

November 17, 2016

**BOARD OF COUNTY COMMISSIONERS  
ORANGE COUNTY, FLORIDA**

**ADDENDUM NO. 2  
RFP #Y17-125-PD**

**THE UTILITIES CUSTOMER INFORMATION SYSTEMS (CIS) SOLUTION:  
PAYMENT GATEWAY, INTERACTIVE VOICE AND WEB RESPONSE (IVR AND  
IWR), OUTBOUND NOTIFICATIONS, CALL CENTER MODULE AND MOBILITY**

The above Request for Proposals is amended as follows:

1. Question: What vendors responded to the Interactive Voice Response System (IVR) RFI (#Y15-629-ZM)?

Answer: Aspect, InContact, Selectron, FirstBilling, FirstData, Vocantas, Genesys, Verizon, DISYS.

2. Question: This is a comprehensive request. There are elements of systems and services. Will this contract be awarded to a single vendor to provide all of the services specified? Or will the County consider multiple awards.

Our organization can provide Voice, LAN/WAN, call center and data center solutions, but we do not do systems development or delivery COTS or customized systems beyond those that are directly associated with our core services.

Answer: The County is requiring one contractor (one point of contact) to be responsible for providing this set of related services either through in house capabilities or partnered with sub-contractors. This applies to the initial implementation **and subsequent support**.

The Contractor will be the responsible party/point of contact that is then responsible for maintaining sub-contractor relationships throughout the support period. This will help to avoid finger pointing disputes and related delays in issue resolution and support meeting the service level requirements (SLA) detailed on page 34 (17. SERVICE, SUPPORT AND MAINTENANCE REQUIREMENTS).

The contractor may have subcontractors under them to provide the required services.

3. Question: Please confirm whether the County's intent to award the RFP to one firm or if it will be split amongst vendors for the various portions of the RFP.

Answer: The County intends to award to one firm. If subs are used, the one firm would be responsible for the implementation and subsequent support periods.

4. Question: Would it be acceptable to the County for vendors to submit a response that addresses a portion of the needs described on the RFP?

Answer: No.

5. Question: Would it be acceptable for vendors responding to this RFP to leverage a third party to complete the scope of work?

Answer: Yes, subs can be used, but the responding vendor is responsible for the entire project and subsequent support periods.

6. Question: Thank you so much for the responses provided below. My apologies for troubling you with an additional question, but was wondering if it would be possible to elaborate on the reasons behind this RFP. For example, is it a matter of the current contract has expired, the County is not pleased with the current vendor(s), or perhaps an opportunity to update technologies.

Answer: This project was supposed to have gone out to bid a few years ago. The new solicitation was postponed because the Utility had just implemented PeopleSoft CIS and they were absorbed by Oracle, thus forcing the Utility to re-implement a new CIS (Oracle-CC&B).

When a large pool of vendors offers services such as the ones being procured through RFP Y17-125-PD (Payment Gateway, IVR, IWR, Notifications, Call Center Module and Mobility Solution) it is customary for the county to issue an RFP every 5 years or so to stay competitive and obtain the latest technology for our customers.

7. Question: Whether companies from Outside USA can apply for this? (like from India or Canada)

Answer: Vendors must be based in North America which includes Canada.

8. Question: Whether we need to come over there for meetings?

Answer: It is required for the vendors to be on site for:

See Sections 2.3 (Project Team Interviews)  
See Sections: 2.4 (Fact Finding)  
See Section 3 (Evaluation Detail)  
Section 14-E (Interface Specifications)  
Implementation requires onsite installation

9. Question: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: Offshore development is acceptable in some cases; they will need to be more specific on the tasks. If a tasks mentioned in the RFP requires onsite presence the vendor must come onsite. For example; interface specifications.

10. Question: Can we submit the proposals via email?

Answer: No. The RFP clearly specifies that:

Offers by e-mail, telephone or fax shall not be accepted. An e-mailed or a faxed proposal shall be rejected as non-responsive regardless of where it is received.

