**RFP 19-21 Cloud-Based IVR Jury Services System**

 **Questions and Answers**

1. Is the voice over side of this project going to be all inclusive to this RFP only OR will a new RFP  be submitted? It is all inclusive.
2. Whether companies from Outside USA can apply for this? (like, from India or Canada) Yes
3. Whether we need to come over there for meetings? Sometimes meetings should be in-person, but not all.
4. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) No, pursuant to Exhibit B: General Terms and Conditions/Defined Terms Section 1. Work 1.1- Unless otherwise approved by the Court, in writing in advance, work may not be performed outside of the United States.
5. Can we submit the proposals via email? Please see RFP cover sheet Section 7.0 Submission of Proposals section 7.5- Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx or UPS), or delivered by hand. Proposals may not be transmitted by fax or email. The RFP title and number must be stated on the outside of the delivery envelope or package.
6. I have a question regarding the RFP #19-21 for IVR Jury Services that was released on January 7, 2019. I understand that the Court released RFQ #19-13 for the same solution on November 20, 2018. Was the previously released RFQ cancelled? Yes, RFQ 19-13 was cancelled and replaced with RFP 19-21.
7. If so, can you provide the reasons behind the cancellation? In an effort to maintain compliance with the Judicial Branch Contracting Manual it was determined that the RFQ had evolved into an RFP and would require more documentation from potential vendors.
8. Is the RFP is a re-bid for the same effort? In an effort to maintain compliance with the Judicial Branch Contracting Manual it was determined that the RFQ had evolved into an RFP and would require more documentation from potential vendors.
9. May I ask why the RFP has been re-issued? We originally issued an RFQ for this solicitation, after receiving the proposals we determined to be compliant with the Judicial Branch Contracting Manual we needed to issue a formal solicitation; therefore we cancelled RFQ 19-13 and issued RFP 19-21.
10. The requirements and the SOW seem to be the same as before? Yes
11. Is there an existing call center vendor or call center software the Court is currently using?   Yes
12. If Yes:  Is the Court open to bids for the IVR portion of the RFP while leaving the call center functionality as is? No
13. Do you want a full contact center solution? Yes
14. How many concurrent agents are on the system at any given time? 7-10
15. How many licensed agents to you have total? 6-7
16. How many licensed supervisors to you have? 2
17. How many licensed administrators do you have? 4-6
18. How many IVR ports do you require? 48
19. Do you have a fully diagrammed flow of your IVR that you could share? No
20. Do you look for us to record in English, Spanish? Yes.
21. What technology is used for recordings? Vendor’s responsibility.
22. 1.2 Interface  - What are your back end systems connected to IVR/CC? Third Party Company currently managing the system.
23. Will you grant a 30 day extension? No.
24. Do you have an existing call center platform using in your environment today?   If so can you provide details if it is cloud or premise based?  What brand? Premise based. Sonant. ACD Agent.
25. Do you want full multimedia contact center with capabilities for inbound, outbound, chat, silent monitoring, call recording, work force management etc? Yes.
26. How does the Court System plan to use the “Audio to text” feature (Item 1.4.2) in the SOW? The information spoken by a person will transfer to text.
27. What type of CTI functions are you expecting as stated in 1.4.4 of the SOW? These would include bot not limited to when a juror enters their juror ID # and then wants to speak to a Jury clerk with information would be passed to the jury back end system on pop on the clerks screen.
28. Please further define the juror’s screen used in 1.7.2.5. The information input into the system will produce the information on to a staff members screen.
29. Do you have a budget defined for the RFP 19-21? Yes.
30. Can you provide the Schema of the Court’s jury system application/database? This will be provided to the vendor upon reward.