

**REQUEST FOR INFORMATION**  
**FOR**  
**INTERACTIVE VOICE RESPONSE FOR REGIONAL 3-1-1**

**RFI Posted October 8, 2012**

**Questions and Answers**

***Q: The requirement for Flexible Operator Routing states, "Operator calls should be able to be routed to more than one agency using both a proportional and round robin method. The routing should also be able to be changed in real time." Does MAG intend the IVR system to transfer calls to an existing Automatic Call Distributor (ACD) for call queuing and agent status? Or, does MAG intend that the IVR also queue calls in the case that all agents are unavailable? If no ACD(s) currently exist, the other option is for calls to be transferred from the IVR into voicemail in the case that agents are unavailable.***

**A:** The agencies receiving the operator calls may be assumed to have sufficient capacity to accept the calls into their own routing/queuing system. This IVR is envisioned as a handoff only.

***Q: The requirement for Tagged Operator Calls states, "Calls directed to the operator should carry information that lets the answering agency know the caller selected the operator option. Please indicate how this is achieved in note." Is there any existing screens that are to be "popped" to the agent in which this data would be able to be transferred? Or, is the IVR expected to provide such an interface?***

**A:** Agencies acting in an operator capacity may have the ability to have an existing screen, but I think for purposes of the RFI it should be assumed that IVR needs to pass a flag in some manner.

***Q: Will the IVR be connected to a local PBX or will the IVR connect directly to the carrier lines?***

**A:** No assumption is currently made in this regard. Please specify your requirements or assumption in your response.

***Q: What carrier will be providing the incoming lines?***

**A:** No carrier has been specified. At this point we are simply gaining an understanding of what options are available and the potential costs. If a solution is dependent on a specific carrier or a specific carrier is recommended, please specify this in your response.

***Q: What is the baseline peak busy hour call volume system sizing?***

**A:** This would vary depending on the level of participation. If a pilot goes forward, this number would start at a fairly small level. Our best guess is about 2000 calls per hour at build out, but this number would be refined if we decided to move forward.

***Q: What is the high volume event peak busy hour call volume system sizing?***

**A:** We have not developed an estimate. Please specify your assumption.

**Q: *What is the average call length?***

**A:** If take back and transfer is used to completely remove the call from the system, the call length would simply be the amount of time required to traverse the menus, probably about 30 seconds.

**Q: *What protocol types are available from the local carrier and what protocol is preferred? (SIP/TDM)***

**A:** We do not have this information. Please specify your requirement or recommendation.

**Q: *Will MAG provide their own hardware for this IVR Implementation?***

**A:** This has not been determined. If your solution requires MAG to purchase hardware, please specify what will be required.

**Q: *Does MAG require or desire the IVR system to be virtualized?***

**A:** If the system proposed is on-premise, virtualization would be preferred.

**Q: *What level of system support / maintenance is required?***

**A:** Support and maintenance to keep the system secure, up to date and functioning at the 99.9% system availability should be included.

**Q: *Will the Disaster Recovery system be installed at an alternative site from the production system location?***

**A:** This would be an option. Please specify your recommendation and related costs.

**Q: *How many agencies will be receiving calls from the 311 IVR system?***

**A:** Initially, only a few agencies would participate. If there is full participation at build out, 29 agencies could receive calls transferred from the IVR.

**Q: *Do all agencies have the same carrier? If so, what Carrier? If not, please list the carrier connectivity to each agency.***

**A:** The agencies have a variety of carriers and these may change over time.

**Q: *Do all agencies utilize the same telephony infrastructure? Please provide a high level of existing technologies being used for PBX functionality.***

**A:** The agencies have a wide variety of telephony infrastructure which may change over time.

**Q: *Will the IVR system be required to provide any self service capabilities beyond 3-1-1 call routing to the appropriate agency?***

**A:** No.

***Q: Please provide a call flow indicating the routing options and self-service options required during the baseline phase of the implementation.***

**A:** No self-service options are envisioned. Callers will be advised to hang up and dial 9-1-1 if this is an emergency. They will then be given the opportunity to select an alternate language (Spanish). Finally, they will be asked to identify an agency with which they wish to speak. Failure to do so will result in an opportunity to select via touch tone (e.g., 1 for Apache Junction, 2 for Avondale, etc.) or speak to an operator. Some agencies may request a second level in the IVR before the call is transferred, but we do not envision a deep menu structure.

***Q: Will the IVR need to provide any outbound notification services?***

**A:** No.

***Q: How many recorded announcements should be provided to incoming callers?***

**A:** Those identified in the call flow question above, plus potentially after hour and holiday messages for each agency.

***Q: Will the IVR integrate / communicate to any back end databases?***

**A:** Only if required by your solution.

***Q: How will the caller ID be displayed at the final call destination?***

**A:** This would be dependent on the receiving agency's system.

***Q: Will there be multiple level of menus for each department in this proposed IVR or will it be a single main menu for callers to choose to decide where to route the call?***

**A:** At a minimum, we would require the single main menu, but the ability to support additional levels is desired.

***Q: We assume that there will not be any validation of the caller for any department, if validation is expected for any department, please provide the validation method and flow for the same.***

**A:** I do not believe this is required.

***Q: We assume that there is no host integration required before sending the call to the respective departments, please confirm the same.***

**A:** True.

***Q: Please confirm there should be a secured option for each department to change the rules like business hours and emergency message by calling into the system.***

**A:** Yes, this is preferred.

***Q: Please confirm that each department will provide their standard business hours and holiday table and the respective messages to be played for each department during non-business hours and holidays.***

A: Yes.

**Q: Please confirm that all inputs from callers will be through touch tone key pad of the phone only.**

A: No. Voice recognition is required.

**Q: Please confirm that all inputs from callers will be numeric inputs only. (If there are any alpha numeric inputs, please provide 10 samples of the same, and if there is any set patterns of the alpha numeric numbers)**

A: No. Both voice and the keypad are options for input. Keypad inputs will be numeric only.

**Q: How many languages should the IVR application support? Please provide the list of languages.**

A: Initially, only US English and Spanish will be supported. Other languages may be added in the future.

**Q: Do we assume that once a call is delivered to an agency the IVR is finished, or will there be a take back if, for example, no answer?**

A: Yes, once the call is passed to the agency the IVR is finished with it.

**Q: How will 3-1-1 calls be delivered to the IVR? Public number, carrier ISDN, SIP?**

A: The carriers will forward 3-1-1 calls to a 10-digit number assigned to the IVR.

**Q: Are calls from the IVR to be sent to another public number for the agency or will there be a take-back-and-transfer by the carrier?**

A: Our preference is take back and transfer.

**Q: Are any automated payment services planned for the future?**

A: No.

**Q: Is the navigation expected to be menu-like ("Press 1 for Highways") or natural language ("Please tell me why you are calling..")**

A: Natural language would be the first attempt. If callers could not make a selection this way, they would receive the menu options.