

Request for Proposals
Part C – Scope of Work/
Proposal Requirements



Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-263-9400 TTY Relay: 711

Contract Title: HOSTED CALL CENTER AND IVR SERVICE

RFP Number: 1043-07-KAH

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DEFINITION OF WORDS AND TERMS APPLICABLE TO PART C OF THE RFP

ACD: Automatic Call Distribution - is a device or service that distributes incoming calls to a specific group of agent telephones. ACD systems are often found in offices handling large volumes of incoming phone calls from callers who have no specific need to talk to a certain person, but do need to speak with a person to receive service or information. ACDs provide detailed reporting on agent activity and the ability to route calls to specific agents depending upon the skills required. Examples of an ACD application are reservation desks.

Administrator: Person responsible for administering and configuring multiple call centers

Agent: Employee assigned to answer calls incoming to the call center

CTI: Computer Telephony Integration – a device or service integrating the telephone system with a computer. Often used in consumer order taking centers. The telephone system passes the calling telephone number to the computer. The computer matches the telephone number in its database and populates the agent's computer screen with recent order activity, contact or billing information or other useful data.

Call Center: Existing groups of both ACD and UCD.

IP-PBX: Internet Protocol Private Branch Exchange – Internet protocol allows packetized information, either voice or data to be transmitted over a pair of wires. This protocol is used to transfer information across the Internet. A private branch exchange is a privately owned electronic device capable of switching telephone calls. An IP-PBX operates using the IP protocol; see TDM PBX to compare to legacy technology.

IVR: Interactive Voice Response - a phone technology allowing a computer to detect voice and/or touch tones using a normal phone call. The IVR system can respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed. IVR systems can be used to control almost any function where the interface can be broken down into a series of simple menu choices.

MRC: Monthly Recurring Charge – the monthly charge required to support a service.

NRC: Nonrecurring Charge – a one time charge, often an installation fee

POTS: Plain Old Telephone Service – analog telephone service with no special features, an example is the telephone service in a residence.

PSTN: Public Switched Telephone Network – the telephone network operated by companies such as Qwest and Verizon.

Supervisor: Call center work group supervisor

TDM PBX: Time Division Multiplex Private Branch Exchange – time division multiplex is a method of passing multiple simultaneous voice conversations on the same pair of wires. This is accomplished by digitizing the voice signal and sending the digital information every 125 milliseconds. A private branch exchange is a privately owned electronic device capable of switching telephone calls. See IP-PBX to compare to current/future technology.

TTY Device: Text Telephone / Teletype Terminal / TeleTYpewriter (TDD), a Telecommunication Device for the Deaf. A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type text messages. A TTY is required at both ends of the conversation in order to communicate.

UCD: Universal Call Distribution – similar to an ACD. Does not have reporting capability or skills based routing.

SECTION 1 SCOPE OF WORK/TECHNICAL REQUIREMENTS

1.1 Project Overview

King County currently utilizes both ACD and UCD applications. The county is considering moving some or all of the existing and future ACD and UCD applications to a hosted service. The Contractor will be responsible for all tasks related to initial setup, installation and maintenance of the hosted ACD service for each group represented, including technical support.

The county desires a web based feature permitting changes to be made by the county to the call center configuration including changing messages and agent management. The county may opt to have the Contractor perform MAC activity as well.

Typically, the county has less than ten agents assigned to each call center. Transit and Public Health have larger groups, up to 40+ agents. The service shall be capable of expanding to larger configurations capable of supporting up to 500 active agents and 100,000 calls per 24 hour period.

Agents typically log in to the call center from within the county's voice network. The county is desires a service capable of supporting the ability to log in remotely from any telephone type and location.

The county will only pay for the amount of service actually used and not capacity set aside for growth or emergency use.

1.2 Objective

The county's objective is to obtain a reliable hosted call center and IVR service capable of providing support to county employees located at a county site (in-house) and teleworkers or other employees remotely located. The service shall also be capable of scaling in near real time to include employees who have not previously been associated with any call center group in the past. The ability to scale will be used in case of an emergency such as the avian flu when the county would need to immediately increase agent capacity using employees not previously associated with call center work, such as clerical staff and management.

