1. How many languages are required for automated or recorded services (i.e., English, Spanish etc.)? English and Spanish is our current use. Please specify if other languages are supported.
2. Screen Pop is listed as a requirement.  Please explain what screen needs to be popped (i.e., which application, what fields will be used, etc.). Workspace (Inhouse CRM) member screen is popped up using first name, last name, last 4 of social and date of birth as search parameters. Do you intend on using a static database or data table within your new MECP, or do we need to connect to a backend database? Connect to a backend system. If we need to connect with an existing application, what platform do you use and what types of integration are supported?  Connect to a backend CRM system called Workspace via REST web service.
3. Is the intent to have customer specific data popped for the agent?  Yes.
4. If so, do you want to use the caller’s ANI to locate the customer record?  Member screen is popped up using ANI, first name, last name, last 4 of social and date of birth as search parameters
5. If not, please describe what you are looking to have popped.
6. Please describe what is meant by “IVR Self Service.” Do we need to connect your IVR to a backend database or do you plan to use static responses?  Backend application, Workspace and Knowledge database.
7. If we do need to connect to a backend database:
8. What do you currently use? Workspace (in house CRM)
9. What information needs to be sent to and received from the backend database? For member information, first name, last name, last 4 of social and date of birth is sent.
10. What type(s) of integration does your backend application support? REST web service
11. For AI assisted chat capabilities, do you plan on using a static database or do we need to connect to a backend database. If so, what is this database?  Workspace and Knowledge database.
12. Do you have a training team to support train-the-trainer, or would you prefer C1 to provide end user training?  Prefer vendor provided training, but train-the-trainer can be an option.
13. Would you like administration training or do you intend to rely on your partner to make system changes? Administrator Training is desired.
14. Do you intend on using any form of SSO for your users (SAML, Oath, etc.)? Yes.  If so, please describe. SAML
15. Do you have any compliance requirements; I.e., HIPAA, PCI, CCPA?  Please explain. We do abide by HIPAA compliance requirements.
16. Do you use VDI?  If so, please describe. The application requirement is to have browser access only.
17. Do you intend to continue to use your current telecom carrier, or do you need the provider to source one for you?  We would prefer to keep the current telecom carrier as we have volume arrangements for our other enterprise demands. However, we are open to proposals that offer advantageous cost benefit.
18. Who do you currently use as a carrier?  ATT
19. Do you plan to bring this carrier to your new MECP platform?  See response above.
20. Are you involved in a contract that you will be required to bring your own carrier?  No.
21. How many Toll-free numbers do you have? Three  How many DID numbers do you have? N/A All DIDs are in Teams and we have approximately 300.
22. What is your breakdown of agents, supervisors, and admin level users? How many of each? 200 Agents, 35 Supervisors, 3 Admins
23. Do we need to connect to any legacy phone systems?  Microsoft Teams
24. If so, please describe in detail the system and any transfers that might need to take place between the two systems.  CC Agent to Teams Non-Agent staff
25. How many main IVR call flows do you use? Please describe your call/menu and submenu tree in detail.  Three splits/services and one announcement/informational. Calling 800-786-6464 will provide a better understanding of our current menu tree.
26. Do you have multiple numbers connecting to separate IVRs?  Please describe in detail. Single toll free number to three splits and an announcement.
27. Please describe your outbound call center usage.
28. Do you use automated dialing?  Not currently used, but desire the capability.
29. If so, please describe in detail.
30. Will you need any TCPA compliance partners?
31. Is this voice only or do you use other channels? Please describe in detail.
32. Do you use individual dialing?
33. Is it omnichannel or voice only?
34. If omnichannel, please describe in detail the other platforms you use.
35. Please describe in detail your inbound omnichannel usage including number of queues and flows for each.
36. SMS?   Not currently used, but desire the capability
37. Web Chat?  Not currently used, but desire the capability
38. Social media?  Not currently used, but desire the capability
39. Email? Email is used with members but it is not being queued up, but desire the capability
40. Please describe any specific pain points with your current solution that you would like to see solved in your next solution.  All required and future solutions desired are covered in this RFP. However a few things that are essential to us is implementing a true callback process that keeps the member’s place in line. Also, we like to leverage the ability to establish a workflow to pre-qualify and validate members prior to speaking with a specialist.
