in the Minnesota Judicial Branch and any modification, addition, and deletion would be at the discretion of the courts at no extra cost during the contract period." | Please comment on IV.B.12. Is MJB's intent to be able to make any changes they see fit with no impact to cost? | This refers to changes within the IVR dialogue responses, and user flows. It is expected that the court will be able to customize changes within the system without incurring additional expense by needing to solicit changes/customization from our chosen vendor after the initial set up. |
| **Section III.B - Page 5/56**<br>Statewide Self Help Center<br><br>**Section III.C - Page 5/56**<br>eFile Support Center | Is all of Section III.B and Section III.C planned to be handled in the ACD or the IVR? | All points in sections III. B and III.C are to be handled by IVR, ACD solution. The "call me" option outlined in section III.B is not a mandatory requirement. |
| **General** | What is the preferred phone type (soft, desk, VPN, cell, POTs) for remote users and call center agents? | Solutions for both desktop soft phone and VOIP handset are welcome. Provide a survivability hardware plan if VOIP is the option your firm is presenting. |
| **General** | What headsets (make, model) are in place today? | They are non-VOIP NEC. The majority of employees have USB headsets that are call capable. |

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| **Section IV.A.1 - Page 6/56**<br>The current minimum hardware and software requirement for an IVR/ACD system shall be based on 200 inbound call per hour with the volume range that can fluctuate from less than 10 inbound calls per hour to greater than 500 calls per hour. | How many incoming calls are expected? | Per the information provided in the RFP, the system should be based on 200 inbound call per hour with the volume range that can fluctuate from less than 10 inbound calls per hour to greater than 500 calls per hour. |
| **Section III.A**<br>IVR and IWR may be expanded to accept payments for all district court case types in the near future. | Total call volume? RFP states 500+ per hour, but alludes to more calls into IVR. What is the busy hour call volume for call center, IVR, and business users combined? | Maximum of 500 calls per hour is expected. |
| **Section III.A**<br>IVR and IWR may be expanded to accept payments for all district court case types in the near future. | How many additional IVR calls may be added with "all district court case types"? | It is an unknown variable at this stage, however the court is looking for a vendor who can offer a scalable system as the call load increases. |
| **Section IV.A.1 - Page 6/56**<br>The system shall be able to handle multiple inbound numbers, route to different business units that may located in a different location, and support outbound calls. | What is the application logic of outbound calls? What automated outbound functionality do you envision the IVR offering? | Ability to dial out manually from the IVR is needed for problem reporting, sending problem resolution updates and time-sensitive emergency notifications. No automated outbound IVR system is needed. |
| **General** | Please provide the number of UC users. | There are no UC (Unified Communications) users. |
| **Section IV - Page 6/56**<br>General Requirements | How many business units will be supported (if there are more than those identified in the RFP)? | Three business units - Court Payment Center, Statewide Self Help Center, and eFile Support Center will be supported. |
| **General** | Will you please provide the current solution and topology SCAO is utilizing today? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | Will you please provide the number of closets, locations and a network diagram? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | Is a walk-thru available? | Due to the timing for this RFP, a walk through is not possible. |
| **General** | Is there a script example for CPC and self-help center's 'common questions'? How many questions and answers might the FAQ have? | Vendors are encouraged to call the public phone lines and explore the options available. |
| **General** | Total number of business users. How many total users (business + call center) will be logged in at any one time? | Maximum number of business users expected to be logged on at any given time is 30. |
| **General** | What solution(s) are you using today for PBX, IVR, and call center functionality? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | How many total inbound trunks do you have today? What type of trunks? What kind of telephone system (or carrier) will the system be interfacing? What kind of interface (I.E. SIP, T1 CAS, ISDN PRI, Analog, etc.)? Do you have a trunking/carrier preference for the future solution (SIP or PRI)? | Six PRI lines consisting of 24 individual phone lines (each PRI has 1 line for management purposes so only 23 lines are available per PRI). Preference for the future solution (PRI or SIP) will be decided according to solutions offered. We will continue to use our existing carrier as this is part of the larger state government infrastructure. |