1.3 Project Timeline

Many King County agencies including Transit, Public Health, Assessor's Office, District Court and the Recorder's Office have expressed an interest in this service. The county will determine the order in which the agencies will migrate to the hosted service. Installations shall begin as soon as practical following the award of a contract.

Other call center and IVR installations will follow at the county's discretion.

1.4 Scope of Products and Services

The Contractor shall be responsible for all activities related to initial setup, installation and maintenance of the hosted call center and and/or IVR service including meeting with each County agency to interpret their business functions and requirements then relating them to the overall application design to meet the agency's specifications.

The Contractor shall provide individual consultation for both initial design and MAC activity with individuals well versed in the Contractor's offering and in all areas of call center operation, to be included in the pricing based on a flat rate and/or hourly rates.

The county has approximately 40 UCD groups with one to 40 agents, averaging eight agents. In addition to the UCD groups, the county has 12 central office based ACD groups with four to 56 agents, averaging 16 agents and other CPE hosted ACD groups. Many of these ACD groups use an IVR to

route callers. Some groups operate providing service to the county's constituency 24 X 7, others only during regular business hours.

Each existing ACD or UCD group replaced by the hosted service shall retain, at a minimum, the existing size and IVR capabilities. To assure this, the Contractor shall meet with the agency representative and a telecom group representative to support and guide the county through call center and IVR design.

The county may request a calculating tool, either web based or Excel based so the county can calculate the cost of adding additional call centers or IVR applications in the future.

1.5 Call Center Service Deliverables

During the course of the call center installation and working with King County, the Contractor shall provide the following documents:

- A. Test Plan and specific Test Cases for use in the Acceptance process
- B. Operations Support Plan, including security, backup and recovery strategy
- C. Training Plan, Training Material and Training Sessions for agents and supervisors

SECTION 2 Proposal Response Questions/Requirements for Section One

A. Project Planning

Provide an implementation and cutover plan addressing the questions below. The document shall list milestones, a timeline consisting of days per milestone and risk mitigation as described below. Do not indicate start/finish dates.

1. The Contractor shall provide a project manager approved by the county. The county retains the right to remove the project manager if not satisfied with his or her performance.
2. 100% of all call center routing and features will be tested and operative.
3. Critical agencies, such as Public Health and transit, cannot tolerate service interruptions related to a network conversion due to the nature of their relationship with the public. The County requires an implementation plan that will minimize the time required to convert to new service. The implementation plan shall address all resources required from the County as well as the Proposer's own resources.

B. The following are cutover plan requirements:

1. Some county agencies planning to use the call center service provide emergency services or 24X7 services and cannot tolerate downtime. The cutover plan shall minimize downtime.
2. By 6:00 AM the first County business day after cutover, 99 percent of all agents shall be fully operational.
3. The county requires cutovers be conducted outside of county business hours, 7:00 AM to 6:00 PM.

C. Statement of Work

1. Provide a Statement of Work describing how the Proposer plans to achieve the objectives and deliverables of the call center replacement project.
2. Proposers shall include tasks, activities and the organization responsible, i.e. King County or the Proposer. Schedule, performance metrics, acceptance criteria, personnel to be provided by King County and by the Proposer and equipment to be provided by King County. Upon agreement by King County the Statement of Work will serve as the definition of the call center project.
3. Proposers shall provide names and resumes; specifically identifying experience with call center implementations, for all personnel provided by the Proposer identify the roles each will have during the call center project. The Contractor shall notify King County in advance of any changes to proposed personnel for approval by King County.
4. The Contractor shall configure the call center service, working with the OIRM Telecommunications Services and agency staffs.
5. Detailed test plans for the service shall be provided to the county at least two weeks before the first scheduled cutover. These plans shall be approved by the county before the cutover.

D. Contingency Plan for possible fall-back to existing system

In a separate attachment the following:

1. Risk Mitigation Plan
2. An Issues Management Plan

E. Required King County Resources

1. Provide the estimated number of hours for each cutover required of King County resources for the groups listed in the table below. If there are group(s) not identified who would be involved in the cutover, list the group(s) and indicate the required hours.

