

Office of the Illinois State Treasurer  
Michael W. Frerichs

Request for Proposals Interactive Voice Response Services  
370-400-18-013

Addendum 3  
May 24, 2018

Below are the questions received by the Office of the Illinois State Treasurer (“Treasurer”) and the Treasurer’s responses. Any capitalized terms that are not defined herein have the meaning set forth in the Request for Proposals Interactive Voice Response Services (370-400-18-013) (“RFP”) published by the Treasurer on May 7, 2018.

1. What is the physical address for the Treasurer’s Office/Unclaimed Property Division referenced in this RFP?
  - a. Are all agents located at this address?
  - b. Do agents work remotely from this address? No.

The address is as follows, at which all agents are located:  
Illinois State Treasurer’s Office  
Attn: Unclaimed Property  
1 West Old State Capitol Plaza, Suite 400  
Springfield, IL 62701

2. What is the primary phone number for the Treasurer’s Office/Unclaimed Property Division referenced in this RFP?

(217) 785-6998

3. Please confirm whether #5 under Mandatory Requirements (page 13 of RFP) is applicable.

No, please disregard that requirement. Neither items IV.A.5 nor IV.A.6 of this RFP are applicable.

4. Is the Treasurer willing to consider a vendor contract for the basis of an award and negotiation?

The Treasurer may be willing to entertain certain vendor provisions to the extent they do not conflict with State requirements; however, such provisions will ultimately be included as Exhibits to the resulting contract.

5. Will the Treasurer consider exceptions and supplemental service terms that further define and describe each specific service to be provided under an awarded contract?

Yes, such items should be included in your response and may be considered by the Treasurer.

6. Appendix A relates to various certifications that may or may not apply to a particular Contractor and services to be provided. Will the Treasurer consider modifications to these certifications as appropriate?

Please note that many of the items within Appendix A are required by State law and thus cannot be negotiated; however, to the extent certain items may not be applicable to an entity or service, please feel free to make such a notation.

7. Regarding III.A.4, "Ability for unlimited calls, eliminating busy signals, while providing callers with their estimated wait times," what is your call volume in a busy hour?

200 calls during a busy hour.

8. Regarding III.A.4, "Ability for unlimited calls, eliminating busy signals, while providing callers with their estimated wait times," what is your average call length (in seconds)?

Anywhere from 180 seconds to 720 seconds.

9. Regarding III.A.5, "Capability to handle a minimum of 1,500 calls per day and 20,000 calls per month," what is your average queue time today and what is your goal for queue time in the future?

Average queue time today is on average less than 60 seconds and this is our goal for queue time in the future.

10. Regarding III.A.11, "Ability for claimant to text information, such as address updates, without talking to an Agent," is this the claimants' response to the Treasurer contact center first reaching out to claimant? Please describe the scenario.

The scenario is for an existing claim holder to text simple requests such as requesting a call back at a certain time, not complicated claims review questions.

11. Regarding III.A.12, "Ability for push of information to Claimants via either automated call or text messaging," do you want omni-channel capability in your contact center (voice, email, chat, SMS, voicemail, social media) or voice / phone calls only?

We would like omni-channel capability.

12. Regarding III.A.15, "Computer screen pop-up for Agents when call is routed," what backend system will we need to integrate with for the screen pop? What object needs to be popped for Agent?

A third party hosted unclaimed property system is the backend system that will need to be integrated and the claim number is the object that needs to be popped for the agent.

13. Regarding III.A.16, “Ability for IVR to handle all calls for possible elimination of existing phone system,” are you wanting the respondents to price out a replacement of your Phone system as part of this bid or will phone system replacement be a separate endeavor on the treasurer’s part?

No, that would be a separate endeavor.

14. Regarding III.A.16, “Ability for IVR to handle all calls for possible elimination of existing phone system,” if you want respondents to provide pricing for a replacement phone system can you provide current features / functionality of your system so we can add that to an IVR proposal?

This is not a replacement of an existing phone system.

15. Regarding III.A.17, “Ability for agents to transfer calls to non-agents and or numbers outside their division,” how many agents will be on the cloud contact center platform?