11. Question: Thank you Perry for the quick reply, yes the question is that our call centre is in Canada, but will be paying US taxes in conjunction with this contract if we are selected, Do you envision any issues with this?

Answer: We cannot provide legal, tax, or financial advice to proposers.

Please refer to what is written in the RFP. You must meet the requirements as documented in the RFP, including providing post implementation support. There are multiple references in the RFP including page 34 "Provide technical and functional support services for a minimum of 24 hours per day, 7 days per week."

As for the tax question, We suggest you consult your tax, legal, and accounting advisors before engaging in any binding transaction.

12. Question: On page 13, under Phase 3 Evaluation details there is an indication that bonus points are awarded for Welfare Transition and Dislocated Workers Hires, Registered SDV Sub-Contractor Hires, and Registered SDV Prime proposers. Is this common language for Orange County procurements, or is this unique to this particular RFP?

Answer: This is common language for Orange County RFP procurements.

13. Question: As we reviewed your RFP requirements we noted your request that we agree in advance to the terms of your Service Agreement, or notate by redline any concerns we had with the specific terms and conditions contained within your proposed agreement. Both Waterfield and Aspect's corporate policy is that we do not negotiate for services prior to being down-selected in the RFP process. While we understand your need to confirm reasonable and equitable terms before deeply engaging with any one vendor, we are willing to provide non-binding comments within your document, and when it makes sense to do so, even provide language that we have found to be acceptable in our negotiations with other clients with similar scope.

Is it acceptable with your review committee that we offer non-binding language in your agreement instead of actual redlines, and then negotiate the specific terms once we have been down-selected and invited to provide our best and final offer? As you can see from our credentials, collectively, Aspect and Waterfield are capable of offering Orange County a significant partnering opportunity once we make it to the final selection process. In fact, one of Aspect's North American Network Operating Centers is located in Orlando and you likely have heard of their IVR platform, formerly known as "Voxeo", which Gartner identified as the leading IVR technology stack in both its hosted and premise-based offerings!

Answer: Any exceptions to this standard contract shall be clearly indicated by return of the standard contract with exceptions clearly noted – in Phase 1. Additionally, the proposer shall provide any supplementary agreements (SLA, MSA, etc.) for the County's review in Phase 1. At the conclusion of Phase 3 the County has the right to require the selected respondent to sign the draft contract as-is or to negotiate revisions to the contract language prior to execution of the contract, at its sole discretion.

The exceptions noted on the draft contract shall either (1) propose a revision/redline or (2) explicitly detail the basis for your objection to the language. The County will not permit the introduction of additional exceptions or supplementary agreements after Phase 1. Additionally, note, all supplementary applicable software licensing agreements, end-user licensing agreements, third-party licensing agreements, service level agreement, legal notices etc. supplementing the draft contract may be accepted by the County or serve as the basis of negotiation.

14. Question: A plain reading of your requirement in Section 4 of the RFP (Minority/Women Owned Business Enterprise) requires each proposer to explain how it intends to comply with the M/WBE ordinance. Furthermore, the language suggests that any proposer intending to comply with the ordinance must be currently certified by Orange County, requiring a physical office within Orlando MSA. However, if a proposer does not have a physical office within Orlando MSA and thus cannot be certified by Orange County, what would the appropriate response be? Please clarify if Orange County certification is required in order for a proposer to intend to comply with the ordinance.

Answer: If a proposer is not a certified M/WBE firm, then review the online M/WBE directory (Refer to the following link: [http://netapps.ocfl.net/MWBE/default.aspx?Report\\_Type=Complete](http://netapps.ocfl.net/MWBE/default.aspx?Report_Type=Complete)) and determine whether one of the certified M/WBE firms can be used as a sub-consultant. Contact the certified M/WBE firm(s) and discuss the specific services to be subcontracted. Then, complete a Letter of Intent as stated in paragraph E on page 87 in the RFP with the certified M/WBE firm(s) that you plan to utilize. By taking these steps, then the proposer is addressing how they intend to comply with the Orange County M/WBE Ordinance.

