



**ADDENDUM NO.: 1**  
**INVITATION TO NEGOTIATE NO.: 21-0017**  
**UNIFIED COMMUNICATIONS AS A SERVICE AND**  
**CONTACT CENTER AS A SERVICE**  
**10/04/2021**

The purpose of this addendum is to answer questions received prior to the deadline in Section 1.9, Calendar of Events. Citizens believes the information provided is sufficient for Vendors to accurately respond to the Vendor Questionnaires, Solution Feature Workbooks, and initial Price Sheets. Any limitations to complete responses should be set forth in the Vendor's response. Further Q&A and information gathering will be allowed during the Negotiation Phase of the ITN for those Vendors advanced to negotiations.

**SOLICITATION CHANGES:**

1. Item #5, Administrative Function, on the UCaaS tab of Attachment E, Solution Feature Workbook is removed in its entirety as it is not a feature of UCaaS.
2. Exhibit 1, Statistics, is hereby added to the ITN.
3. Section 1.9 of the ITN is replaced in its entirety with the following (the revised language is **bolded** and **underlined**) to provide Vendors additional time to submit their Replies.

CALENDAR OF EVENTS		
DATE	TIME	EVENT
September 2, 2021		ITN Released
September 14, 2021	11:00 AM ET	Pre-Response Conference (Not Mandatory)
September 17, 2021	2:00 PM ET	Questions Due
October 4, 2021		Answers Posted
<b><u>October 25, 2021</u></b> <del>October 19, 2021</del>	2:30 PM ET	Replies Due
November 17, 2021	2:00 PM ET	Evaluation Committee Public Meeting to Rank the Replies and which Vendors Proceed to Negotiations
November 18, 2021 – January 31, 2022		Vendor Negotiations, including Vendor demonstrations
February 1, 2022	2:00 PM ET	Negotiation Team Public Meeting to Announce Intent to Award Contract(s)

**ANSWERS TO QUESTIONS:**

1. **Question:** Is cloud hosted voip ok

**Answer:** Yes.

2. **Question:** on contact center, is this for the software/hardware, or personnel to man the center, as well?

**Answer:** This is for a complete hosted software/hardware solution. Call center employees are not a part of this proposal.

3. **Question:** Whether companies from Outside USA can apply for this? (like, from India or Canada)

**Answer:** Yes.

4. **Question:** Whether we need to come over there for meetings?

**Answer:** No, see section 1.10 of the ITN document as to the ability to attend public meetings remotely. Meetings for product demonstrations and implementation may be conducted via remote access, subject to further discussion.

5. **Question:** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**Answer:** Yes, subject to review by Citizens IT Security department.

6. **Question:** Can we submit the proposals via email?

**Answer:** Yes, see section 3.5 A of the ITN document.

7. **Question:** What channels should be shown in the pricing workbook? (Email, Chat, Voice, SMS, Social Media)

**Answer:** Vendors should price what has been proposed within their response to the vendor questionnaire. Pricing for optional items should be provided in response to question 4, Part 2 of Attachment F, Price Sheet.

8. **Question:** What Channels are used for outbound (dialer) (Voice, Chat, SMS, Email)?

**Answer:** Voice, Chat, SMS, Email, Callback

9. **Question:** What is the total number of calls for the Max Busy Hour?

**Answer:** 85 concurrent calls is the average max busy hour.

10. **Question:** What is the Avg Handle Time?

**Answer:** See Exhibit 1, to this Addendum, for average handle time.

11. **Question:** What is the Avg Queue Time?

**Answer:** See Exhibit 1, to this Addendum, for average queue time.

12. **Question:** Will integrations to backend systems for Screen Pops and Self Help in the IVR be needed?

**Answer:** Integrations to backend systems for Screen Pop and Self Help are preferred elements of a CCaaS solution (see Attachment E).

13. **Question:** What Systems will we need to integrate to for Screen Pops and Self Help in the IVR?

Name/Version/Cloud or on Prem

**Answer:** At this time, integration to Guidewire policy systems would be needed to support providing customer information via screen pop and self-help. Additional system integrations may be needed in the future.

14. **Question:** What questions will be asked for identification for Screen Pop and/or IVR self Help?

**Answer:** Current IVR self-help asks for policy number, policy holder, and zip code.

15. **Question:** Will information for Self Help be pulled or will we need to push information back to the system as well for updates?

**Answer:** Information may need to be pushed back to the system.

16. **Question:** Please verify a total of 290 agents - 130 voice only and 160 omni channel.

**Answer:** For CCaaS, this is correct. However, the product should offer flexibility to expand in response to hurricanes and other catastrophic events.

17. **Question:** What channels would you want to conduct the post call surveys in? Voice, Email, Chat, MS, SMS?

