

**University of Louisville**  
DEPARTMENT OF PROCUREMENT SERVICES  
LOUISVILLE, KENTUCKY

**Invitation No:**RP-046-23

**Date:** April 20, 2023

**Title:** VoIP Services

**Addendum No.** 2

The following shall clarify and/or modify the original bid document(s) as issued by the University of Louisville.

**IMPORTANT NOTE ON CALL CENTERS:** The RFP is primarily intended to look at an overall Cisco telephone solution for the university. It is not necessary to design a Call Center solution in response to the RFP. The RFP asks you to provide an overview how call centers can be supported in your proposal including any alternate platforms that can be used with the service. Three or four departments use the call center software. For simplicity, assume that we have about 25 agents using Cisco Finesse software and provide a cost per agent in the pricing response. Alternate Call Center solutions can be discussed with the selected service provider after the award. Likewise, new call recording solutions are not requested as part of the RFP and can be discussed after award.

Question 1. Can you confirm whether the University will *only* consider proposals for a Cisco hosted voice platform as the RFP seems to state in the first paragraph of Section 2a? Or will alternate proposals for an equivalent solution also be considered?

**UNIVERSITY RESPONSE:** Only Cisco-based proposals will be considered.

Question 2. What is the current Microsoft Office license?

**UNIVERSITY RESPONSE:** The current Microsoft License is A5.

Question 3. Is the University open to direct routing for Microsoft teams?

**UNIVERSITY RESPONSE:** No , we are not open to direct routing.

Question 4. Is the University requesting quotes for access as well? (dedicated circuits and analog)?

**UNIVERSITY RESPONSE:** Any access circuits required to implement the proposed infrastructure should be included.

Question 5. When does U of L plan to start the migration and when would they like to have the migration completed?

**UNIVERSITY RESPONSE:** Migration planning would start after the RFP is awarded with a target to be complete by December 2023.

Question 6. What Cisco UC version system release and components (see below) are you currently running?

Cisco Call Manager  
Cisco Unity Connection  
Cisco Emergency Responder  
Cisco UCCX or UCCE with Finesse ?  
Cisco IM & Presence  
Call Recording (Cisco WFO, Calabrio, Verint?)  
Informacast Fusion/Advanced?  
Active Directory – LDAP (MS, RH, Sun?)  
Analog Gateways (ATA190/VGxxx)?  
Digital Gateways (PSTN) – ISR 4xxx?  
MRA with Cisco Expressway?

**UNIVERSITY RESPONSE:**

Cisco Call Manager - version 12.5  
Cisco Unity Connection - version 12.5  
Cisco UCCX - version 12.5  
Cisco IM & Presence - no  
Call Recording (Cisco WFO, Calabrio, Verint?) - Imagicle UC Suite  
Informacast Fusion/Advanced? - Fusion  
Active Directory – LDAP (MS, RH, Sun?) - Azure AD  
Analog Gateways (ATA190/VGxxx)? - Various VG  
Digital Gateways (PSTN) – ISR 4xxx? – no (part of service provider infrastructure)  
MRA with Cisco Expressway? – not currently, planning for future

Question 7. How is U of L connecting to cloud-based Cisco VoIP (Cisco Hosted VoIP Platforms with Cisco Call Manager, Cisco Emergency Responder, Cisco Unity Connection voice mail and Finesse call center software) via Partner or Direct Connect (i.e. SDWAN, Equinix/Megaport, Fiber connect, MPLS, etc.)?

**UNIVERSITY RESPONSE: UofL has two dedicated circuits to VoIP service provider today.**

Question 8. Can UofL please provide more details and quantity of the UC endpoints, UC on-premises network and cloud-based Cisco VoIP (Cisco Hosted VoIP Platforms) cluster and system releases?

UC Solution  
UC Network Infra  
Cisco Wired/LAN Network (PoE/Speed intra or inter campus building)  
Cisco Wireless LAN – Indoor/Outdoor  
Cisco WAN Network (Partner or Direct Connect to cloud VoIP)  
Cisco Call Manager v12x?  
CUCM cluster or nodes (Pub/Sub/MoH)  
IP Phones - CP8841  
IP Phones - CP7941/42/45  
Analog Gateways (ATA/VG)  
Digital Gateways (PSTN)  
Third Party SIP Endpoints (Voice/Video)  
Third Party SIP Trunks

Media/Conferencing Resource  
Auto Attendant feature  
Receptionist Feature  
Analog Applications (3rd Party)  
Paging device  
Fax Machine type  
Elevator Phones type  
Dialers device  
Alarms display device  
PSTN Connection  
Cloud Connect PSTN  
Local PSTN Gateway  
PSTN SIP Service Provider

Cisco Unity Connection v12x?  
CUC cluster or nodes (Pri/Sec)  
Templates – User, CH, Contact  
Single Sign-On – enabled?  
Single Inbox – Users?  
Auto Attendant via CH?