15. Question: Scope of Services – Item 5 (RFP Page 17) “The solution shall provide one-time validation of e-check transactions including routing number and banking information for real-time payments.” Does the requirement state that both routing number and bank account number will be validated?

Answer: Yes it does.

16. E-Billing (RFP Page 21) - “The utility requires a full Electronic Bill Presentment and Payment (EBPP) solution, allowing the customer to utilize their financial institution to request E-billing.” Can the County clarify what “utilize their financial institution to request E-billing” means or what requirements would need to be met?

Answer: We understand that banking institutions offer a range of options to their customers and that not all banking institutions will offer every option. We want our solution to accommodate those institutions that choose to offer their customers the option of viewing an online version of their paper bill and/or arranging for scheduled online bill payments, on the banking institutions secure web site. This will be similar to what the utilities offers to our registered customers when using the utilities web site. We are asking the vendors to submit their solutions to achieve these using industry best practices.

17. Question: Reports Item 3 (RFP Page 23) – “Reports shall be available for all combinations of status, i.e. settled, declined, canceled, success, and pending.”

Can the County please provide your definition of ‘canceled’ and ‘success’ statuses?

Answer: Success: Status prior to settle indicating the transaction was “**successful**”. The payment gateway application has different parameters to generate reports and can be a combination of different payment status.

The ‘**canceled**’ status is created when a payment, not yet settled, has to be canceled.

**Example:** The payment amount was incorrect. In this case, the payment can be voided the same day of the transaction. This transaction is registered in the report as a canceled payment.

18. Question: 1.4.3.36 Payment Gateway “What functionality does the proposed payment gateway solution offer to add notes to transaction records? Explain.”

Who within the County would be adding notes to transaction records? Is there a specific application required for users to add notes during a payment, or post payment?

Answer: A handful of authorized users will add the notes to the transactions records in the payment gateway site. The note field is part of each payment ID. If needed, the note will be added after the payment is processed. We do have a note section allowing entering comments in the Refund Payment page.

19. Question: 1.4.3.42 "Describe how your proposed solution automatically cancels autopay payments in declined status."

Can the County provide more information regarding this requirement? Does a declined transaction automatically cancel subsequent AutoPay transactions?

Answer: Autopay credit card customers have reoccurring payments every month. If the payment failed it is flagged as ‘declined’. There is an internal batch for these declined payments that automatically processes the cancellation in our Billing system application (CC&B) marking the tender with a cancel reason ‘Credit Card Autopay Failed’. A declined AutoPay transaction does not cancel subsequent AutoPay transactions.

20. Question: 1.4.5.4 "Does the proposed solution offer a full Electronic Bill Presentment and Payment (EBPP) solution and can it interface with various banking institutions? Explain."

Does the County store customer bills in PDF within your environment? If so are these bills accessible by external applications to display?

Answer: OCU stores pdf bills. These pdf bills are accessible by external applications.

21. Question: 1.4.6.5 “Describe the software workflow and process for event approval status tracking.”

Please define “event approval” in the concept of workflow.

Answer: Creating an event refers to creating a new ‘campaign’ for callouts. We are requesting to explain the process from start to end on callouts to customers’ phone numbers. Example: If an account has two premises and both are affected, customer should receive only one call.

22. Question: Orals Tab, Task 25 - Demonstrate how customers can request documents using the IWR.

Will documents be stored on County servers, and are they accessible by external applications? Are they generic documents or specific to a customer?

Answer: The documents will be stored on County servers and accessible through the Utility’s webpage. The documents are generic such as a pool fill adjustment or a leak adjustment for our customers to download, print, complete and return to the utility.

23. Question: Orals Tab, Task 32 - Demonstrate how a customer can receive notifications from the county via IWR. Is this a process to "opt-in" to receive notifications from County via the website? What form are the notifications required to be in?

