TWIA New Phone System RFQ Respondent Questions and Answers

Note: A All questions were posed by prospective RFQ Respondents in random order. Submitted questions were presented as received without editing for grammar or sentence structure, and duplicates were retained to preserve the integrity of each inquiry.

Q 1.   Are the UC and CC license counts concurrent or named users? Are the 108 UC licenses a subset of the 110, or is TWIA looking for a total of 218 licenses?

A.   A total of 218 licenses with flexibility to increase rapidly.

Q 2.   Is TWIA looking for the service supplier to provide managed SBC's? Or will TWIA manage their own?

A.   If Session Boarder Controller, we want that managed by the vendor

Q 3.   Does TWIA have any Workforce Management/Agent scheduling needs?

A.   Not now and not in the foreseeable future.

Q 4.   What types of outbound campaigns is TWIA currently running?

A.   TWIA has no outbound campaigns.

Q 5.   Do you require any additional digital channels for your contact center in addition to chat / text? Examples would be video, email and/or social.

A.   No.

Q 6.   What are TWIA's retention policies for audio/screen recordings?

A.   90 days.

Q 7.   What kind of callbacks are required (if any)? Ex. Scheduled?

A.   If caller request to have someone call them back instead of waiting on hold and supervisor call backs.

Q 8.   What languages are you looking to support?

A.   English and Spanish.

Q 9.   Does TWIA have an existing knowledgebase used for bots and/or agent assistance?

A.   No.

Q 10.   What are some of the metrics / KPIs used for agent evaluation?

A.   AHT, Returned to Queue Calls, Calls Taken, Quality.

Q 11.   Does TWIA have any SSO needs? If so, what IDP is preferred?

A.   Yes, and we have our own provider.

Q 12.   What carrier is in place at TWIA? Does TWIA want to replace their carrier?

A.   Lumen and yes, we will want to replace the carrier.

Q 13.   Does TWIA expect that AI-powered call summaries will add value to the quality assurance and monitoring of agent performance?

A.   Yes.

Q 14.   Does TWIA have any third-party enterprise integrations such as Salesforce?

A.   Guidewire.

Q 15.   Does TWIA intend on retiring all physical handset devices?

A.   We currently do not have any physical handset devices.

Q 16.   Does TWIA wish to export statistics (i.e. drop-off rate, resolution rate, etc.) to a third party analytics or BI tool?

A.   No.

Q 17.   Does TWIA support remote work or will all employees need to be in the office connected to a VPN?

A.   Yes, all TWIA employees are remote workers

Q 18.   Will a CX Platform integrated with Microsoft Teams Voice be a potential UCaaS/CCaaS unified platform if TWIA chose to implement Teams Voice?

A.   Our preference to have the CX platform integrated into MS teams with the potential for a UCaaS/CCaaS unified platform.

Q 19.   Is MSFT Teams the current web conference provider in place today?

A.   Yes, along with Zoom.

Q 20.   Can the service be hosted in the AWS cloud?

A.   Yes, AWS can be used as a host for the cloud.

Q 21.   Are SMS capabilities a requirement, if so how many groups/queues require SMS?

A.   SMS is not a requirement.

Q 22. A list of IVR applications besides payment processing would be helpful to ensure all licensing and connectivity is accounted for.

    A.   Automated response with integration with Guidewire.

Q 23. Is Web chat/Web Messaging a requirement? If so, how many different domains will the TWIA require?

    A.   Web chat and web messaging are not requirements.

Q 24. Are agent workstations running in a VDI environment? (if so, which one?)

    A.   Azure Virtual Desktop.

Q 25. Can all users run our web browser-based soft phone (WebRTC), or do some users require a hard phone?

    A.   Yes, no hard phones with exception of conference rooms and meeting rooms.

Q 26. How many queues/groups will the TWIA require?

    A.   Currently 14.

Q 27. How many inbound flows will the TWIA require? Is this regarding the hunt groups or 1800#s?

    A.   8 inbound flows.

Q 28. Are there any other integrations to 3rd party applications required?

    A.   Guidewire if possible, and Teams.

Q 29. If yes, do those systems have an internet facing RESTful API?

    A.   Yes.

Q 30. What are the use cases for these integrations?

    A.   Screen pops and call taking.

Q 31. Are the 110 licenses for users requiring hunt group calls intended for softphones or physical phones?