Cisco Emergency Responder v12x?  
CER cluster or nodes  
Tracking all phones – from (80?) Campus Buildings?  
Cisco UCCX with Finesse v12x?  
On-premises Call Agents  
Remote Call Agents  
Supervisor Agents

Third Party UC Application:  
Informacast Nodes  
Fusion or Advanced?  
Informacast Features deployed  
Active Directory  
Microsoft AD  
RH Directory  
Open LDAP

Other 3rd Party UC Applications

#### UNIVERSITY RESPONSE:

UC Solution - Call Manager, Unity Connection, UCCX version 12.5  
UC Network Infra - service provider to provide access circuits as required  
Cisco Wired/LAN Network (PoE/Speed intra or inter campus building) – out of scope  
Cisco Wireless LAN – Indoor/Outdoor – out of scope  
Cisco WAN Network (Partner or Direct Connect to cloud VoIP) – service provider to provide circuits  
Cisco Call Manager v12x? - version 12.5  
CUCM cluster or nodes (Pub/Sub/MoH) – service provider to specify  
IP Phones - CP8841 - approximately 2080  
IP Phones - CP7941/42/45 – approximately 4800

Analog Gateways (ATA/VG) – approximately 200  
Digital Gateways (PSTN) – service provider to specify and provide  
Third Party SIP Endpoints (Voice/Video) - approximately 15  
Third Party SIP Trunks – service provider to specify and provide as required  
Media/Conferencing Resource - no  
Auto Attendant feature - yes  
Receptionist Feature - yes  
Analog Applications (3rd Party) – a few  
Paging device - no  
Fax Machine type – various  
Elevator Phones type - various  
Dialers device - various  
Alarms display device - various  
PSTN Connection – service provider to specify  
Cloud Connect PSTN – service provider to specify  
Local PSTN Gateway – service provider to specify  
PSTN SIP Service Provider – service provider to specify

Cisco Unity Connection v12x? version 12.5  
CUC cluster or nodes (Pri/Sec) – service provider to specify  
Templates – User, CH, Contact – service provider to specify  
Single Sign-On – enabled? - yes  
Single Inbox – Users? – available to all  
Auto Attendant via CH? – auto attendant used

Cisco Emergency Responder v12x? version 12.5  
CER cluster or nodes – service provider to specify  
Tracking all phones – from (80?) Campus Buildings? Approximately 150 campus locations  
Cisco UCCX with Finesse v12x? version 12.5  
On-premises Call Agents – some are on-prem, most are remote  
Remote Call Agents – assume up to 25  
Supervisor Agents - varies

Third Party UC Application:  
Informacast Nodes – to be determined  
Fusion or Advanced? - Fusion  
Informacast Features deployed -to be determined  
Active Directory -yes  
Microsoft AD - yes  
RH Directory - no  
Open LDAP - no

Other 3rd Party UC Applications

Question 9. Is there are call recording solution today? If Yes, what is this solution?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document.  
Call recording product is Imagicle UC Suite. Proposing an alternate call recording software is not required as a part of the RFP.

Question 10. Is the management and support of the call recording solution part of the scope?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We will work with selected vendor to continue with the call recording software we have today or consider alternates.

Question 11. Are there any SBCs, SBAs and voice gateways deployed today? If yes, can you provide a complete inventory of all devices that will be part of the scope for management?

UNIVERSITY RESPONSE: Devices are part of the service provider infrastructure.

Question 12. Who managed the InformaCast solution? Is this part of the scope for the managed services/RFP bidder?

UNIVERSITY RESPONSE: InformaCast is provided and managed by current service provider. InformaCast should be provided as part of the solution.

Question 13. Do you have an e911 solution today? Please provide details.

UNIVERSITY RESPONSE: University uses Cisco CER but is interested in moving to a third-party solution (like Redsky) sometime in the future.

Question 14. Can U of L confirm if remote users with Cisco Jabber (Remote Agent) are being track today for E911 call?