**Answer:** Voice, email, chat and SMS

18. **Question:** Please explain importing Vendor Partner Files for phone calls (audio only)? Are these recordings? If not what are the phone call files for?

**Answer:** Currently, our third-party vendors provide MP3/.wav audio files daily to an internal file share via SFTP connection. Going forward, Citizens would like these audio files (or the files created separately by the new CCaaS system) to be made available (imported) into the CCaaS Call Recording product, along with identifying information such as vendor name, agent name, date of call, time of call, and duration of call. Citizens would also like to discuss ways to migrate existing call recordings into the new CCaaS solution, although this is not a requirement.

19. **Question:** FAX requirement... Does the agency use a fax server or cloud fax service at this time?

**Answer:** Yes, Citizens currently utilizes a cloud fax platform.

20. **Question:** Is Gamification required at this time (for pricing)?

**Answer:** Gamification is not required but is preferred. If indicated as available (regardless of the implementation method selected) on Attachment E, Solution Feature Workbook, pricing should be included in Part 1 of Attachment F, Price Sheet

21. **Question:** Is CoBrowsing required at this time (for pricing)?

**Answer:** CoBrowsing is not required but is preferred. If indicated as available (regardless of the implementation method selected) on Attachment E, Solution Feature Workbook, pricing should be included in Part 1 of Attachment F, Price Sheet.

22. **Question:** Please explain in greater detail the need "ability to track WFM Back office and production work environments"?

**Answer:** The ability to support non-client facing (back office) contact center departments, improve forecast accuracy for task-based production, view and manage resource capability, facilitate

calculation of average processing times of tasks.

23. **Question:** What information will the Chat Bot required to obtain from the Citizen for identification?

**Answer:** Today, we use policy number, policy holder, and zip code for identification in the IVR. This is subject to change at a later date.

24. **Question:** What are the languages the citizens needs to be able to "configure multilanguage elements when applicable (Chat, IVR, TTS)?

**Answer:** English and Spanish

25. **Question:** Please expand the boxes in lines 13 and 14 of the CCaaS Pricing Sheet so that we may read all of the information provided. Currently it is not completely visible.

**Answer:** Please see the revised Attachment F that expands lines 13 and 14.

26. **Question:** Is there intention to connect other vendor's ACD into WFM as well?

**Answer:** Yes, Citizens would like to explore this option for real time reporting and statistics.

27. **Question:** Do you want this priced at configured or concurrent models or both. If concurrent of the 290 agents what is the staffing split? Hours?

**Answer:** Concurrent licensing is preferred, and the hours of operation Monday - Friday 8:00 a.m.-5:30 p.m. ET.

28. **Question:** Are picking calls out of queue to answer them or redirecting them to another queue

**Answer:** Both.

29. **Question:** Do you want translate Spanish chats into English?

**Answer:** No this is not required; however, vendors may propose as an additional value-added service in their Reply.

30. **Question:** Do you want to do % or Quote routing in an IVR before they reach the contact center?

**Answer:** Citizens currently uses percentage-based routing, but is open to proposals that include quote routing.

31. **Question:** What exactly do you want to import as far as other vendor or partner files

**Answer:** See answer to question 31 above.

32. **Question:** What is meant by "Track WFM Back office and production work environment"

**Answer:** See answer to question 22 above.

33. **Question:** Do any of the 55 supervisors log in and take calls like an agent on busy days?

**Answer:** Yes.

34. **Question:** Do you need to schedule Supervisors in WFM?

**Answer:** No.

35. **Question:** We would like to establish a mutual NDA. Is this possible?

**Answer:** Citizens does not believe an NDA is necessary due to protections afforded to Vendor trade secrets under Florida Statutes (see s. 815.045, Florida Statutes and section 3.3. of the ITN document). However, Citizens is willing to discuss targeted NDAs (financial statements, etc.) if desired.

36. **Question:** Is Citizen's requiring concurrent or named licensing for their contact center agents?

**Answer:** Concurrent licensing is preferred.

37. **Question:** What capabilities do the Advance Users have on the existing UCaaS? (**Current Communication System and Volumes Pg. 8**)

**Answer:** "Advanced Users" refer to contact center/call center phone profiles assigned to individual employees. For context, this refers to internal Citizen's phone station set ups. (Standard/Call Center/Receptionist). An advanced user is configured to allow for incoming ACD traffic, whereas a basic user is only configured for standard incoming/outgoing phone calls.