Answer: Currently, the email addresses are required to create the web profile and OCU can use these email addresses to email notifications to the customers such as: post payment notifications, past due balance notifications, etc. Another option is to send text messages to the customers which we have to determine if an opt-in is required.

24. Question: Orals Tab, Task 35 - Demonstrate how we can share instructional and informational videos with our clients. For example, water conservation initiatives

Where will videos reside, and are they accessible by external applications?

Answer: They will reside on the county’s servers and accessible through the website. The videos will be instruction based and short.

25. Question: Orals Tab, Task 42 - Demonstrate how portals and zones can be configured by our staff without vendor assistance

Can County define or clarify what is meant by "portals and zones"?

Answer: The portals and zones are part of the web page where OCU should be able to add current information for the customers. OCU would like to have the ability to add or modify existing text without the intervention of the vendor.

26. Question: How many Customer Service Representatives (CSR's) are currently involved with assisting customers?

Answer: Currently, we have 21 CSRs working in the Call Center and 3 CSRs in the Lobby for walk-in customers. There are also 10 additional representatives that assist our development customers.

27. Question: How many Customer Service Representatives (CSR's) would be responsible for managing Live Chat?

Answer: This option will be new to Orange County Utilities and pending approval. We have not defined this and are depending on vendor's responses, costs, and feasibility.

28. Question: Are chargebacks and reversals to be debited from a specific County bank account?

Answer: Yes. Chargebacks and reversals are debited from the Utilities bank account.

29. Question: Is the County interested in a new merchant services provider or does the County anticipate that their current merchant service provider will need to be utilized?

Answer: Most likely the current merchant provider will be utilized. OCU has 5 Wells Fargo merchant numbers for our applications (IWR, IVR, CSR, AUTOPAY, and CORE).

30. Question: With your current token process, are all tokens under one source or are they under different sources (web, IVR, etc.)?

Answer: The unique password is created during the Account registration process. The security key is assigned to the payment gateway account for Autopay (credit card payments) and it is tokenized.

31. Question: Will your current provider be able to provide the following information to allow the ability for tokens to be transferred to a new vendor?

- Cc#/exp date OR
- Bank acct/routing number
- Name
- Address
- Unique identifier

Answer: The current payment gateway provider should be able to provide all of the Autopay credit card information requested above. We do not want to force the customers to re-register though, at a minimum all we would like is for the customer to change their password.

32. Question: Can the County provide more clarity on the expectations of requiring all voided transactions to be considered successful regardless if the authorization reversal was successful or not? In what capacity would you expect these to be considered successful, i.e. reporting, etc.

Answer: A transaction is voided by a few authorized team members only if it has a complete authorization and a complete sale marked as Success. A transaction can only be voided pre-settlement.

33. Question: 1.4.8.3 The mobile application shall be map based and utilize location-aware technology. Requestors shall be able to make more precise adjustments or enter a street address for more accurate location reporting. Detail how this is handled within your solution.

Please describe the use of “map based and location aware technology”. What is the consumer experience expected when creating a request?

Answer: Location-aware technology= Sensors and methods for detecting or calculating the geographical position of a person, a mobile device or other moving objects. The most common location-aware technologies are GPS, Wi-Fi, and Enhanced GPS (E-GPS).

When creating a request to report field conditions such as water main break we desire the customer experience to be pleasant and to be able to report the condition with ease. If the application can show their location services, the utility will be able to determine where they are and dispatch services more efficiently.

34. Question: 1.3.4.2 Describe how your solution manages forms or applications via the Web.

Can you define “manage” and whether this requires a technical response or a process response?

Answer: How do you manage or “provide” customers options to retrieve documents or forms from the web.

35. Question: 1.4.6.22 How will the proposed solution filter callout records while the campaign is running?

Can you define “callout”? How does this compare with the term “outdial”? Are they the same?

Answer: The Callout is generated by a campaign to dial telephone numbers to deliver a message. Types of campaigns can include “automated” driven by CC&B, Outage (predefined) driven by selection of GIS polygon, & shell managed internally for special cases.