UNIVERSITY RESPONSE: Current Jabber users are not tracked for e911

Question 15. Can U of L share timeline past the submission date as shown below as follows?

- a) when can vendor expect to perform 'Oral Presentation'?
- b) when U of L expect to award the project to selected vendor?
- c) when U of L expect vendor to start and complete project?

UNIVERSITY RESPONSE: Estimated timeline is a) oral presentations within approximately 3 weeks of due date (if needed) b) we hope to make an award within approximately 2 weeks after oral presentations (if needed) c) we hope to start the project soon after award is made and complete by December 2023.

Question 16. Is there a way for the vendor to submit follow up questions to clarify responses from UofL past April 20?

UNIVERSITY RESPONSE: No, all questions must be asked at either the pre-proposal meeting or the question-and-answer period for the RFP.

Question 17. How many concurrent paths will be required?

UNIVERSITY RESPONSE: Not specified. This should be estimated based on approximately 8000 numbers in use in a university environment.

Question 18. How many toll-free minutes and toll-free numbers are required?

UNIVERSITY RESPONSE: Toll-free numbers are out of scope and not required.

Question 19. How many long-distance minutes?

UNIVERSITY RESPONSE: Unlimited long-distance minutes should be included.

Question 20. Any fax to desktop or SMS to DID?

UNIVERSITY RESPONSE: No fax services are required

Question 21. Regarding the Call Center – the following questions:

- A. how many agents and supervisors?
- B. Are they using UCCX or UCCE?
- C. How many call queues?
- D. How many IVRs- are there any bots being used? Chat, voice
- E. Any automation that ties to database services?
- F. Omnichannel and Multi-lingual?
- G. Remote Agents?

UNIVERSITY RESPONSE:

See the note on Call Centers at the top of this response.

- A. Assume Cisco Finesse used by approximately 25 agents across the university, UofL Helpdesk has 11 agents.
- B. UCCX
- C. Multiple departments use the service.
- D. No IVR or bots.
- E. No automation or data base ties, some scripting.
- F. No omni-channel or multi-lingual.
- G. A combination of local and remote, any agent may be remote using Jabber

Question 22. Would you consider an extension of 1-2 weeks?

UNIVERSITY RESPONSE: Please see Addendum 1 on the University procurement website.

Question 23. When is the current Cisco Support end date?

UNIVERSITY RESPONSE: Not applicable – service provider handles support.

Question 24. On the current Cisco handset, are you using 4, 8, or 12 lines appearances per phone? Would you be open to less per phone set and options for more? What is the total headset to handset ratio today (and the expected ratio)?

UNIVERSITY RESPONSE: Number of lines per phones varies widely; University provides phone sets; handsets and headsets out of scope.

Question 25. Will you supply existing Cisco SIP settings to support existing sets?

UNIVERSITY RESPONSE: Cisco phones use default configuration, not customized.

Question 26. What kind of personas do you have and how many of each? (knowledge worker, administrative, nomadic, call center, remote...etc.)

UNIVERSITY RESPONSE: We do not use personas; there are a wide variety of departments, users and use cases.

Question 27. For users that use Cisco Jabber is that their primary device/software or only for remote/mobile work?

UNIVERSITY RESPONSE: Most Jabber users today are remote and use Jabber as their primary device. Some may still have a desk phone, but we expect the number of desk phones will decrease with an increase in Jabber use.

Question 28. How do you onboard new users - any system integrations? (i.e., A/D, ServiceNow, Student dB, CRM, etc.)

UNIVERSITY RESPONSE: IT staff add users to Call manager. AD integration is being implemented for logins to call manager, Jabber and self-service. Daily CDR records are uploaded to tele-management system PCR360. InformaCast should be included.

Question 29. Any compliance needs for any department (HIPPA, FERPS, etc.), especially Fax to email, VM to email notifications and actual message?

UNIVERSITY RESPONSE: No compliance requirements for departmental phones. No fax to email, but voicemail to email (MS O365) is used.

Question 30. Do you have network PoE switches in place at each campus/building?

UNIVERSITY RESPONSE: Yes, but telephone sets on campus are out of scope, university is handling phone sets on campus.

Question 31. Do you have Building MAPs, Network/Trusted IPs, Diagrams, 911 Mapping, SSID/WAPs available?

UNIVERSITY RESPONSE: This is not needed for response to RFP but can be discussed after award.

