ORANGE COUNTY
BOARD OF COUNTY COMMISSIONERS

REQUEST FOR INFORMATION (RFI)

FOR

INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

RFI #Y15-629-ZM

Responses to this RFI will be accepted **no later than 2:00 p.m. EST on Thursday September 10, 2015 in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando Florida 32801**. Your point-of-contact for this solicitation is Zulay Millan, Senior Purchasing Agent at Zulay.Millan@ocfl.net.

<div align="center">

REQUEST FOR INFORMATION (RFI)
INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

</div>

The Orange County Board of County Commissioners, Orange County, Florida, invites interested parties to submit information **no later than 2:00 p.m. EST on Thursday September 10, 2015 in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando Florida 32801** for providing an Interactive Voice Response System (IVR) to the Board of County Commissioners.

PURPOSE

This Request for Information (RFI) is designed to gather information only. No cost information is to be submitted.
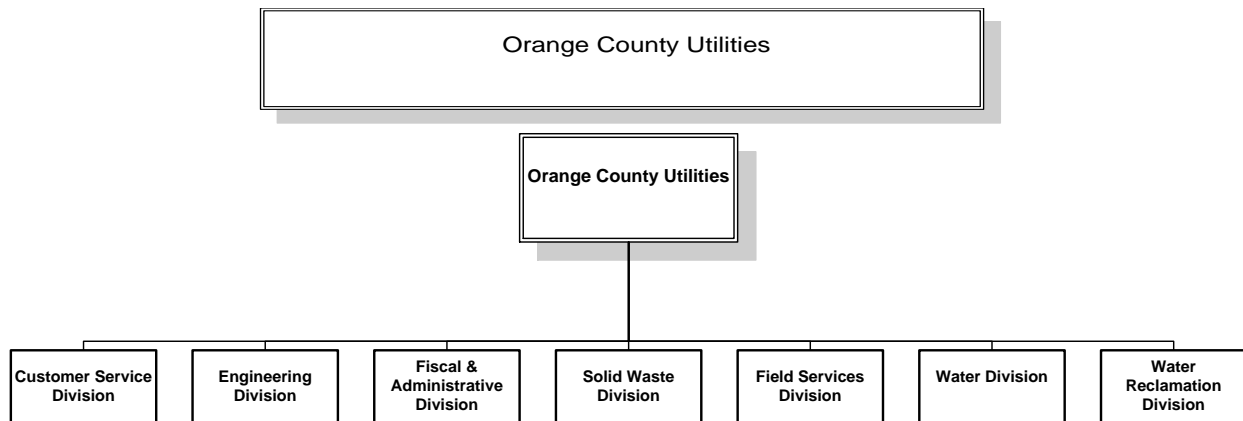
It is the sole responsibility of the Respondent to ensure that their information reaches the Procurement Division on or before the closing date and time. The County shall in no way be responsible for delays caused by any occurrence. Verification of the County's receipt of Respondents information submitted by email is the Respondent's responsibility. The County will not be responsible for late deliveries, delayed mail, or e-mail errors. Companies shall indicate on their package/envelope or e-mail, the following:

A.   Request for Information Number
B.   Date of Opening
C.   Name of Company

The County contact for this RFI is Zulay Millan, Procurement Division, (407) 836-5640, email: zulay.millan@ocfl.net.

BACKGROUND

Orange County Utilities (OCU) is located in Orlando, Florida and provides drinking water, wastewater treatment, reclaimed water, garbage collection, landfill operations and recycling services for unincorporated Orange County. Orange County's territory covers approximately 727 square miles of which 451 square miles account for just the water service area. OCU treats and re-uses 50 million gallons of wastewater daily and produces approximately 23 billion gallons of drinking water annually. Our landfill operation accepts 700,000 tons of waste at the landfill annually. Orange County Utilities is made up of seven separate divisions. These are: Field Services Division, Engineering Division, Fiscal and Operational Support Division, Solid Waste Division, Water Division, Water Reclamation Division, and the Customer Division. These divisions are crucial to the overall successful operations of Utilities.

```
                          Orange County Utilities


                         Orange County Utilities


Customer Service    Engineering      Fiscal &       Solid Waste    Field Services   Water Division      Water
   Division          Division      Administrative     Division        Division                       Reclamation
                                     Division                                                          Division
```

Orange County Utilities bills approximately 6,300 accounts daily and all services are included in one bill. Wells Fargo is used for the Utilities lockbox processing and handles 40% of our customer payments. Check Free handles 15% of the total payments. Our CIS SOLUTION is comprised of the Oracle Customer Care and Billing (CC&B) (CC&B) utility billing application, a Cash Receipting system, an outsourced Bill Print vendor, a Billing, Document, and Mailing/Sorting system, and a Payment Gateway Solution. We also Interface with multiple applications such as Credit Reporting Agency, a popular GIS system, Asset Management system, a Meter Reading system, a Solid Waste scale and CRMS system, and a Credit and Collections vendor. There is also a vendor that provides the current Interactive Voice Response (IVR). Interactive Web Response (IWR), Customer Service Representative payment module, a variety of client specific reconciliation reports, and related professional services. The Utilities' IVR handles more than 70% of the total incoming calls. These self-service solutions are available 24 hours per day. In 2004, the County entered into a contract to provide our Utility customers a platform for electronic payments using Interactive Voice Response (IVR), Interactive Web Response (IWR), lobby walk in payments and payments for our customers who contact us via the call center. In 2011, the County entered into a contract for a payment gateway solution meeting all banking, state and federal regulations and including a robust reporting tool.

QUESTIONS

Complete this section by providing the information requested in the following questions:

1.   Do you offer hosted and premise based IVR solutions?

2.   Will your hosted IVR solutions support CTI Screen Pops?

3.   Is there additional configuration required for hosted IVR solutions?

4.   Are there additional firewall port connections or configuration required for a
      hosted IVR solution?

5.   Are there any limitations implementing the hosted IVR solution which do not exist
      if implementing the premise based IVR solutions?

6. Can both, hosted and premised based, IVR solutions deliver equal functionality?

7. Do you currently serve Utility clients?

8. Are there inherent risks or vulnerabilities that are prevalent in the hosted solution but not the premise based solution?

9. Are there differences in project implementation times between a hosted and an on-site IVR solution?

10. In order to update the internal database from an external source it needs to go through the DMZ since Orange County does not allow for the data to enter the internal network directly. Does your company offer a hosted solution where the data can be stored to a database inside the DMZ and then replicate the data to the internal database server?

11. Does your solution fully integrate to the existing database to have a response for each record processed in the IVR if it is successful or not?

12. Does your solution use WEB services as the methodology to upload the call lists used for out dial campaigns?

13. Is your hosted solution center located in the South East area of the United States?

THE FOLLOWING SECTION MUST BE COMPLETED BY ALL RESPONDENTS:

Organization Name: _____

_____
    (Street No. or P.O. Box Number)   (Street Name)   (City)

_____
    (County)   (State)   (Zip Code)

_____
    (Contact Person)

Phone Number: _____ Fax Number: _____

E-mail Address: _____

If you wish to send additional information about your system, please limit it to 25 pages with vendor brochure(s).