Callout and outdial are the same.



36. Question: 1.4.3.23.c What values are returned encrypted to serve as a unique key?

Can you define whether there is a specific requirement to use returned values to generate a unique key?

Answer: Yes, Customer Self-Service options include: (See Section 5, named Application and Products, then item C named IWR, go to page 21 under Customer Self-Service options and see last sentence of number one where we explain the current process).

1. Auto-Pay: Registered customers may add their credit card number for use by the payment gateway. The information added by the customer is sent to CC&B (except for credit card data) to reflect the auto-pay information. The transaction between the Payment Gateway and CC&B shall use a secure encrypted connection (encrypted key).

Additionally, at the current time we receive the credit card type (no credit card number) name, last 4 digits of SSN. We want to know what you offer as part of your solution that perhaps offers improved security and the latest proven technology while abiding by best industry practices.

See also, Exhibit I which contains the Critical Standards Summary which specifies encryption requirements.

37. Question: 1.4.10.2 This project requires synchronization with Verint and Virtual Hold Technologies on the phone switch. Explain your process and methodology to achieve this.

Please describe what products are being used from Verint? What part of the solution will integrate to Verint?

Answer: Verint products:

Quality Manager (QM)

Call recording

Screen recording

Scorecards

Contact recorder

When the IVR routes a call to the customer service representative the call is then recorded and documented. It is more of a flow than integration.

38. Question: Scope of Services(Page 14), Please provide the exact number of locations and the concurrent agent/supervisors and IVR ports split across the individual locations.

Answer: There are two locations. There are 48 ports.

39. Question: Please provide the total number of enterprise telephony users/Back office users. What is the total number of sites where these IPT/ telephony users are residing?

Answer: 25 users and 2 locations/sites.

40. Question: Do you need Voicemail functionality for your enterprise users and contact center users? If yes, Please provide the total number of voicemail users you want us to consider.

Answer: No.

41. Question: Please confirm if Instant Messaging & Presence solution is needed for IP telephony users or contact center users.

Answer: We want to know what vendors have to offer as part of their solution.

42. Question: Please confirm if servion needs to procure IP hard phones?

Answer: No.

43. Question: Please provide the contract period in months (36, 48, 60)

Answer: Refer to section 3.1.16 of RFP Y17-125-PD.

44. Question: Allow customers to take part in surveys (page 19), Please confirm the percentage of calls that will take part in post call survey in contact center deployment.

Answer: We do not conduct post call surveys.

45. Question: Provide a detailed description of the licensing cost for minimum of (4) additional environments (Test & Development) to arrive at a total fixed cost. Indicate the cost for adding additional environments as needed (section 3.6, Mobility-pg:-81). Please confirm if the setup needs to be in 4 environments. Our understanding is production (1), test (1), development (1).please confirm the 4th one and the other mentioned ones. Please confirm if all the 4 environments. Are these 4 environments expecting to provide in cloud setup or on-premise setup.

Answer: Q/A is the 4th environment.

46. Question: Please confirm we need to consider voice mail boxes for all agents.

Answer: No.

47. Question: Please confirm how many skills are needed for this solution.

Answer: One (1) skill.

48. Question: Please confirm how many DNIS/TFN's configurations that needs to be configured for the solution.  
Answer: One.
49. Question: Kindly provide total Call volume/day for inbound contact center setup.  
Answer: Approximately 740 per day.
50. Question: Peak hour traffic (%)?  
Answer: 10:00 AM
51. Question: BHCA (Busy Hour Call Attempt)?  
Answer: Monday mornings at 9:00 A.M.
52. Question: Percentage of calls getting self serviced and completed in the IVR?  
Answer: Approximately 57%.
53. Question: IVR Handle Time (in seconds)?  
Answer: Depends on the inquiry received from the caller.
54. Question: Percentage of calls being transferred to the Agent?  
Answer: Approximately 33%.
55. Question: Average time spent in IVR before the call gets transferred to the agent?  
Answer: 2 minutes after going through the prompt menu without keying ahead.
56. Question: Average talk time of the agent (in seconds)?  
Answer: Depends on the inquiry received from the caller.
57. Question: Average wrap up time (in seconds)?  
Answer: Depends on the inquiry received from the caller.
58. Question: Scope of services, 4.Transaction count (Pg: 16), Our understanding is that there is a need for an outbound system. Please confirm. What is the total outbound/blended agent count needed for using outbound calls? Is the part of total 50 concurrent agents or separate agents?  
Answer: The outbound calls will be conditional based and these calls are generated to specific customers in specific areas of town using a polygon delivered through ESRI's GIS application. This is separate from the total number of agents.

