



**SUPERIOR COURT OF CALIFORNIA**  
**COUNTY OF ALAMEDA**  
FINANCE BUREAU

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**TO:** POTENTIAL BIDDERS RECEIVING RFP NUMBER SC 011/021

**FROM:** Superior Court of California, County of Alameda  
Finance Bureau

**DATE:** September 22, 2011

**SUBJECT/PURPOSE OF MEMO:** ADDENDUM NO. 3 TO RFP NUMBER SC 011/021

**CONTACT FOR FURTHER INFORMATION:** Linda Salcido: Procurement Manager  
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This Addendum No. 3 is issued for the Alameda Court Voice System RFP No SC 011/021 which was issued on Wednesday, August 24, 2011.

**2<sup>nd</sup> Set of Questions and Responses**

Q.1: How are calls distributed to the individual Divisions within your contact center environment - is it segmented by an auto attendant or perhaps routed based upon the number that was dialed by the customer/citizen?

A.1: All calls are routed to a Department's Hunt Groups through the Auto Attendant. (AA). Each of the Court's 5 voicemail systems support AA menus that can be heard by calling the published numbers for the Court locations. Calls are routed to Call Center queues based on AA menu selections made by callers. There is no routing by dialed number to contact center agents.

Q.2: Can you please confirm that there are agents at each of the 12 locations listed?

A.2: Yes. Proposed systems must be able to provide for contact center agents at all existing or any new Court locations.

Q.3: What are your queuing requirements (quantity of simultaneous calls in queue)?

A.3: This depends on the individual hunt group (Civil, Jury, Traffic, etc), and the quantity of simultaneous calls in the queue. The quantity of simultaneous calls is approximately 23.

Q.4: What is the maximum allowable wait time for callers in queue?

A.4: The maximum allowable wait time is 5 minutes.

Q.5: What is the contact center busy hour call volume (number of calls routing to the contact center during the busiest hour of operation)?

A.5: The number of calls during busy hours to ACD Hunt Groups is 679.

Q.6: What is the average agent talk time, in seconds (average call duration between the agent and customer/citizen)?

A.6: The average agent talk time is approximately 2 minutes 29 seconds.

Q.7: What is the average agent after call work time, in seconds (average amount of time the agent must expend to complete call-related work after the customer/citizen has disconnected)?

A.7: Wrap-up time is 10 seconds

Q.8: For the training of the contact center personnel, is a "train the trainer" approach acceptable?

A.8: The vendor is expected to provide training for each Court employee in compliance with the requirements in the RFP. The pricing spreadsheet provides the specific time requirements for basic system and contact center training.

Q. 9: What are the estimated busy hour call attempts for the Tentative Rulings and Traffic applications?

A.9: Unknown. The total number of Tentative Ruling published each week is 30-40. Some of them are very short, some several pages in length. Today there are relatively few requests for hearing Tentative Rulings on the telephone. How much more an automated system would be used is unknown but it would eliminate the need for Court employees to provide a real-time reading of the ruling on demand as they do now. It would also make that service available 7x24x365.

The existing Traffic IVR processes about 6-7,000 payment transactions per year for fines and traffic school.

Q.10: What is the estimated average call duration for the TR and Traffic applications?

A.10: Unknown.

Q.11: For the TR, Jury and Traffic IVR applications, is integration to the UCCX a must have requirement?

A. 11: Yes. Callers must be able to transfer freely between the automated IVR/IWR system and the voice communications system.

Q.12: Please provide type of TTS solution or software currently utilized?

A.12: There is no Text-to-Speech solution or software in use today on the Court telephone system.

Q.13: Are there any other auto attendant or IVR menus been currently used, notwithstanding the three described applications?

A.13: There are AA menus as described in A.9 and the two existing IVR applications as described in the RFP.

**Reminders:**

Proposal Due Date and Time: Tuesday, October 4, 2011 at 4:00PM  
Vendor Presentations: Wednesday, October 19, 2011  
Selection of Lead Vendors: October 21, 2011  
Notice of Intent to Award: November 4, 2011  
Notice of Award: December 5, 2011

Any further questions should be submitted directly to the Court's email address at [bidquestions@alameda.courts.ca.gov](mailto:bidquestions@alameda.courts.ca.gov). Further questions will be answered in an Addendum and the document will be posted on the Courts website.

Thank you.