GROUP	HOURS
Agency Representative	
Technical – Existing vendor	
Technical – Telecom staff	
Technical –Network staff	
Technical – CPE Technician	
Building access – Pre-Cutover activity	
Building access – Agency Telecommunications coordinators	
Building access – Cutover activity	
Project management	
Training time, per agent	

SECTION 3 PROPOSER TECHNICAL QUESTIONS/ REQUIREMENTS

3.1 Required Tasks, Products or Services

The county has grouped required capabilities and services below under general headings. Describe how your product best meets the county's requirements, provide additional information as appropriate. Proposers are again encouraged to make their answers brief while still being complete.

3.2 Call Center Capability

A. Describe call center capability, with emphasis on the following requirements:

1. The county does not expect to purchase any additional equipment or software. The service shall be fully hosted. The Contractor shall own, operate and maintain the equipment required to support the hosted service.
2. The solution shall interoperate with all county telecommunications services including Centrex, NEC and Nortel PBX switches, Cisco Call Manager IP –PBX and cell phones. Describe how the Proposer's system interfaces with each of these services or systems.
3. Ability to accept in-bound calls from a local telephone number or a toll free 800 number.
4. Ability to transfer or conference in other lines both inside and outside the county's voice network, including other call centers, other agencies, TTY and language lines. This feature shall be supported for both in-house and remotely located agents or supervisors.
5. Ability to interface with callers using a TTY device. A chat line is acceptable only if the county agent is able to remain dedicated to the one TTY conversation without additional chat calls or telephone calls being put through.
6. The county shall retain all existing call center lead/pilot telephone numbers, including toll free 800 numbers.
7. The service shall be able to route call based on wait times in the queue, to different destinations based upon an accurate prediction of the expected wait time in queue for each call center, i.e. overflow routing.
8. The solution shall interoperate with all county telecommunications services including Centrex, NEC and Nortel PBX switches, Cisco Call Manager IP –PBX and cell phones. Describe how the Proposer's system interfaces with each of these services or systems.
9. Grade of Service Requirement: The Contractor's overall service shall be engineered to meet or exceed P.01 grade of service.
10. Grade of Service Requirement: The Contractor's service shall be engineered to meet or exceed P.01 grade of service for each individual call center.
11. The County will retain the current five-digit dial plan. Dialing "9" provides access to the PSTN and allows long distance dialing for a limited group of users. Access to the long distance network for the average user is defined by an access code of "8". The County has numbers in four NXX's within the 206 area code. There is one clean number range of 10,000 numbers. The county does not own the entire number range for the remaining NXX's. However, all county telephone numbers can be dialed directly from outside the county's voice network.
12. Describe the total system capacity for all customers. The County is seeking assurance that in the event of a national or global emergency such as a pandemic, the Proposer's overall system will be capable of providing sufficient support for in house and remotely located agents while other customers (regional or nationwide) simultaneously may request increased call center support from Proposer.