45

16. Regarding III.A.18, “Daily verification process for data upload, confirming receipt of data uploaded by the Treasurer via an existing FTP site,” please describe what is needed here. What is the ‘data’? Call recordings? Reports?

Data include claim number and its current status.

17. Regarding III.A.18, “Daily verification process for data upload, confirming receipt of data uploaded by the Treasurer via an existing FTP site,” please specify the need for upload? Or is this for Outbound lists (OB notifications via phone, email or SMS)?

The need for the upload is for both in and outbound notifications.

18. Regarding III.A.19, “Software providing updated claim information to claimants without speaking to an Agent, with information provided by the Treasurer via an existing FTP site,” database data resides in?

The database is hosted by a third-party vendor.

19. Regarding III.A.19, “Software providing updated claim information to claimants without speaking to an Agent, with information provided by the Treasurer via an existing FTP site,” what data or object are we popping to an agent?

Claim status is provided to the claimant.

20. Regarding III.A.19, “Software providing updated claim information to claimants without speaking to an Agent, with information provided by the Treasurer via an existing FTP site,” what is used for authenticating caller?

Phone number on record or claim number.

21. Regarding III.B – Training, is training limited to IVR scripting only or do you require ACD training as well?

Yes.

22. Regarding III.B – Training, is training of all the agents required or will you accept a train-the-trainer program?

Training for all agents is required.

23. Regarding III.B – Training, is online documentation of the product suite acceptable as an alternative to hard manuals?

Online is acceptable if all materials are continuously updated and available online.

24. Regarding III.D.6 – “Information Reporting – Page hits (as they relate to the call flow)”, will you please clarify what is required with Page Hits? Is this a website requirement?

Page hits refer to the phone menu selections and this is not a website requirement.

25. If questions won't be answered until Thursday 5/24 and the RFP response is due 5/31 – will there be an extension granted? My team feels we will need 3 weeks after the questions are answered to provide our response to the RFP.

Please refer to Addendum 2 to the RFP, as the due date has now been extended.

26. Are your requirements all must haves? Meaning if there are 1 or 2 features that we cannot provide, would that take us out of consideration?

Not necessarily, though the Treasurer obviously seeks services as consistent as possible with those listed in the RFP. In your response to IV.B.9 of the RFP, please “list any Service that Respondent is unwilling or unable to perform and explain why.”

27. What is the monthly maximum number of concurrent agents available to accept calls?

The monthly maximum of concurrent agents available to accept calls is 40.

28. What is the number of supervisors anticipated?

5

29. How many agent groups are anticipated?

4

30. Do all of your agents have DID numbers?

Yes.

31. Do your agents have internet access?

Yes.

32. Please provide the logical ACD call flow information (scripts or diagrams) for the referenced ACD application requested? Including the requirements on agent routing based on priority skills. And an example for specific callers?

This will be provided by Contractor.

33. How many local numbers route into your call center locations? Please confirm why 877 numbers cannot be used.

1 local number and 1 800 are used. 877 numbers can be used.

34. What is the average length of the calls?

Anywhere from 180 seconds to 720 seconds.

35. What is the average queue time expected?

60 seconds or less.

36. What is the Peak Busy Hour Call Volume received daily?

The 11:00am and 3:00pm hours are the busiest peak hours with call volumes of 200 calls during a busy hour.

37. Can you confirm the number of agents that would be staffed in queues for agent call back (or an approximation)?

To be determined as this is a service we do not currently provide.

38. What are the hours of operation for the Unclaimed Property Division contact center?

8:00am – 4:30pm

39. Can you confirm the average speed to answer and average call handle time?

Average speed to answer is 60 seconds or less. Average call handle time is anywhere from 180 seconds to 720 seconds.

40. If the call goes directly to the skills based agent, is the DNIS or dialed number used to route the call to the appropriate group or just the skill priority?

Skill priority.

41. Is the after-call survey processing blind to the agent or is it agent transferred? What type of survey is required?

Blind and customer satisfaction.

42. Is the two-way SMS messaging a mandatory requirement? If yes, could you please provide a detailed description on the specific SMS message routing requirements and an example of how that would be expected to be used with the ACD solution.

