

## RFP FOR CALL MONITORING MANAGEMENT SOLUTION

### Questions & Answers

- 1) Are the requested services for recording 10 agents total on the phones? currently we are sure of 20 licensed users as stated in the document: (page 2)
- 2) Based upon the requirements to earn your business, the scope of the project being 10 agents will make accommodating your request difficult from a cost/resources needed analysis.  
We anticipate that the initial users of the call recording solution will be 2 divisions currently using OSCC to route calls to 10 VoIP and 10 digital stations.
- 3) What is the total number of Agents (people who will need to be evaluated)?  
20 agents – 10 using VoIP, 10 TDM phones
- 4) What is the total number of Supervisors (people who will be evaluating the Agents)  
3 supervisors
- 5) On page 13 of the RFP on section 5.7, it reads that out of state bidders must provide proof of proper certification of authority, and any required registration to transact business in Alabama. I contacted the Secretary of State office and was guided through the process to reserve our business name and the registration of an out of state LLC, which we are. My question is since this costs \$178.00 to file this paperwork, can this be done after the bid award? The SOS office says it only takes 2 days to complete after they receive our forms and check. Of course at this time, we do not know if we will be awarded this business. Alabama law states that we cannot execute a contract with any vendor that is not registered with the Alabama Secretary of State to business in the State. We do not award any contracts to vendors unless they are in compliance with all Alabama laws.
- 6) Are pages 16 through 21 of the RFP just a sample of what the actual contract would look like after award to a vendor? Or does it need to be filled out by a potential vendor?  
It is a sample contract that will be signed by the vendor and county once the contract has been awarded. The contract does not need to be completed prior to award.
- 7) If remote installation and training was provided, does a vendor still have to have a performance bond as the vendor will not physically be on site? The majority of our installs are done remotely. Performance Bonds are required regardless of on site or off site work.
- 8) In section 3.2 Administration Tool it states that extension and agent data should be imported from Openscape. This requires an API and/or a SDK from a vendor to add this feature. The actual development to make this happen would require county employees to use these tools and write the program. Does the county have the time and personnel to develop this feature?

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Otherwise we would have to hire a software engineer to perform this development as it is a “custom charge”. Most of this data can be added to our database without using Openscape, and can be modified at will without the custom charge.

I assume you are referring to the bullet point in 3.2 that states:

Be able to change the password at any time.

- The import of extension and agent data from Unify Openscape contact should be possible

This is included only to reinforce the statement in 3.1 that the system should be based on an open and modular architecture and that solutions will only be considered if they can fully integrate with our Openscape software. However, the integration is not part of this RFP. Baldwin County would either develop the integration ourselves or through a Professional Services Provider that we would engage at a later date. There is no need to quote a charge for development of integration with Openscape, just verify that the system architecture is such that it could be done.

- 9) Can you please tell me the total amount of different named agents and supervisors that will be required to be configured on the Call Recording system?

For this pilot project 20 total named users and 3 names supervisors.

- 10) What is the retention period for recorded calls?

While no definite time period has been specified in the RFP, 60 days maximum is all we anticipate wanting to save a recording since these are just for quality assurance. However, as stated in the RFP (last bullet on 3.3 page 7) – Administrators should have ability to override deletion of call once it has met predefined time parameter to be stored. This would only be in the event that there is a specific call that there is a problem with or that we know we may need to refer to in the future.

- 11) Is Baldwin County expecting supplier to provide necessary servers or virtualization to host the Call Recording and QM solution. The response should cover any hardware the proposer’s solution requires. If the proposed solution includes a virtual application, we can accommodate but any licensing would need to be included.

- 12) When a certain screen pop comes up on the agent’s PC, usually a payment type screen pop, that is what triggers the voice and screen recording to cease while sensitive information is keyed in. Example: Our 311 customer in Chicago takes utility payments over the phone, thus the agent pulls up a “payment screen” to take the credit card information. When that payment screen pops up, we cease recording both voice and the screen. That meets PCI compliance. What is your scenario?

The application should follow PCI guidelines for Voice and Screen recording for any application that we may deem necessary.