13. On a daily basis, the county requires the ability to support from one to 40 active agents simultaneously per call center. Is there a limit to the maximum number of simultaneous calls the Proposer's service can support in a single call center?
14. Indicate the maximum number of active agents conducting simultaneous calls the Proposer's service can accommodate at one time, system wide and per call server.
15. Agents shall be able to log in or gain remote access from any location using a cell phone, land lines or via the Internet.
16. Ability to use skill based routing within a call center group
17. Indicate to the calling party the estimated wait time in queue
18. Connect up to 30+ independent call centers with varying staffing patterns
19. The ability to set different permissions levels for administrative/supervisory functions
20. The service shall scale to meet the county's temporary needs due to seasonal or emergency fluctuations. The county anticipates the need to rapidly increase a call center size by up to 500 additional agents using employees not formerly associated with any call center group and 100,000 calls per 24 hour period. Note - the county will only pay for the amount of service actually used and not capacity set aside for growth or emergency use.
21. The service shall support multi-site call routing to enable including both remote and in-office agents in the same queue.
22. The solution shall provide multi-site call routing from within the same queue
23. The ability to play a recorded "hold" message every 45 seconds, play music on hold or music in queue, with the ability to insert informational announcement recorded either remotely or on-site by the county.
24. At the county's discretion, the service shall support the ability to plan an informational announcement recorded by the county. This functionality shall be available on a call center by call center basis.
25. Shall support a threshold where additional callers overflow to another call center within the same call center, a second call center or voice mail box or external telephone number.
26. Provide the number of call center skill groups supported on your system.
27. Describe the number of skills that can be assigned per agent
28. Supervisors shall have the ability to change or set call center thresholds for queuing and rollover.
29. Indicate the maximum length for announcements per call center. Some county call centers require 60 – 120 seconds.
30. Can one agent sign into different call centers? For example, could an agent log into call center 'A' in the morning, then sign into call center 'B' in the afternoon?
31. Provide illustrations of your proposed platform with detailed information regarding hardware and software requirements. Include any onsite configuration changes essential for a successful managed solution operations including servers, IVR, Automated Attendant, databases, PBX, etc. Provide the number of servers that would be required, if any, and any additional hardware /servers and software that might be required. Provide the topology of the proposed system, including all hardware, showing PSTN connectivity, LAN connectivity, and transport.

32. Describe hardware and software requirements for remotely logged in agents including PC, operating system, RAM, disk space, web browser and any other software or hardware necessary to allow an agent to remotely log in to a call center.
33. Describe the method the Proposer's system uses in administering agent login IDs, and the number of agent IDs per call center.
34. Describe any other capabilities of the solution that would be of interest to the county.

[Proposer's Response:](#)

3.3 Service Configuration

- A. Describe how the proposer will assist the county with call center design with emphasis on the following requirements:
 1. Typically end users will reuse their existing telephone numbers, however, some will be assigned new telephone numbers. The issue of new or reuse existing telephone numbers will be determined by the county.
 2. The Contractor shall meet with agency representative(s) and telecom to support and guide the county through call center or IVR design.

[Proposer's Response:](#)

3.4 Support For Remote (Telecommuting) Agents

- A. Describe support for remote (telecommuting) agents, with emphasis on the following requirements
 1. Describe your ability to support remote, work at home, call center agents with IP soft phones, cell phones, digital, and/or analog sets.
 2. Remote agents shall have the same features and support in house agents enjoy, list any limitations for remote workers in comparison to in house call center agents.
 3. List the number of remote agents the application can support. List any additional hardware or software needed to support this functionality.
 4. Describe the required telephone service, Internet connectivity, hardware and software necessary to support remote agents.
 5. Describe how the solution will deploy to remote or satellite locations with all the capability and functionality of the host.
 6. The county is concerned with voice degradation. Describe the Proposer's method of supporting Quality of Service (QoS) at the PSTN level for the voice channel for remote, work at home agents. Provide details of this capability.
 7. Indicate the maximum number of remote sites the system can support.

[Proposer's Response:](#)

3.5 Reporting Capability

- A. Describe reporting capability, with emphasis on the following requirements:
 1. Call data reporting by area code
 2. Call data reporting by menu options/topics selected by callers, both real time and historic reports

3. Reporting capabilities shall be flexible and reports easily, truly and fully exportable to common applications, such as Excel, Access, Crystal Reports, etc.
4. Minutes used and related charges to allow the county the ability to track the service costs.
5. Provide screen shots or sample reports as appropriate to assist the county in understanding the product.
6. Reports shall be available for individual agents. For example, the ability to perform a real-time audit of an agent showing the agent's log in time and a running chronology of each state - log-on time 'WORK,' each call answered + duration, 'IN,' 'NOT READY,' 'BREAK,' etc. At any point during the day we would want to be able to audit an agent and see up-to-the-minute stats on her/his productivity & performance. Per Agent statistics on the number of Agent transferred calls including the destination number if possible, number of outgoing calls made by the agent with destination number if possible and a short call report for calls lasting less than 10 seconds. Please advise how long historical report statistics are available for Call Centers and Agents. Describe reporting capabilities for individual agents.
7. A system level report indicating the call flow and menu options for each call group. The report should be available in real time, accessed via a web page.