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| **Section IV.C.2.4 - Page 10/56**<br>Call reporting should be done for the system in its entirety and separately for each of the operating entities CPC, eFile Self Service Support Center, and the Statewide Self Help Center. | Do you need call reporting functionality for just the call center agents, or call accounting for all users? Call reporting (outlined in section IV.C.2.4) should be done for the system in its entirety, separately for each of the operating entities CPC, eFile Self Service Support Center, and the Statewide Self Help Center, and for all users. | Call center agents and management only. |
| **General** | What kind of back end systems/API will be used to populate IVR/IWR data? | The case management system is from Tyler Technologies on their Odyssey platform. Information on APIs may be found on their website. The court's internal integration team will assist in coordinating the integration of the system with our back end. |
| **Section IV.E - Page 10/56**<br>Payment Solution | For credit card payments, will the court have the IVR vendor interface directly with a credit card vendor, or will the court provide an API to handle those payments through their own system? | The court will provide an API to handle payments through our existing statewide solution. |
| **Section III.B - Page 5/56**<br>Statewide Self Help Center | Are the 11-14 ACD agents mentioned responsible for self-help calls as well, or is there a different group responsible for those calls? If so, how many? | Currently three agents are assigned to the Self Help Center. This is a separate business unit. |
| **Section III.C**<br>eFile Support Center | Regarding eFile, the ACD for these agents…. Are they on a separate platform and will remain there? Or will the proposed solution need to accommodate those agents? Are they separate from the 11-14 agents mentioned in the RFP? | The Call center agents at the eFile Support Center are separate from the 11-14 employees at the Court Payment Center and they are and will be on a separate platform. The proposed solution should accommodate the eFile Support Center as well. |
| **Section IV.F.3 - Page 11/56**<br>Ensure Survivability: All IP telephones at the locations designated as survivable in the configuration section shall register with the local survivable gateway during an outage of the primary controller/server or if the WAN connection is lost, and shall have continued access to locally equipped trunks. | Section IV.F.3, page 11 - Please clarify the intent of this requirement. Does the Court intend that IP telephones will be included in our proposal? | The Court will decide on the solution (VOIP or traditional PBX) after reviewing the proposals. VOIP handsets should be included as a line item if required in the proposed system. |
| **Section IV.B - Page 7/56**<br>**UVR/ACD Solution** | Does the ACD portion require PCI compliance if sensitive data is not being passed through it? | That is not necessary. |
| **General** | Sections III.A and III.B seem to detail requirements for the IVR. Is there a similar list of requirements/process flows for the IWR? | The IWR is a 2-page web application that uses an API to look up the case/citation number, then passes the data to the payment gateway page of our payment processor. There is not a need for further customization at this point in time. |
| **General** | Are screen shots available for the current functionality of the IWR to understand scope?<br>a. Pay Fines<br>b. File A Case<br>c. Other? | Vendors are encouraged to walk through the process on the public website. Past the citation number entry, there is one additional web page where the payment is collected from a https page. File a Case is not in scope for this project within the IWR. |
| **General** | Does Minnesota have any other mobile application presence that could be used to integrate these functions or would the target mobile platform be a standalone application or mobile website? | It will be a standalone application/ mobile website. |
| **Section IV.E - Page 10/56**<br>Payment Solution | Is the state's current payment processor PCI compliant? | Yes. |

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| **Section IV.E - Page 10/56**<br>Payment Solution | Who is the current payment processor? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **Section III.A - Page 3/56**<br>The call center unit currently has 11 full-time (40 hours per week) and 3 individual that work full-time, but only spend a portion of their time staffing the call center, plus a lead worker and a supervisor. | What distinguishes a lead worker from a supervisor? | A lead worker is an advanced position that involves performing a wide variety of responsibilities including workload distribution, problem resolution, staff training, maintenance of reference material documentation, and operational back-up support to the unit. The supervisor is leadership position responsible for daily leadership and success of the operating unit and supervision of the MN Court Payment Center Call Center Clerks. |
| **Section III.A - Page 3/56**<br>The business hours of the call center are Monday through Friday from 8 am central time to 4:15 pm central time. | How are after hour calls treated? | After hours callers are able to use the self service functionality of the IVR but call center agents will not be available to take calls. |
| **Section III.A - Page 4/56**<br>Record all inbound and outbound calls made to and from the call center, organize the calls for easy and quick retrieval, and store securely and at such time per the MN Judicial Branch data retention policy and schedule, the calls can be discarded. | What is this retention policy and schedule? | 60 calendar days of accessible recordings, 90 calendar days of backup data. |
| **Section IV.C.1.1 - Page 9/56**<br>Reports on call location by county | Per Google MN has 87 counties. The IWR distinguished between only 4 options. Are more than 4 options envisioned for this reporting? | No. Reporting is done from a separate system. |
| **Section IV.C.1.1 - Page 9/56**<br>Reports on call location by county | At present, does the agent ask the county and enter manually? | Yes, IVR will ask county during search option IVR. Agents will ask for County if not retrieved in IVR and manually record in Call Log. |
| **Section IV.C.1.1 - Page 9/56**<br>Reports on call location by county | Do they dial a specific number? | There are only four numbers in place to dial, two in the 651 area code, and two toll-free. |
| **Section IV.C.1.1 - Page 9/56**<br>Reports on call location by county | Is there information entered in IVR? | Yes. |
| **Section IV.B - Page 8/56**<br>IVR / ACD Solution | Are there unique phone numbers for each county? | No. |
| **Section IV.C.1.17 - Page 9/56**<br>Report daily line/data use. | Please clarify what is meant by data use. | Measure PRI line usage, if VOIP is used measure real time bandwidth usage data, etc. |
| **Section IV.A.4- Page 7/56**<br>Describe your proposed Voice over Internet Protocol (VoIP) solution | Are you updating your enterprise phone system as well, or focused on the contact center solution for now? | Only Contact Center Solution |

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| **Section IV.A.4- Page 7/56**<br>Describe your proposed Voice over Internet Protocol (VoIP) solution | Is there a firm requirement to provide VOIP telephony service? If so, is this just for the call centers covered by the RFP? What phone system is currently in place today? Is it end of life? Does it support DIDs, or use extensions? | Not a firm requirement. The current system is PRIs with an IVR component. |
| **Section IV.B.4 - Page 7/56**<br>Describe the availability and hourly rate of resources for translating informational messages from English to Spanish and English to Somali. | Clarification needed: Are translation services needed for prompts translation, or on an ongoing basis (for example, to translate voicemail messages from Somali speakers). | Translation services are needed for prompt translation. A language line will be used for all other communication purposes. |
| **General** | Please describe the limitations of the current system. | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | Who are the current vendor or vendors? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | Please describe the security and compliance in place today. | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | What is the current environment platform (manufacturer, vendor, make/model etc.)? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | What is the age of the current system? | The current system has been in place since 2009. |
| **General** | How long has the current vendor provided the services to SCAO? | The court will provide this information to our chosen vendor upon entering into preliminary contract agreements. |
| **General** | Is SCAO considering both hosted and premise-based solutions? | Yes. |