41. Please describe any other unique needs that your contact center has that is not covered in the RFP.  All required and future capabilities desired are covered in this RFP.
42. Would LACERA consider porting numbers to respondent? Yes
43. Is Fed Ramp a mandatory requirement to respond to this RFP? No, it is not a requirement to respond to this RFP however, our current platform is FEDRAMP authorized. It would be a disadvantage if the responder’s platform is not FEDRAMP authorized.
44. Would LACERA be interested in seeing redundant DIA circuits as part of this bid? If so, what locations would they want DIA circuits to terminate in. We value redundancy and having appropriate backup and the reason we are soliciting for a hosted service. This would come into detailed discussion during the implementation phase. However, any terminations would be at Pasadena, CA.
45. Would LACERA consider respondent taking over full managed services for either the UCaaS, CCaaS, or both environments? CCaaS only as we already have in-house managed MS Teams for our UC. If yes for UCaaS, would LACERA be able to provide more detail around current Microsoft Licensing, user counts, current devices, gateways, ATA's etc?
46. Is Exhibit E a requirement of the bid response, or will this be required to be provided by the awarded vendor? The latter. If selected through this RFP process, the respondent shall provide an initial Security Controls Assessment in the form attached hereto prior to executing an agreement with LACERA.
47. Please describe the use for each of the below applications: The intent of this question is to ascertain that your application has out of the box integration with the following applications by responding yes or no. If no, then describe any possible exceptions to data exchange/integration with them.
    1. Out of the Box Integration w/ ServiceNow - service ticketing system
    2. Out of the Box Integration w/ MS Dynamics - general ledger
    3. Out of the Box Integration w/ MS Teams - UCaaS
    4. Out of the Box Integration w/ Zoom – conferencing system
    5. Out of the Box Integration w/ GoToMeeting – conferencing system
48. What is your current CRM and Ticketing System in place? LACERA’s CRM is an in-house developed application called Workspace. Ticketing System is ServiceNow. Case Management system by Eccentex.
49. Please describe the type of integrations with Outlook, ie. Just receiving and sending emails, or scheduling as well? The intent of this question is for the respondent to acknowledge if the proposed application has integrations with Outlook or not and if there is, please provide the features.
50. Please verify how these channels tie into LACERA’s current needs: The intent of this question is for the respondent to acknowledge if the proposed application has these channels available or not. LACERA currently does not use them, but plans to expand to using them.
    1. Social
    2. Social media channels, with alerts and notifications when mentioned
    3. Facebook/Facebook Messenger
    4. Twitter
    5. Instagram
    6. Telegram
    7. YouTube
51. Regarding RFP doc Section 7 Contract for (type of service) Section 17 SOC-2. Is a SOC-2 Audit and report required for the successful awarded vendor? Yes.
52. Is an audit and report for ISO 27001 adherence acceptable in lieu of the SOC-2? ISO27001 is acceptable but a SOC2 is preferred.
53. Gryphon Networks is parenthetically listed Exhibit C with respect to DND contact scrubbing. Does LACERA have an existing relationship with this vendor for DND sourcing or are they otherwise a preferred provider for DND scrubbing? No relationship nor preference with Gryphon, this was used only as an example.
54. E911 is stated as in use. Please provide high/level information regarding the E911 solution. If offered through an existing E911 provider, please identify; the provider (for consistency between UCaaS; CCaaS) or otherwise, identify as E911 manually provisioned through local carrier. We use the E911 feature available in MS Teams.
55. Are agents expected to exclusively use the CCaaS solution for all telephone services or will they also be enabled for Teams Calling or given Teams Phone DIDs? (independent of Teams meetings, audio conferencing, chat). Specialists use the current AWS Connect for all member contact services. However, Specialists are currently enabled for both Teams and AWS Connect. The Specilist are generally not provisioned for Teams DIDs. Supervisors do have Teams DIDs.