Proposer's Response:

3.6 Training

- A. Describe the recommended training for end users and supervisors including the following issues.
 1. The county desires an intuitive service requiring minimal training requirements for agents.
 2. Provide a copy of the Proposer's training material, for both administrators and agents.
 3. The Contractor shall provide training before the cutover for all county agents and call center supervisors at the county's site.

Proposer's Response:

3.7 IVR Capabilities

- A. Describe IVR capabilities with emphasis on the following requirement:
 1. Voice activation of recorded menu options i.e. making menu selections by voice or DTMF tones. Indicate how many and which languages are supported by the voice activation feature.

Proposer's Response:

3.8 IVR Administration

- A. Describe the capabilities to administer the IVR system remotely including the ability to record and change all of our own text, prompts, commands and messaging, and ad hoc messages either locally or remotely.
 1. Can the solution provide IVR CTI integration to address the caller's needs before they reach an agent?
 2. Can the system be integrated with other vendors' equipment? List supported standards and what systems the IVR can integrate with.

Proposer's Response:

3.9 IVR Telephony Interface

- A. Describe the telephony interface hardware.
 - 1. List the standard interfaces supported by Proposer to NEC and Nortel PBXs, Centrex, Norstar key systems and Cisco Call Manager, switching systems.

Proposer's Response:

3.10 IVR Database Interface Capability

- A. Describe the capabilities – and limitations – of the Proposer's IVR component as it relates to being able to interface with a complex database - that may be provided by the County or by another vendor – to provide pre-recorded concatenated information messages to callers.
 - 1. Does the service provide a calendar function capable of scheduling by date, day and time when pre-recorded standard and custom announcements will play?

Proposer's Response:

3.11 Monitoring Capability

- A. Describe monitoring capability, with emphasis on the following requirements:
 - 1. Real time monitoring of call center and queue status including length of calls, lost calls and number of callers in queue.
 - 2. Supervisor Web/online access to operator activity
 - 3. The ability to monitor agents in real time is very important to the county - both by setting up for the next call and by "barging" into a call that is already in progress.

Proposer's Response:

3.12 Supervisory Barge-In And Call Recording

- A. Describe how an agent can request supervisory barge-in to provide immediate assistance with a caller.
 - 1. The capability to see an on-screen representation of the call in real time - such as the time answered, running stats of 'IN,' 'HOLD' or states of the call, when monitoring an agent.
 - 2. When monitoring agents the county must be able to monitor successive calls without having to log off and log back in including the ability to hear entire calls and stay on between calls to monitor the beginning of the next call.
 - 3. The ability to record selected or all calls, both by agent and by call center. Agents and supervisors shall be able to initiate recordings.
- B. Describe how to listen to a previously recorded call
- C. Describe the ability for Supervisors to schedule recordings of agents for review and observation purposes.
- D. Describe ability for agents to record malicious or threatening conversations.
- E. Describe any other monitoring capabilities of the Proposer's solution.
 - 1. The ability to fully manage the supported call centers remotely if necessary. These functions include features such as monitoring - described above; messages to agents -

- individuals groups or global; report management real-time viewing from the system to the agent level all administrative functions and "forcing" agents into other modes. An example of 'forcing' an agent into another mode would be the ability for a Supervisor with specific permissions to log the agent off. Indicate any functions that cannot be remotely performed.
2. The ability of the supervisor to force the call center into night mode even when callers remain in queue.

Proposer's Response:

3.13 County-Performed Change (MAC Activity)

- A. Describe the level of change the county is able to make to the call center service emphasizing the following:
 1. Creating a new call center
 2. Creating a new agent
 3. Deleting a call center
 4. Deleting an agent
 5. Changing announcement recordings. Indicate the maximum length for announcements per call center. Some county call centers require 60 – 120 seconds.
 6. Indicate which activities must be performed by the Proposer.
 7. The county shall be able to remotely or on-site add, delete or revise recordings at no additional charge.

