

# Addendum 1

## RFP for Call Center Software

Contract Number DSU20061514-HDSOFTW

## Questions and Answers

The work/ clarification/ answers listed in this addenda shall be considered part of the Bid/ RFP document for the referenced project/ product/ services, etc.

Below are questions and answers regarding subject RFP. All questions are written in black color font and the **answers are provided in red color font.**

1. **Question:** What is the current PBX?

**Answer:** Siemens Hicom 300 PBX and an Octel Aria 250 Server for Voicemail.

2. **Question:** Are you looking for an on-premise call center or cloud based?

**Answer:** Cloud based

3. **Question:** How many supervisor seats are needed in addition to the 15 agent seats?

**Answer:** 12 agent seats and 3 supervisor seats

4. **Question:** Do calls to the call center need to be recorded? Retention period?

**Answer:** Yes. 1 year

5. **Question:** What is the Agent count for the CC environment that the solution will be supporting?

**Answer:** 12

6. **Question:** Will you accept a demo prior to a bid submission?

Answer: Yes

7. **Question:** What type of solution do you have in place today and is it meeting your needs?

Answer: We currently have a digital PBX that is supported by Centrex Trunks and PRI circuits. We have DIDS from Verizon that are utilized to support 4-digit dialing around the campus.

8. **Question:** Can we call the contact Center Manager?

Answer: At this time all questions should be in writing and sent to authorized contact prior to the deadline to received questions.

9. **Question:** Is Total Calls 10,830 per week or per month?

Month	Financial Aid	Student Accts	Others	Total Calls	Av. Calls Per Working Day
January-19	2984	3217	4630	10830	361

Answer: Per month

10. What phone switch is currently in place that services the agents?

Answer: We are currently using a hunt group routing solution so that a higher number of calls can be received in our areas.

11. **Question:** Is the RFP for Contact Center Software only, not to include staffing?

Answer: Contact Center Software only