56. If LACERA is utilizing SBCs; Direct Route, please describe: No.
    1. make/model/quanitity
    2. current licensure/capacity status (SIP Sessions)
    3. Please also identify if current contact center traffic is traversing local SBCs or terminated directly with Amazon Connect No SBC user nor are we terminated directly with Amazon Connect.
57. Regarding the identified Microsoft Teams UCaaS solution, is LACERA utilizing Session Border Controllers (SBCs)for telco termination on this deployment today (Direct Route) or leveraging Teams Calling Plan? No SBC, we are utilizing Teams Calling Plan currently.
58. Is a separate lab, development, or training environment a requirement? Yes.
59. How many agents/supervisors (concurrency based) 200 Agents, 35 Supervisors, 3 Admins
60. Does LACERA have or can you provide a "user story" or detailed description of the data elements needed for interchange between the CCaaS and CRM solutions? First name, last name, last 4 of social and date of birth are the preferred set of elements to find and return member information from the CRM “Workspace”.
61. What CRM solution(s) are currently being used and will require ACD integration? In-house developed CRM called Workspace. Case Management System by Eccentex.
62. LACERA is asking for pricing reflecting up to a five (5) year term with two possible one-year extensions but reserves the right that contracts may be terminated at LACERA convenience at any time; We understand the ask for the right to terminate for convenience, however typically when an organization enters into a multi-year contract they are liable for any costs identified as non-cancellable (e.g. subscription costs, etc.). Is this acceptable or would LACERA prefer an initial shorter term such as a 1 year term with multiple one-year extensions or something to that effect? This would not impact non-appropriation clauses which would be standard for this contract. This can be discussed in detail during the contract negotiation phase with the winning vendor.
63. Is HIPPA required? Yes.
64. Is FEDRAMP required? Our current platform is FEDRAMP authorized and we prefer this.
65. What authentication protocol SSO (Single Sign On), SAML (Security Assertion Markup Language), is LACEDRA using today? LACERA uses SAML.
66. What authentication protocol, MFA (Multi-Factor Authentication), is LACERA using today? Microsoft Authenticator.
67. Can LACERA provide more details on the volume of alerts? Is it single mass alerts, etc.? We currently do not have this functionality, but we desire it. The vendor is asked to affirm if they have this function or not and if yes, have the opportunity to present its functionality.
68. Does LACERA use Short Codes today? Yes, however we currently do not employ a custom LACERA ID just a six digit number.
69. Does LACERA use a DND contact scrubbing application or service? Not currently.
70. Can LACERA provide additional details on the expectation for the solution to have the ability to create new lists? We currently do not have this functionality, but we desire it. The vendor is asked to affirm if they have this function or not and if yes, have the opportunity to present its functionality.
71. Can LACERA clarify the expectations Outbound CLID and Local Presence? We currently do not have this functionality, but we desire it. The vendor is asked to affirm if they have this function or not and if yes, have the opportunity to present its functionality.
72. What endpoints are you desiring to use for your agents, a WebRTC/browser softphone, physical handsets, etc.? If physical handsets, what types are you using? We currently use WebRTC/browser softphone along with headsets.
73. LACERA is asking for audio alerts from the speaker/headphone. Can LACERA clarify if this ask is for an agent notification tone or announcement in the agent headset of a new interaction? We currently have a whisper announcement for new interactions.
74. LACERA is asking for Contact classification codes. Is LACERA asking for disposition codes or something else? These two terms are interchangeable for us.
75. Can LACERA clarify the question about branding the chat window using the LACERA.COM style? The chat window shall follow LACERA’s branding color, and logo and portal style guidelines to be provided.
76. Are you required to record all calls and if not, what percentage of calls do you record? Same question for screen recordings? We require compliance level recording of all calls and screens.