Proposer's Response:

3.14 Repair And Disaster Recovery

- A. Describe the service/solution's ability to survive a local or nation-wide disaster, pandemic or major security incident with emphasis on the following requirements:
 1. Is there geographic redundancy, or is there a single-point of failure?
 2. Is call center service configured to support 99.999% uptime?
 3. Proposer shall provide 48-hour notification for scheduled routine maintenance to the county's telecomm department. Routine maintenance shall be scheduled outside of the county's regular business hours Monday through Friday, 7:00 AM through 6:00 PM Pacific Time.
 4. In the event of system wide failure, the Proposer shall be able to recover the system and all associated data including IVR prompts within two (2) hours.
 5. Some locations require 7X24 hours service response. Any loss of service is considered major.
 6. All other sites will require service response from 7:00 AM to 6:00 PM Monday through Friday Pacific Time.
 7. The county's telecom group will be the Contractor's primary point of contact when the selected Contractor and county employees work together to resolve an issue. Should an issue occur outside of regular business hours, the calls will be directed to the NOC, staffed 24x7.

- B. Describe Proposer's business continuity plan as it relates to the ability to retain adequate workforce to support King County in the event of a natural disaster, pandemic or major security incident. Confirm that the plan is periodically reviewed and updated and that the Proposer's emergency plan is periodically tested
1. Definition of Severity and Required Response Times
 2. Repair will be performed on an emergency and routine basis depending on the following criteria outlined below
 - a. Major Outage
 - b. Loss of lead/pilot telephone number or functionality within a call center.
 - c. Any instance when the ability to serve the public or protect employee safety is severely affected. The final determination of what will be considered an emergency call out will be at the County's discretion.
- C. Minor Outage
1. All other outages are considered to be minor outages.
 2. Service Response times
 3. The Contractor shall respond to service issues within the maximum time intervals, labeled 'RESPONSE TIME' specified in the SERVICE RESPONSE TABLE.

Table 2

SERVICE RESPONSE TABLE	
FAILURE TYPE	RESPONSE TIME
Major Outage	Two-hour response, 7 AM to 6 PM, County business workdays.
Some sites, at the County's discretion, will require 7X24 service response, two-hour response time.	Two-hour response, 7X24.
Minor Outage, all others	Next business day

- D. Holidays Defined: The following holidays comprise the County's holiday schedule for most call centers:
1. New Year's Day
 2. Martin Luther King Jr. Birthday
 3. President's Day
 4. Memorial Day
 5. Independence Day
 6. Labor Day
 7. Veteran's Day
 8. Thanksgiving
 9. The Day After Thanksgiving
 10. Christmas Day

Although call center staff may not work on some or all county holidays, the system shall still provide a minimum of pre-recorded message provision. There are circumstances such as a disaster or emergency when various call centers would be operating on these holidays.

- E. Dispatching a Technician: If a technician must be dispatched, the County requires that the technician will be on-site, with appropriate test equipment, spare parts, and other resources as required and working to resolve the County's service issue within the time durations specified in the Service Response Table.
- F. Trouble Report Closure Call: Regardless of the Failure Type the Contractor shall communicate with the originator of the trouble report and convey the information requested below
 - 1. The nature of the problem.
 - 2. When the problem was resolved
 - 3. The trouble report closure call should occur within four business hours after the issue has been resolved.

Proposer's Response:

3.15 Desirable Features Or Services

The following services are desired by the county but not required. This section is scored; the Proposer is encouraged to be complete but brief in their response.

- A. Does the service offer a workforce scheduling solution? If so, is the scheduling limited to call center agents, or can it be used for other employee scheduling needs?

Proposer's Response:

- B. Does the service offer an automated customer survey/agent scoring /tracking system?

Proposer's Response:

- C. Can the service save a caller's place in the queue and call them back when an agent is available?

Proposer's Response:

- D. Can the service save voice mail messages and route them back into general or individual queues?