59. Question: From the RFP, current system using IVR based campaigns for outbound callers. Could you please confirm if there is a need of Agent based campaigns as well? and will the IVR calls after completion will transfer to the agents as well?

Answer: There is no need for agent based campaigns at this time.

The outbound calls are used for reminding customers of past due accounts, letting the customers know if there is a boil water alert, a broken main, or any other condition that requires notification of customers.

60. Question: IVR shall provide the ability to look up the customer's account information by asking the customer to enter an account number or phone number associated with their account. Is the customer account number is numeric or alpha numeric. If it is alphanumeric please provide the pattern details of the account number.

Answer: The account is numeric.

61. Question: Reports: Page number 6, For what duration the report related data needs to be available in online mode.

Answer: We are looking at vendor's suggestions and options.

62. Question: 1.4.7 Call Center Module Page 57. What type integration methods supported by Oracle CC&B for the integration by IVR and CTI Applications?

Answer: Staging tables at this time.

63. Question: Is the new solution needs to be integrated with existing Verint Solution for Voice and Screen recording and Quality management software. Please confirm.

Answer: Yes.

64. Question: Whether Verint is used for Work force management system also?

Answer: No.

65. Question: Request you to provide the Verint solution details like Version and license.

Answer: Verint version is release 12.0 and QM is also release 12.0.

66. Question: Page number 23, Our understanding is that , the fax solution is required to send the documents requested by the callers through IVR self service application only. Please confirm.

Answer: That is correct.

67. Question: What is the estimated cost or desired not-to-exceed limit for this effort?  
Answer: There is no specific not to exceed amount.
68. Question: What funding source has been allotted for this effort?  
Answer: Capital Improvement Projects (CIP).
69. Question: Who is/will be the project manager?  
Answer: This is to be determined.
70. Question: Does OCU anticipate procuring any services related to the effort? For example: IV&V, QA, Staff augmentation, integration, solicitation prep, etc. If so, what, when and how?  
Answer: This is to be determined.
71. Question: Was a third-party consulting/advisory assisting in developing this RFP. And if so, who?  
Answer: Yes. Millennium Consulting, LLC
72. Question: What other systems or solutions will this system need to integrate or interface with?  
Answer: Oracle, CORE, and Maximo.
73. Question: What vendor provides the current internet service for OCU? When does that contract expire?  
Answer: The internet service is provided by Orange County ISS network. There is no contract to expire.
74. Question: What vendor provides the current telephone/VoIP service for OCU? What is the current lifecycle?  
Answer: AT&T provides the phone lines and AVAYA supports the system. Typically the current life cycle is ten to fifteen years.
75. Question: What vendor provides the following systems mentioned in the RFP:  
Answer:  
GIS system: ArcGIS platform is supported by Esri.  
Asset management system: Maximo - IBM.  
Meter reading system: MV-RS - ITRON  
Solid waste scale system: Autoscale – Mettler Toledo  
Credit and collections vendor: Penn Credit collection agency / Accurint Skip Tracing

76. All other scopes, specifications, terms and conditions remain the same.

Perry Davis  
Senior Purchasing Agent

**ACKNOWLEDGEMENT OF ADDENDA**

- a. The proposer shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the proposal.
  
- b. Receipt acknowledged by:

\_\_\_\_\_  
Authorized Signer

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Proposer