



Request for Proposal for an Interactive Voice Response System (IVR) Solution

Bid Number: 1.2010
Quotations Due: December 31, 2009
Date Released: December 15th, 2009
Delivery Destination: C/O Bob Fondren, PO Box 300, 250 "A" Street, Springfield, OR 97477

Springfield Utility Board (SUB) is seeking to deploy a state of the art Interactive Voice Response (IVR) system to improve SUB's customer call handling and account inquiry procedures. It is the intent of SUB to secure a firm price for the purchase of an IVR system.

SUB provides electricity and water to approximately 31,000 customers in the city of Springfield, Oregon. SUB has approximately 135 employees in three locations.

- Administrative and Customer Service office; 250 Main Street, Springfield.
- Electric Service Center; 1001 Main Street, Springfield.
- Water Service Center; 202 South 18th Street, Springfield.

Reserved Rights: SUB reserves the right to accept or reject and **any or all** quotes, to waive irregularities and technicalities, and to request resubmission of quotes.

Proposal Guidelines and Schedule:

Questions:

Any questions associated with this RFP must be submitted via e-mail to ROBBF@subutil.com.

Format of Proposal:

Proposals must adhere to the following outline;

<u>Proposal Section</u>	<u>Description</u>
1.	Company information.
2.	Functional requirements.
3.	System infrastructure requirements.

4. System deployment.
5. Resource and training requirements.
6. Product information.
7. Pricing.
8. References.

Responses to this RFP must contain two printed copies of your organization's proposal.

Schedule:

RFP issued to prospective bidders:	December 15 th , 2009.
Deadline for submitting proposal:	2:00 pm, December 31, 2009.
Notification of intent to award:	January, 16 th , 2010.
Initiation of project:	January, 30 th , 2010.

Additional Information;

The evaluation and selection of proposed solutions and any subsequent contract award will be based on the information submitted in the vendor's proposal. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Please note: In order to effectively evaluate each proposed solution, vendors are encouraged to present a proposal that is both concise and free of excessive "boiler plate" materials.

Company Information:

Please provide the following information about your company.

1. Legal company name.
2. Location of headquarters and satellite offices that may be utilized during the project.
3. Brief description of company history; particularly reference any involvement in the electrical utility or call center markets.
4. Number of employees.
5. Number of employees dedicated to the development and deployment of the products being offered as part of the proposed solution.
6. Annual revenue for the most recent fiscal year.
7. Describe any mergers and/or acquisitions that your company has been party to within the last three years.

System Requirements:

1. Simultaneously answer a minimum of 8 lines. With ability to expand as needed.
2. Direct callers through various options by using a menu of choices.

3. Identify caller by caller ID or caller-entered phone number.
4. Make outbound calls to customers notifying them of situations such as an overdue account balance.
5. Provide customers the ability to inquire on general account information, or general utility information such as hours and location.
6. Interface to a third-party vendor that processes credit/debit card payments electronically.
7. The system shall interface with the existing NEC NEAX 2400 IPX PBX.
8. The system shall interface with the existing AVST CallXpress voice mail system.
9. The system shall interface with the Professional Computer Systems, Co. utility billing system (known as Connect) which utilizes Progress version 10.2A RDBMS running on Windows 2003 Server.
10. The system should have multi-lingual capabilities.
11. System shall provide reports displaying usage data and statistics for various time periods, e.g. day, week and month.
12. The system should have the ability to transfer by department differently, depending on the time of day and day of week.
13. The system must capture the date and time of each call.
14. If the system includes a vendor supplied hardware platform, that platform shall include RAID fault tolerance to protect against a single disk failure.
15. The system shall provide a means of backing up and restoring system configuration settings, custom recorded messages, and other critical data.

The system must provide a method for changing the main company menu to speak to any of the following:

1. A generic message that the utility is aware of outages and is experiencing a high volume of calls.
2. Should have the option to temporarily disable all call transfers to a live person, and simply forward calls to voice mail.
3. The system must provide the ability for changing or re-recording voice prompts. Please indicate whether this feature is standard and if the user has the ability to record prompts themselves.
4. The Mode and current call volume must be viewable and accessible from workstations.
5. The IVR must have the ability to run multiple applications on separate lines simultaneously.

Product Configuration Capabilities:

SUB is seeking to reduce both deployment and long term support costs by implementing a solution that is configurable and requires minimal custom code development. Please describe in detail the following:

1. The extent of functionality that can be tailored to SUB requirements without resorting to the development of customized additions.
2. The software tools utilized to facilitate product configuration.
3. How custom application functionality can be incorporated into the core product.
4. How the SUB specific configuration and any custom components would be impacted by product upgrades.

System Infrastructure Requirements:

Please provide a description of the system infrastructure requirements for the proposed products including:

1. Client and server hardware requirements and recommended specifications.
2. All third party software requirements including Operating System and Relational Database Management Systems.
3. Describe any additional hardware, software and expected development efforts needed to interface with internal systems.

System Deployment:

Please provide a summary of your organization's approach to product deployment and a project schedule that includes an estimated time frame for each of the above phases.

Resource and Training Requirements:

Please provide a description of the SUB resources required to support both the deployment and system maintenance and support activities. For each resource list the following:

1. Resource type, e.g. Project Manager.
2. Estimated percent of time required for deployment phase and post deployment (support) phase.
3. Required technical skills, e.g. SQL
4. Training requirement.

Product Information:

Please provide a brief description of each of all proposed products. Include with the description the following information.

1. Number of years product has been in development
2. Current version number.
3. Number of major upgrades to product in the past two years.
4. Number of sites in production.

Pricing:

Please provide pricing for the following:

1. Implementation Services:

- System design and core product configuration.
- Customization to core product.
- Development and testing.
- System deployment.
- Estimated travel and living expenses.

2. Software and Maintenance:

- Provide product name, quantity of licenses needed, unit price and total price.
- Provide a 3-year schedule of software maintenance fees.

3. Training:

- Please provide pricing of training. If in-house: your hourly rate and estimated hours. If off-site, please provide location and cost of training.

References:

Provide three references for electric utilities and or call center environment that have deployed a similar solution to that which is being proposed. For each reference please provide:

- Company name.
- Contact name.
- Contact phone number and e-mail address.
- Name and version of deployed products.
- Brief description of system interfaces.
- Years in production.