Question 32. Do you have a separate VLAN for voice?

UNIVERSITY RESPONSE: Yes, we have a separate VLAN for voice.

Question 33. What bandwidth is your existing Internet Access? Do you have diversity? Please supply carriers and addresses of locations for each?

UNIVERSITY RESPONSE: 2x10G Internet circuits via Cogent plus 1x10G Internet2, services are located at 2315 S First Street Walk 40208 and 501 S Preston 40202.

Question 34. What type of Wi-Fi network? How is your guest traffic handled separate from the staff, students and other system/data traffic?

UNIVERSITY RESPONSE: Our Wi-Fi network is Aruba wireless; 802.11ax; Guest traffic is separate.

Question 35. Are any integrations needed with the voice system other than Microsoft?

UNIVERSITY RESPONSE: Teams client integration for dialing is desired; CDR from call manager is sent to tele-management system PCR360; AD integration needed for Jabber, call center and self-service logins; and voicemail to MS O365 email is required. InformaCast should be provided.

Question 36. Who manages your e911 database with Cisco Emergency Responder?

UNIVERSITY RESPONSE: Our e911 database is managed by our current service provider.

Question 37. How many concurrent call paths (SIP) or channels (if not SIP)?

UNIVERSITY RESPONSE: This should be estimated based on approximately 8000 numbers in use in university environment.

Question 38. Do you have a usage report on these?

UNIVERSITY RESPONSE: No, we have no usage report available.

Question 39. How many DIDs? RFP states 11,000 total TNs and 8150 VoIP lines in use. Are softphones included in the 8150 number of lines in use?

UNIVERSITY RESPONSE: Yes, softphones included in number of lines in use.

Question 40. Are you intending to keep all the numbers that are not in use now?

UNIVERSITY RESPONSE: Yes, we will keep the numbers we have now.

Question 41. Please elaborate on the 400 analog business lines and the analog devices using the analog gateway.

UNIVERSITY RESPONSE: Analog business lines are used in situations where VoIP is not appropriate or preferred. Analog business lines are mentioned because they share the 852 and 854 numbers that the university owns, but service provider will not manage these lines.

VoIP Analog gateways used for devices that require an analog phone interface for use with VoIP.

Question 42. Are the 400 analog business lines for analog devices and specialty lines (i.e., alarm, elevator, etc.)?

UNIVERSITY RESPONSE: Analog business lines are used in situations where VoIP is not appropriate or preferred including elevators, alarms, and public safety applications.



Question 43. How many analog devices use a VoIP TN? (Please supply a list of these.)

UNIVERSITY RESPONSE: We have an estimated 300-400 analog devices that have telephone numbers – a list would provide no useful information since we don't track the endpoint devices.

Question 44. Do you want to continue to support the analog devices with a gateway or would you prefer another way?

UNIVERSITY RESPONSE: The university is open to discussion of alternatives to gateways.

Question 45. Paging– is this the only campus alert system and does it only page over phones or are other devices connected? How is the paging system connected to Cisco (SIP)?

UNIVERSITY RESPONSE: We do not use a paging system. Rave Alert is the primary campus alert system. Informacast is used for sending alerts to the screens of VoIP phones.

Question 46. How many existing toll-free numbers does UL have and are any VoIP?

UNIVERSITY RESPONSE: We do not have any toll-free VoIP numbers. Toll-free is out of scope.

Question 47. Please supply a list of your toll-free numbers, their purpose and minutes of use per month for each.

UNIVERSITY RESPONSE: Toll-free is out-of-scope.

Question 48. Do you have one or more Teams Administrators at the university?

UNIVERSITY RESPONSE: Yes, we have one or more Teams Administrators.

Question 49. How many call centers does the University have? (Please list number of agents/supervisors for each.)

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. There are 3 or 4 departments that use call center software. We estimate about 25 agents total across the university using Cisco Finesse.

Question 50. How many call queues and IVRs are in use (both regular and call center related)? Are you using finesse for all of these or only some of them?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. Each department can define their own environment. We estimate about 25 agents total across the university using Cisco Finesse.

Question 51. Are all agents working same hours or do you use Workforce Mgmt?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. Work hours vary between agents and it's up to the departments to schedule them.

Question 52. Are you using quality monitoring of agents?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document.

Question 53. How many languages?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document.

Question 54. How many calls are handled each month by each call center?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. IT Helpdesk handles about 3000 calls per month on average, but we do not have statistics for the other departments.

