

Contracts, Purchasing, and Risk Management

July 21, 2022

RFP Addendum 5
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 University's estimated minutes of talk time for the below?
 - a. Number of inbound toll-free minutes per month.
 - b. Number of inbound non-toll-free minutes per month.
 - c. Number of outbound long-distance minutes per month.
 - d. Number of outbound local minutes per month.

University response:

- a. Four hundred sixty-three (463) inbound toll-free minutes per month.
 - b. Thirty-nine thousand four hundred twenty-nine (39,429) inbound non-toll-free minutes per month.
 - c. Seventeen thousand nine hundred fifty-seven (17,957) outbound long-distance minutes per month.
 - d. Five thousand twenty-eight (5,028) outbound local minutes per month.
2. Question: Will each agent be utilizing Snapchat and Instagram?

University response: No.
3. Question: Is the University seeking a Call and Constituent Engagement Center Solution where constituents can access the call center from a mobile application?

University response: Yes.
4. Question: Can the University provide additional details on the expectation for offline cache mode?

University response: Proposer to provide options.
5. Question: Does phone messaging refer to text to speech or audio file functionality?

University response: Audio files.
6. Question: Does Tree Logic refer to the routing process and how calls are offered to the agents?

University response: Yes.

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7. Question: Does user configuration access refer to the level of access that users experience?

University response: Yes.

8. Question: Define “tiers” mean in the context of training.

University response: Training for different levels of support such as supervisors or administrators versus users.

9. Question: Are call detail logs, recordings, or voicemail going to be migrated to the new Call and Constituent Engagement Center Solution?

University response: No.

10. Question: Describe Web Content Accessibility Guidelines (WCAG).

University response: Refer to Section 4.4.1.1.

11. Question: Can the University provide a template for the Voluntary Product Accessibility Template (VPAT)?

University response: Refer to Section 4.4.1.4.1.

12. Question: Can the University provide clarification on if agents for individual contact centers will be from one single tenant?

University response: Single/Multi tenant refers to hosting capability.

13. Question: Does the University require the Solution to be embedded into the existing Customer Relationship Management (CRM) system?

University response: No.

14. Question: What is the University’s number of domains and forest structure?

University response: The University has two domains in forest and the structure is as follows:

Forest root domain: froot.nau.edu

Child domain: nau.froot.nau.edu

Trusts: Libres.nau.edu, coconino.edu

15. Question: How do users access Microsoft Teams?

University response: Managed wired and Wi-Fi.

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16. Question: Will local internet breakout for each site be used for Microsoft Teams collaboration, meetings, and audioconferencing services?

University response: No.

17. Question: Has M365 network readiness assessment for Wi-Fi and Lan/WAN/MPLS network been performed?

University response: Yes.

18. Question: Does the University's network support QoS?

University response: No.

19. Question: Does the University prioritize Microsoft Teams audio traffic over the network?

University response: No.

20. Question: Is access to Office365 through a Proxy Server?

University response: No.

21. Question: Do remote users utilize VPN?

University response: Yes.

22. Question: Would the University require the ability to add/remove agents and make changes to working hours and other call flow details?

University response: Yes.

23. Question: Will the University require access to call recording?

University response: Yes.