    A.   Softphones.

Q 32. What are the current brands and models of any physical phones in use (e.g., conference phones, breakroom phones, executive team phones)?

    A.   No physical phones.

Q 33. Is there a desire to replace existing physical phones? If so, what are the replacement preferences?

A.   No physical phones.

Q 34.   What is your current contact center (IVR/ACD) platform in use today?

A.   Avaya

Q 35.   The RFQ references "110 hunt group calls" users, which we interpret as agents. Can you share the number and types of teams the agents are assigned to? (i.e., claims, sales, billing issues)

A.   Claims, Underwriting, Policy Services, and Accounting.

Q 36.   For skill-based routing, is there an estimate on how many skills are of interest?

A.   14.

Q 37.   In addition to call recordings, is there any interest in screen recordings?

A.   Yes, but not required.

Q 38.   Regarding call recording compliance, are there any retention requirements? If yes, how long is the retention period, and if possible, what is the current estimated monthly storage size in GBs?

A.   90 Days.

Q 39.   We assume all locations are US-based; please advise if there are any offshore resources (i.e., agents) to account for.

A.   All US based.

Q 40.   Are there any language requirements, or is English the only language needed?

A.   English and Spanish.

Q 41.   How do you currently handle 911 for users, both working from home and in the office?

A.   911 calls go to office.

Q 42.   Who is primarily responsible for managing your voice/UCC services today? Is it an outside vendor or in-house staff?

A.   In house staff.

Q 43.   Could you clarify what is meant by "PC/CC/BC systems"? How do these systems interface with external callers?

A.   Policy Center, Claims Center, and Billing Center. Internal systems we use to assist insureds.

Q 44. We see an integration with Guidewire named; are there any other tie-in applications/CRMs/databases? If so, please name them, including any in-house apps and their functions.

    A. Policy Center, Claims Center, and Billing Center.

Q 45. What CRMs are currently in use that we should consider for the "Click-to-Talk" functionality?

    A. Guidewire.

Q 46. The RFQ mentions voice and a reference to a chatbot, which implies agent voice and chat channels. Are there any other agent channels of interest, such as email, SMS, etc.? If so, please advise which additional agent channels are of interest.

    A. Email and SMS are channels of interest.

Q 47. Is there any interest in Workforce Management? If yes, is it a "must-have" or a "want"?

    A. No.

Q 48. The RFQ "wants" call-out campaigns - is there any preference for the type of call-out campaign? For example, will a preview model work, or is a more robust campaign type needed? If more than a preview model is required, can you share the estimated outbound CPS desired?

    A. Preview model will work.

Q 49. Is the graphical user interface (GUI) mentioned intended to replace traditional handsets for a hard phone or UCaaS system?

    A. No hard phones.

Q 50. Will headsets to use with the softphone applications need to be addressed within the RFQ?

    A. No.

Q 51. If not, what are the current makes and models of the headsets in use today?

    A. Plantronics.

Q 52. What type of Microsoft Teams licenses are currently in use?

    A. Microsoft 365 E3 License.

Q 53. Which daily functionalities of Teams are most utilized?

    A. Meetings, teams, channels, and messaging.

Q 54.   Will any Teams functionalities be replaced with CCaaS functionalities?

    A.   Possibly in the future but not currently.

Q 55.   Besides Microsoft Teams, are any other collaboration platforms used for virtual meetings, all-hands meetings, executive meetings, or sales meetings?

    A.   Only Teams and Zoom right now.

Q 56.   Is Skills based routing required?

    A,   Yes.

Q 57.   Is there a percentage of scalability required?

    A.   Depends on severity of CAT.

Q 58.   What would be the intended time period for the scalability, is it just for the length of the emergency?

    A.   Yes.

Q 59.   Is AWS adequate or is Azure the only hosting site that is acceptable?

    A.   Preferably Azure but AWS is also adequate.

Q 60.   Are there any standards required for a highly secure system?

    A.   Yes.

Q 61.   Please describe what is meant by IVR. Is this for VXML applications or auto-attendants?

    A.   Interactive Voice Response (IVR) is an automated phone system technology that allows incoming callers to access information via a voice response system of prerecorded messages without having to speak to an agent, as well as to utilize menu options via touch tone keypad selection.

Q 62.   Is call pegging based on incoming number called?

    A.   Yes.