Question 55. What is the average call time per call center?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. About 2/3 of the ITS Helpdesk calls average 9-12 minutes in length, and about 1/3 average 1-2 minutes in length depending on topic. We do not have data for other departments.

Question 56. What features do you use for agent/supervisor like whisper, barge-in, take over?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We do not use these features at this time, but access would be welcome.

Question 57. Please supply detail on outbound calling campaigns, specifically the quantity of calls expected to be made hourly, daily, month and the duration of calls.

UNIVERSITY RESPONSE: Various departments may occasionally use but we do not have any data.

Question 58. Are you receiving and handling any of the following in addition to call calls?

- texts, messages, social media, chat, chatbot, etc. Please list each used.

UNIVERSITY RESPONSE: This is not applicable – out of scope.

Question 59. What kind of reporting do you use or have today for each call center?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We use standard reporting built into Finesse.

Question 60. What is important to each call center and what metrics do they each measure now?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. For the IT Helpdesk, important items are availability of agents and ability to answer all calls when they are logged in and ready, very little down time, and extremely quick reactions to down time and/or problems.

Question 61. Are you using AI to offload items like FAQs and proper destination?

UNIVERSITY RESPONSE: No. See the note on Call Centers at the top of this response document.

Question 62. What if any feedback management/quality surveys are used?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We use email for feedback. Surveys are out of scope.

Question 63. Any natural language processing/handling for care/concern of agent call handling?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. Language processing out of scope.

Question 64. Are you using call back/call waiter feature?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. No call wait/call back feature.

Question 65. Can the due date be extended at least two weeks past 4/28/2023, due to Cisco's end of quarter also falling on that date?

UNIVERSITY RESPONSE: Please see Addendum 1 on the University procurement website.

Question 66. Will Call Recoding be available / required for non-agent users (on demand, compliance, Dispute Resolution)?

UNIVERSITY RESPONSE: Call Recoding is desirable but not required.

Question 67. 400 analog business lines - are they POTS lines or UCM controlled? If POTS, what is long term strategy for these lines?

UNIVERSITY RESPONSE: Business lines are POTS lines and not controlled by UCM. It is desirable to convert POTS lines to VoIP where cost effective and feasible.

Question 68. Is UofL open to moving to a digital fax solution?

UNIVERSITY RESPONSE: Fax solutions are out of scope for RFP.

Question 69. Will InformaCast be quoted as part of this solution or is subscription independent?

UNIVERSITY RESPONSE: InformaCast should be included as part of the solution.

Question 70. Please list current paging hardware (models) in use?

UNIVERSITY RESPONSE: Paging is not requested and is out of scope.

Question 71. Please list PLAR ringdown (dialer) models in use?

UNIVERSITY RESPONSE: Not requested and out of scope.

Question 72. Please describe wiring for analog devices (are there scattered ATAs or is there aggregation points where Voice Gateways would be installed). If ATAs or Voice Gateways exist today, what models and quantities are in use?

UNIVERSITY RESPONSE: Gateways are located all over buildings near endpoints; various models of Cisco VG in use. No list available.

Question 73. Does UofL want a quote for replacing the legacy 7900-series phones to the standard 8841, or an alternative? If so, could you provide quantities you would like quoted?

UNIVERSITY RESPONSE: Telephone hardware quotes not requested – out of scope.

Question 74. Please describe current PSTN connectivity, session counts, and contract durations

UNIVERSITY RESPONSE: PSTN provided by current service provider – details not available.

Question 75. What other collaboration integration / management tools are integrated with the Cisco infrastructure today including any required contracts, renewals, respondent responsibilities.

UNIVERSITY RESPONSE: Teams client may integrate with softphone client. No other collaboration integration/management tools included today.

Question 76. What types and quantities of Microsoft licensing do you have today for your users?

UNIVERSITY RESPONSE: We have approximately 10,000 A5 license for faculty and staff.

Question 77. Please define requirements and services for high availability

UNIVERSITY RESPONSE: We would like you to include service levels and high availability as part of proposed design and solution.

Question 78. Is the request to have a local resource on-site in a staff-aug role full-time, a single dedicated person remote, or a pool of resources available remotely?

UNIVERSITY RESPONSE: A dedicated resource on-site is not requested. It is desirable to have a consistent point of contact (service manager) who can handle technical and service issues when they arise. It is expected that a pool of resources will be needed to provide ongoing technical support.