Proposer's Response:

- E. Does the service offer a Workforce scheduling tool taking advantage of outbound dialing capabilities, enabling "automated agent alert notification" to fill an urgent scheduling need? The county foresees using this during an emergency when employees not formerly associated with a call center would be added immediately to a group.

Proposer's Response:

- F. Can phone, email, and chat be combined into the same queue? If so, can the agent select which option they will receive incoming calls on?

Proposer's Response:

- G. Does the service offer benchmarking services to track and guide the effectiveness of improvements and enhancements to technology or practices?

[Proposer's Response:](#)

- H. Describe the system's ability to provide Callback Messaging including the following:
1. Describe the ability to give callers the option of leaving a message requesting to be contacted later, as opposed to waiting in queue for a live agent.
 2. Describe the method of launching a call to an available agent to deliver the call back message with specified time and telephone number.
 3. Describe the method used to launch the callback to the customer.
 4. Describe the ability to distribute callback messages to available agents.
 5. Describe the ability to receive messages after normal operating hours and route callback messages at start of business.

[Proposer's Response:](#)

- I. Does the product have the ability to only accept calls from specific area codes?

[Proposer's Response:](#)

- J. The county prefers the service allow conference calls and transfers to other telephones on the county's voice network via five digit dialing for both in house and remote agents. Describe the service's ability to support both in house and remote agents for five digit dialing.

[Proposer's Response:](#)

- K. The ability for individual agents to see in real time how many calls in queue on a reader board or on their computer terminal.

[Proposer's Response:](#)

3.16 PROPOSAL MANAGEMENT QUESTIONS

- A. Describe the Proposer's ordering and billing processes. The county requires the service be billed on a per call center basis for capacity, software or licenses.

[Proposer's Response:](#)

- B. Describe in detail the Proposer's support processes, include specifically the processes and contact information which users will use when requesting service, reporting a problem and questioning their bill.

[Proposer's Response:](#)

- C. Describe the Proposer's standard process and timeline for any new product implementation.

[Proposer's Response:](#)

- D. Provide standard intervals for MAC activity addressing the following;

1. Create a call center as described below.
 - a. Two telephone numbers, one local, one long distance
 - b. Three announcements
 - c. Night call forward to voice mail
 - d. Overflow to another call center after queuing greater than five minutes
 - e. Ten agents
 - f. One supervisor
 - g. Add an agent
 - h. Delete an agent
2. Create an IVR as described below
 - a. Three selections
 - b. First selection, plays a recording
 - c. Second and third selections route to a call center
 - d. Change an IVR

Proposer's Response:

3.17 Proposer Qualifications

A. References

The Proposer shall provide the names of at least three (3) current customers with whom they have entered into a similar agreement as is being requested in this RFP. Of these, at least one should be from the public sector. The county prefers installations with a system wide total of at least 500 active agents.

Should any reference submitted by a Proposer be found unsatisfactory, King County, at its sole option, may reject that Proposer's offer. King County shall be the sole judge in determining a satisfactory/unsatisfactory reference response. References shall be submitted with the RFP response.

1. The contact name, address, and telephone number of the customer.
2. Month and year of installation
3. Brief description of the service including number of log-ins

Company Name: _____

Company Address: _____

Company Phone: _____

Contact Person: _____

Dates: _____

Company Name: _____

Company Address: _____

Company Phone: _____

Contact Person: _____
Dates: _____
Company Name: _____
Company Address: _____
Company Phone: _____
Contact Person: _____
Dates: _____

Proposer's Response:

3.18 Company Profile

A. The Proposer shall provide the following information.

1. Company's full name

Proposer's Response:

2. Location of the Company's headquarters

Proposer's Response:

3. Length of time the company has provided hosted call center service

Proposer's Response:

4. Whether the company is publicly or privately held

Proposer's Response:

5. Location of company offices and service centers pertinent to your proposal, including numbers and types of staff at these locations

Proposer's Response:

6. Provide proof of financial stability as evidenced by supplying a set of current audited financial statements including, but not limited to, Income Statement, Balance Sheet and Cash Flow Statement.

Proposer's Response: