July 18, 2022

RFP Addendum 4
Request for Proposal Number: P23KJ001
Call and Constituent Engagement Center Solution

Please note the following on the above referenced Request for Proposal.

1. Question: What is the required retention period for call logging and recordings?
   University response: One (1) year.

2. Question: What is the University current headset model?
   University response: Jabra Evolve2 65 wireless and 50 Evolve2 40 wired.

3. Question: Is a wired or wireless headset preferred?
   University response: No preference.

4. Question: What part of the University’s customer base will need to connect through the auto-dialer capability?
   University response: Leads and prospects.

5. Question: Does the University require FedRAMP compliance?
   University response: No.

6. Question: Does the University require named or concurrent agent licenses?
   University response: No, but concurrent is preferred.

7. Question: Is the University maintaining their existing carrier relationship through this transition?
   University response: Yes.

8. Question: When are peak times for the University?
   University response: Three (3) to six (6) weeks at the start of each semester (Fall and Spring).

9. Question: How many agents, administrators, and supervisors log in the system daily, concurrently, and during peak hours?
   University response: Twenty-five (25-40) to forty users daily, up to eighty (80) concurrently, and up to three hundred (300) during peak hours.
10. Question: What is the University’s expectation for integration with Microsoft Teams?
University response: Microsoft Teams will be the University’s primary telephony client.

11. Question: Which University departments will be utilizing the Solution?
University response: Enrollment Management, Information Technology Services, Facility Services, Campus Health, Advising, and the potential for others in the future.

12. Question: Will numbers be ported to the Solution or call forwarded?
University response: Preferably forwarded.

13. Question: Will the University implement the Solution at once or phased overtime?
University response: Overtime.

14. Question: What is the level of integration expected for Snapchat and Instagram?
University response: Proposer to provide integration options.

15. Question: How does the University plan to integrate with mobile devices?
University response: Proposer to provide mobile device integration options.

16. Question: Are there any requirements for PBX functionality?
University Response: No.

17. Question: Will the University be keeping their current telco carrier?
University response: Yes.

18. Question: What is the total number of agents on the Solution on day 1?
University response: To be determined at a later date.

19. Question: Does the University have any language needs other than English?
University response: Spanish.

20. Question: Is the University already utilizing agent-to-customer SMS with Salesforce?
University response: No.

21. Question: Do you envision the Solution to have omni-channel chatbot capabilities with Artificial Intelligence trained modeling to answer questions?
University response: Proposer to provide options.
22. Question: Does the Solution have specific use case implementations that go beyond integration of services with Salesforce and ServiceNow?

University response: Proposer to provide options.

23. Question: Does the University have use cases for this Solution with respect to integration with Skype and Microsoft Teams?

University response: Proposer to provide integration options.

24. Question: Does the University currently use a cloud or multi-cloud platform for Salesforce, ServiceNow, and internal applications?

University response: Yes.

25. Question: Does the University currently have any enterprise database licenses?

University response: Yes.

26. Question: What is the University’s requirement of live monitor computer activity?

University response: Proposer to provide options.

27. Question: Will Proposals that are not WCAG compliant be rejected?

University response: The University will evaluate all Proposals.

28. Question: Does the University intend to continue use of the currently platform?

University response: No.

29. Question: Does the University expect the implementation and training services to be delivered on site or remote?

University response: Proposers to provide all implementation and training options.

30. Question: Is the University seeking a Solution that hosts call center agents on both Skype and Microsoft Teams?

University response: Yes.

31. Question: Does the University have plans of moving to another security authorization systems protocol?

University response: Proposer to provide security authorization system options.

32. Question: What is the University’s average handle time?

University response: Ten (10) to twelve (12) minutes.
33. Question: What is the University’s occupancy rate?
University response: Eighty-five (85) percent.

34. Question: How with the Solution be billed?
University response: Refer to Exhibit 2-Pricing Proposal.

35. Question: What module of ServiceNow is the University seeking integration for?
University response: Proposers to provide integration options.

36. Question: What are the University’s hours of operation?
University response: Twenty-four (24) hours a day seven (7) days a week.

37. Question: Does the University accept electronic signatures?
University response: Yes.