Not necessarily, though the Treasurer obviously seeks services as consistent as possible with those listed in the RFP. In your response to IV.B.9 of the RFP, please “list any Service that Respondent is unwilling or unable to perform and explain why.”

43. Is the outbound notification using automated voice call (or SMS) a mandatory requirement?

Not necessarily, though the Treasurer obviously seeks services as consistent as possible with those listed in the RFP. In your response to IV.B.9 of the RFP, please “list any Service that Respondent is unwilling or unable to perform and explain why.”

44. What are the specific requirements for a self-service (IVR) lookup of the claim information? Please describe.

Phone number on record or the claim number.

45. Can you elaborate on specifically what unclaimed claim information is expected to be moved (or software to be provided) to an FTP site?

Flat file of claim ID and claim status.

46. Are there any specific contact center reports that are critical to the State Treasurer's Office operations?

Yes, including but not limited to volume, routing, agent statistics and actions and call tracking.

47. Are your requirements all must haves? Meaning if there are 1 or 2 features that we cannot provide, would that take us out of consideration?

Not necessarily, though the Treasurer obviously seeks services as consistent as possible with those listed in the RFP. In your response to IV.B.9 of the RFP, please "list any Service that Respondent is unwilling or unable to perform and explain why."

48. Regarding III.A.4, "Ability for unlimited calls, eliminating busy signals, while providing callers with their estimated wait times," what is the busy hour call volume?

200 calls within a busy hour.

49. Regarding III.A.4, "Ability for unlimited calls, eliminating busy signals, while providing callers with their estimated wait times," is the average agent handling call length (in seconds)?

Average call handle time is anywhere from 180 seconds to 720 seconds.

50. Regarding III.A.5, "Capability to handle a minimum of 1,500 calls per day and 20,000 calls per month," what is your average queue time (in seconds) currently and what is your goal for queue time in the future?

Average queue time today is on average less than 60 seconds and this is our goal for queue time in the future.

51. Regarding III.A.11, "Ability for claimant to text information, such as address updates, without talking to an Agent," who originates the first text message, agent or claimant? Please describe the contact scenario.

Claimant would originate text information. The scenario is for an existing claim holder to text simple requests such as requesting a call back at a certain time, not complicated claims review questions.

52. Regarding III.A.12, "Ability for push of information to Claimants via either automated call or text messaging," do you want to "push" information using omni-channel capability in your contact center (voice, email, chat, SMS, voicemail, social media) or voice / phone calls only?

We would like omni-channel capability.

53. Regarding III.A.15, "Computer screen pop-up for Agents when call is routed," what backend system will we need to integrate with for the screen pop?

A third party hosted unclaimed property system is the backend system that will need to be integrated and the claim number is the object that needs to be popped for the agent.

54. Regarding III.A.15, "Computer screen pop-up for Agents when call is routed," what object needs to be popped for Agent?

Claim number.

55. Regarding III.A.15, "Computer screen pop-up for Agents when call is routed," is audio and screen recording of Agent activity during the call required?

Not required.

56. Regarding III.A.16, "Ability for IVR to handle all calls for possible elimination of existing phone system," a self-service IVR is possible with the proper integration to the Treasury system. Does the existing system support any of the following; RESTful APIs, Web Services (non-authenticated), SOAP based web services, HTML Tables or ODBC?

Not currently.

57. Regarding III.A.16, "Ability for IVR to handle all calls for possible elimination of existing phone system," do respondents need to price out a replacement of your Phone system as part of this bid or will phone system replacement be a separate endeavor on the treasurer's part?

No, phone system replacement would be a separate endeavor.

58. Regarding III.A.16, "Ability for IVR to handle all calls for possible elimination of existing phone system," if respondents are to provide pricing for a replacement phone system can you provide current features / functionality of your system so we can add that to an IVR proposal?

This will not replace our existing phone system.

59. Regarding III.A.17, "Ability for agents to transfer calls to non-agents and or numbers outside their division," does the system need to track or record the transferred calls?

Yes, for initial transfer to non-agents and outside numbers.



60. Regarding III.A.17, “Ability for agents to transfer calls to non-agents and or numbers outside their division,” after transfer do we need to allow for a “take back” option to the agent?

Yes.