Question 79. How many different contact center business units/groups are there and what are their names?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. There are 3 or 4 departments that use call center software. We estimate about 25 agents total across the university using Cisco Finesse. Specific contact information will become available upon award if necessary.

Question 80. What type of calls do each contact center group receive?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse taking various types of calls.

Question 81. Which channels do you need agents to handle (voice, email, chat, SMS, social media)?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document.

Question 82. If you need social media channels, which platforms (Facebook, WhatsApp, etc.)?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. Media channels not requested – out of scope.

Question 83. How many interactions for each channel above do you receive on a monthly basis?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 84. How many agents are inbound voice only?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse. None are inbound voice only.

Question 85. How many agents are involved in multi-channel interactions?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 86. How many supervisors?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse. Numbers of supervisors may vary.

Question 87. How many Supervisors are involved in Multi-channel interactions?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 88. How many inbound channel flows and/or queues do you need per channel?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 89. Please describe inbound channel flows (customer experience before queue and during queue)

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 90. How many inbound voice call flows are DTMF/Menu type interactions (direct to queue with no ASR/TTS or Self-Service)?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 91. How many inbound channel flows provide Self-Service functionality?

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 92. Please describe each Self-Service use case.

UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.

Question 93. How many Speech-enabled IVR applications are included in scope?

UNIVERSITY RESPONSE: Speech-enabled IVR applications are not in scope.

Question 94. How many IVR applications that require Text-To-Speech are included in scope?

UNIVERSITY RESPONSE: IVR applications are not in scope.

Question 95. What languages are required for each channel?

UNIVERSITY RESPONSE: English only. See the note on Call Centers at the top of this response document.

Question 96. How many TFNs and/or DID's to be ported for the Contact Center?

UNIVERSITY RESPONSE: None – all are part of call manager. See the note on Call Centers at the top of this response document.

Question 97. Please provide a list of tools, business applications, products, etc. that could be considered in-scope for integration efforts.

UNIVERSITY RESPONSE: Informacast should be provided. AD integration will be needed for logins to call manager, Jabber and self-service. Voicemail to MS O365 email will be required. CDR data will be uploaded to tele-management system PCR360.

Question 98. Which CRM platforms do you need to integrate with?

UNIVERSITY RESPONSE: The University is not using a CRM.

Question 99. If using a CRM, does the agent need to "live inside" of the CRM, i.e. answer interactions within, or will a screen pop to the CRM in a browser tab suffice?

**UNIVERSITY RESPONSE: The University is not using a CRM.**

Question 100. What functionality is expected from an integration with each CRM? [Self-service (caller- identification/authentication, scheduling, appointment reminders, balance, payments, etc.), Agent Desktop (single interface within CRM)]

**UNIVERSITY RESPONSE: The University is not using a CRM.**

Question 101. Please describe the agent and supervisor experience which is expected with MS Teams and the Contact Center platform.

**UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. We estimate about 25 agents total across the university using Cisco Finesse.**

Question 102. For Single Sign-on - who is your Identity Provider (IdP)?

**UNIVERSITY RESPONSE: Our Identity Provider is Azure AD.**

Question 103. Please provide current work from home connectivity option (VPN, VDI, etc.), if applicable. Please list vendor and version.

**UNIVERSITY RESPONSE: University remote users use VPN to access the campus network. In the future, we plan to use Cisco Expressway.**

Question 104. What is the retention duration required for call recordings?

**UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. A new call recording solution is out of scope.**

Question 105. Who will need access to agent recordings?

**UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. A new call recording solution is out of scope.**

Question 106. How many agents desktop screens need to be recorded?

**UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. A new call recording solution is out of scope.**

Question 107. What is the retention duration required for desktop screen recordings?

**UNIVERSITY RESPONSE: See the note on Call Centers at the top of this response document. A new call recording solution is out of scope.**

Question 108. Do you need Quality Management (QM) capabilities? This includes scorecards and evaluations for measuring agent performance, gamification, and agent self-assessments. If yes, how many agents?

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 109. Do you need Analytics capabilities for transcriptions, sentiment analysis, predictive quality evaluations, etc.? If yes, how many agents?

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 110. Do you need Workforce Management for agent scheduling and forecasting? If yes, how many agents?

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 111. Please describe supervisor and reporting experience required for Contact Center.

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 112. What are the specific KPI's and/or metrics that are important to the business? This applies to Platform, IVR, Queue, and People levels equally.