77. Can LACERA provide additional details on the Call Back variable expectations asked for on tab (Inbound Call Center Capability, Cell A48. A49, A50, A51, A52)? These are real time statistics (for wait time, calls in queue, oldest call in queue, time in queue, cycles in queue) that we would like to track of a members/callers that gets dropped into the queue. The vendor is asked to affirm if they have these functions or not and if yes, have the opportunity to present its functionality.
78. What authentication methods for callers is LACERA using today? We use a set of standard and secure validation questions which the Specialist poses to the members during the call.
79. Can LACERA provide more details on the expectations of agile system to assign agents calls? This refers to providing the supervisors the ability to quickly manage and reassign agents to a different or blend of queues or services.
80. Does LACERA have staff trained and certified on Telephone Consumer Protection Act (TCPA) compliance regulations? We currently do not have a formal outbound split. No, LACERA staff are not trained or certified on TCPA.
81. Does LACERA subscribe to a 3rd party language line for additional language support? No. However, LACERA would like the ability to do this in the future as we may need to expand our language offerings.
82. Are LACERA ACD voice prompts recorded professionally or in-house? Or do you plan on using Text to Speech for prompts? We currently use Text to Speech for all prompts. We can and have done in-house recorded voice prompts.
83. Is LACERA using any Gamification today? No, but that is desired.
84. Is LACERA currently performing CSAT surveys today? Yes.
85. What wallboard displays are LACERA using today? There are no wallboards in use today, but it is desired.
86. Will LACERA require integration with other platforms, such as HCM, Payroll, and Helpdesk? CRM (Workspace) and Case Management integration is desired.
87. Can LACERA provide any additional information (API) on its homegrown Customer Relation management (CRM) solution? Does it support a REST API? Yes it does support REST API.
88. Are dedicated resources assigned to manage Quality Assurance and Quality Monitoring? Yes, we have a dedicated unit for Quality Assurance.
89. Does LACERA experience any peak enrollment or service windows during the year? If so, can details be provided? November, December, January, February, March are peak months. We also see a spike in follow up calls in April.
90. What is the supervisor-to-agent ratio at LACERA? There is no specification for supervisor-to-agent ratio, but the counts are 200 Agents, 35 Supervisors, 3 Admins
91. What is the current concurrent agent count at LACERA? Maximum concurrent count is at 73.
92. Does LACERA prefer Concurrent or name agent licenses? Concurrent is ideal for LACERA.
93. Is LACERA expecting the proposer to perform all levels of support from Tier 1 through Tier 3 for the new UCaaS/CCaaS solution? Yes. We have a HelpDesk to do triage and MACS, but we expect support for Tier 1 through 3.
94. Will LACERA currently have support staff on-site to perform MACS (adds/moves/changes)? Yes.
95. Regarding Exhibit H Section II, General Instructions. Please complete all columns in Tables 1, 2, and 3 by entering in the number of employees or individuals for each relevant category (not percentages). Blank cells will be interpreted as having a value of zero. Would you the locations of the tables referenced? Please see attached Excel worksheet.
96. Regarding Exhibit H line item 10.III. Track Record 10. Please complete the charts in Section II regarding your firm's workplace composition as defined by the Equal Employment Opportunity Commission categories for employees of your firm's U.S. operations. We also request completion of similar information for non-U.S. employees, absent any applicable legal or regulatory restrictions. Would you confirm the location(s) for the charts referenced in Exhibit H item 10? Section II does not have any charts or tables referenced. Please see attached Excel worksheet.
97. Is UC (non contact center users) part of this bid and if so how many? No it is not, but we expect integration with MS Teams.
    1. How many total agents? 200 agents
    2. How many concurrent Agents? Maximum concurrent count is at 73.
98. What is the due date for the RFP response submission? January 12, 2024.
99. How many users do you have on MS Teams Phone Today? Around 450 users.
100. Are all features required for all CC licenses? For example – does every user need outbound auto-dialer capabilities or only a subset of those users? For uniform costing purposes, yes please include all features.