61. Regarding III.A.17, “Ability for agents to transfer calls to non-agents and or numbers outside their division,” how many agents will be on the cloud contact center platform?

45

62. Regarding III.A.18, “Daily verification process for data upload, confirming receipt of data uploaded by the Treasurer via an existing FTP site,” please describe what is needed here. What is the ‘data’? Call recordings? Reports?

Data includes claim number and its current status.

63. Regarding III.A.18, “Daily verification process for data upload, confirming receipt of data uploaded by the Treasurer via an existing FTP site,” please specify the need for upload? Or is this for Outbound claimant lists (OB notifications via phone, email or SMS)?

Data includes claim number and its current status.

64. Regarding III.A.19, “Software providing updated claim information to claimants without speaking to an Agent, with information provided by the Treasurer via an existing FTP site,” what database does the data resides in?

Database is hosted by a third-party vendor.

65. Regarding III.A.19, “Software providing updated claim information to claimants without speaking to an Agent, with information provided by the Treasurer via an existing FTP site,” what data or object are we popping to an agent?

Claim status is provided to the claimant.

66. Regarding III.A.19, “Software providing updated claim information to claimants without speaking to an Agent, with information provided by the Treasurer via an existing FTP site,” what is used for authenticating caller?

Phone number on record or claim number

67. Regarding III.D.6 – “Information Reporting – Page hits (as they relate to the call flow)”, what is required with Page Hits? Is this a website requirement?

Page hits refer to the phone menu selections and this is not a website requirement.

68. Page 13, Number 4 – “Be authorized to do business in Illinois.” If a business is incorporated in another state, could they apply for an authorization to do business in Illinois if they are being considered for a contract?

Yes. However, to avoid a delay in executing the contract, it may be preferable to apply in advance, as in accordance with the Treasurer’s procurement rules, “The legal entity must be authorized to transact business or conduct affairs in Illinois prior to execution of the contract.” 44 Ill.Adm.Code 1400.2505(m).

69. Page 13, Number 5 – “Be, or subcontract with an entity that is, a member of the Federal Reserve System (“Fed”) and an Illinois bank ...” I would like to verify that this is a mandatory requirement?

No, please disregard that requirement. Neither items IV.A.5 nor IV.A.6 of this RFP are applicable.

70. Page 13, Number 6 – “Be an established company or financial institution with all required licenses, bonding, facilities ...” I would also like to verify that this is a mandatory requirement?

No, please disregard that requirement. Neither items IV.A.5 nor IV.A.6 of this RFP are applicable.

71. What are the monthly call volumes into the contact center? If summary data for the past 12 months can be provided, that would be helpful.

124,562 calls were received in the past 12 months

72. How many agents are on staff? Is this number anticipated to change over the next 12 months?

45, and no.

73. Has budget been allocated for this initiative? If so, what is the budget for this effort?

There is no specific budget for this project to disclose.

74. What is the preferred implementation schedule for this effort? Are there any driving factors defining this timeline?

Please submit your proposed implementation schedule in your response to Section IV.B.10 of the RFP, noting that that Section states that implementation must be complete by December 31, 2018.

75. What is the preferred/available method(s) of connectivity to the current systems?

Web based.

76. Are current and desired call flows available to share for scoping purposes?

Please submit your proposed call flows.

77. What is the current solution in place?

Unable to provide.

78. Is the Agency unhappy with the current solution?

No, but the Treasurer is consistently seeking opportunities to improve the services it offers.

79. What are the business challenges confronting the Agency today pursuant to this RFP?

Unable to provide; however, the Treasurer is consistently seeking opportunities to improve the services it offers.

80. Is voice the only channel desired for inbound servicing, or are additional channels desired (chat, email, social media, etc.) We did see a desire for outbound notifications via different channels, but no reference to accepting inbound chats, emails, etc.

We would like omni-channel capability

81. Is per minute pricing the only acceptable pricing model? Because the scope of the rfp includes call center agents and queuing calls, the overall cost of the solution can vary significantly based on hold times.

Please submit your price proposal in a flat rate per minute to apply to all calls, in accordance with IV.C of the RFP. However, to the extent you may wish to offer pricing alternatives in addition to that, and explain the benefits of any such alternatives, please feel free to do so.