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 113. Please describe use case for any data integrations with downstream reporting platforms which are required (ex: PowerBI), what data is being pushed/pulled, who needs it, where is it being displayed, etc.

UNIVERSITY RESPONSE: Daily CDR data is uploaded to tele-management system PCR360 for billing.

Question 114. Please describe or give an overview of how UL would like to consume Managed or Remote Support for: (a) Webex Calling --- (b) CX Support --- (c) Onprem R/S that could impact end user experience.

UNIVERSITY RESPONSE: Service provider required to provide deep pocket support on demand as needed for service and incidents. RFP responses can describe service options.

Question 115. How would UL prefer support be proposed: (a) Normal Business Hours -- (b) After Hours, Nights, Weekends, Holidays --- (c) Priority Escalation Only

UNIVERSITY RESPONSE: Service and support for outages is needed 24x7; routine service request can be 8-5 weekdays.



Question 116. Trace3 offers 24x7 domestic, regional, local NOC and Call Centers. This service includes 24 x 7 ticketing, live answer, and priority escalation. How would UL like to consume this service:: (a) UL technical staff open ticket via phone call or email connector (b) Other

UNIVERSITY RESPONSE: Need immediate contact and avenues for escalation. Having an assigned service manager is desirable.

Question 117. What internal ticketing system does UL use today?

UNIVERSITY RESPONSE: The University's internal ticketing system is JIRA.

Question 118. Could a current network diagram that shows HW, circuits, circuit IDs, links, etc. be provided?

UNIVERSITY RESPONSE: Current service is provided through access circuits to two locations on campus. Each circuit should be sized to handle all services. Responders should propose the access circuits required to support the proposed service.

Question 119. What is the current process for submitting a service request?

UNIVERSITY RESPONSE: Current process is to contact NOC or call-service manager.

Question 120. Is there any Monitoring of circuits or on prem hardware of the current platform?

UNIVERSITY RESPONSE: Yes, 24x7 monitoring by service provider for service issues and outages, UofL has no on-prem VoIP server hardware.

Question 121. For Contact Center – Do you need SMS, Chat, Email, Social Media Channels, or any other form of media coming into your agents? Please specify all forms coming into the agents.

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 122. Do you need multiple call ques per agent?

UNIVERSITY RESPONSE: This was not requested. See the note on Call Centers at the top of this response document.

Question 123. How are Call Boxes handled on Campus? Are these analog phone lines or part of VoIP solution?

UNIVERSITY RESPONSE: We do not have call boxes. We have some classroom and lobby phones that are VoIP.

Question 124. Can we have a list of the Analog Devices that are in use today? Make and Model (ATA Devices, Gateways, etc.).

UNIVERSITY RESPONSE: We have various Cisco VG devices. A list is not available.

Question 125. Is there an overhead paging system? If yes, how is it attached to VoIP service today?

**UNIVERSITY RESPONSE:** There is no overhead paging system.

Question 126. Are there any other 3<sup>rd</sup> SIP devices associated with current VoIP platform? If yes, please specify make and models with ballpark numbers of devices.

**UNIVERSITY RESPONSE:** There may be a few third-party SIP devices but no list is available.

Question 127. Are there video conferencing devices on VoIP platform today. If yes, what models?

**UNIVERSITY RESPONSE:** The University has no video conferencing devices.

Question 128. Does the University of Louisville need the ability to have hundreds or thousands of users on a phone call? Or same number of users on a video call meeting?

**UNIVERSITY RESPONSE:** The University has no need for large scale conference calling.

Question 129. Are there any software integrations the phone system needs to integrate? If yes, please list.

**UNIVERSITY RESPONSE:** InformaCast should be provided. Daily CDR data is uploaded to tele-management system PCR360 via FTP. AD integration is used for logins to all manager, Jabber and self-service. Voicemail to MS O365 is required.

Bidder must acknowledge receipt of this and any addenda either with bid or by separate letter. Acknowledgement must be received in the Department of Procurement Services, Service Complex Building, University of Louisville no later than **May 11, 2023 5:00 PM, EST**. If by separate letter, the following information must be placed in the lower left-hand corner of the envelope:

*Carisa Robertson* 4/20/2023

**Invitation No:** RP-046-23

**Title:** VoIP Services

**Due Date:** May 11, 2023

Receipt Acknowledged: \_\_\_\_\_  
FIRM

BY: \_\_\_\_\_