38. **Question:** What is Citizen's current Microsoft Teams (MS Teams) license count? (**MS Teams Pg. 8**)

**Answer:** We currently have 1,600 licenses for Teams.

39. **Question:** Where is Citizen's MS Teams instance hosted from? E.g., Microsoft Azure (**MS Teams Pg. 8**)

**Answer:** Within the Citizens M365 tenant.

40. **Question:** Does Citizen manage their own MS Teams instance? (**MS Teams Pg. 8**)

**Answer:** Yes.

41. **Question:** What is the average monthly inbound call volume for the UCaaS and CCaaS before Covid or during a non-emergency period? (**CC System and Volume Pg. 8, 9 and 10**)

**Answer:** Please see below for pre-pandemic total call volumes and duration in minutes by month.

Month	Total calls	Total duration
Jan-19	264,256	280,140
Feb-19	193,387	311,301
Mar-19	199,048	348,521
Apr-19	229,961	427,452
May-19	238,633	446,709
Jun-19	281,690	472,253
Jul-19	307,031	491,133
Aug-19	302,881	574,181
Sep-19	261,872	517,120
Oct-19	328,502	633,185
Nov-19	243,326	585,911
Dec-19	276,931	643,844

42. **Question:** What is the average monthly concurrent call volume of the UCaaS end points? (**CC System and Volume Pg. 8, 9 and 10**)

**Answer:** The daily concurrent call average is 55.

43. **Question:** Who is the current Telephony provider for Citizen's UCaaS and CCaaS?

**Answer:** AT&T handles local and long-distance SIP traffic. Unify/ Atos is the current on prem telephony vendor.

44. **Question:** Is Citizen's desiring to keep their existing Telephony provider?

**Answer:** Citizens is flexible. Vendors may propose to replace Citizens current telephony provider, or not.

45. **Question:** Does Citizen leverage any physical SBCs? If so, please provide the number, location, make and model.

**Answer:** Yes, there are a total of 4 on prem SBC's currently. 2 vendor provided physical SBC's, and 2 virtual SBC's. They are split between Citizens data center location in Jacksonville, FL, and Winter Haven, FL. (WH is the DR site.) IBM 3250 M5 is the model.

46. **Question:** Does Citizen leverage any data centers within their telephony infrastructure? If so, please provide how many and locations.

**Answer:** Yes, 2 Data Center location. Primary – CSX Jacksonville, FL. DR Data Center – Winter Haven, FL

47. **Question:** Are there physical Citizen offices located at each of the following locations? Jacksonville, Tallahassee and Winter Haven (**CC System and Volume Pg. 10**)

**Answer:** Citizens has physical office locations in Jacksonville, Tallahassee, and Tampa. Additionally, Citizens maintains a backup data center in Winter Haven.

48. **Question:** How does Citizen define "Omni-Channel" agents? (**CC System and Volume Pg. 9**)

**Answer:** Omni-Channel refers to agents that can simultaneously handle various media types. This includes voice, email, chat, SMS and outbound counterparts of these communication channels as well.

49. **Question:** Will Citizens be open to replacing the existing call recording solution? If so, would Citizens be open to retaining existing recording on a separate server if they can not be ingested into the newer solution? (**CC System and Volume Pg. 9**)

**Answer:** Yes and Yes. Citizens would like to discuss ways to migrate existing call recordings into the new CCaaS solution, although this is not a requirement.

a. **Question:** Would all call center desktops onsite and remote have both audio and screen recording?

**Answer:** Yes.

b. **Question:** What would be the audio and screen recording retention period?

**Answer:** Minimum total of 1 year for audio files, and 30 days for screen captures. The ability to retain individual audio/screen files for an indefinite period is required as well.

c. **Question:** Is speech analytics required?

**Answer:** No, but this may be offered as a value-added service.

d. **Question:** Are there PCI Regulatory requirements for Call Center calls?

**Answer:** No.

50. **Question:** Also, what type of the webservices does the Virtual Observer (call recording solution) support? E.g., Restful APIs **(CC System and Volume Pg. 9)**

**Answer:** No webservices are used at this time. Virtual Observer has limited capabilities.

51. **Question:** What is the UCaaS / CCaaS seat count by location? **(CC System and Volume Pg. 10)**

**Answer:** This information is not readily available at this time, but may be explored during the negotiation phase of this solicitation.

52. **Question:** Which call centers would be monitored by the QCenter (quality management solution)? **(CC System and Volume Pg. 10)**

**Answer:** Our consumer, Underwriting, Agency and Market Services internal depts will be monitored using the QMS, phone calls and tasks. We also review our vendors using our QMS system as well.

53. **Question:** Are the external vendors leveraging a CCaaS that was selected by Citizens or do the vendors have the leeway to leverage their own solutions? **(External Contact Centers Pg. 8)**

**Answer:** All third-party contact centers leverage their own solution.

54. **Question:** Can Citizens provide the type of CCaaS that each vendor by location is using to support your business use cases? **(External Contact Centers Pg. 8)**

**Answer:** RingCentral and Five9

55. **Question:** How are analytics from each external contact center capture and delivered to Citizens? Can Citizens provide the solutions that are used for this purpose? **(External Contact Centers Pg. 8)**

**Answer:** Excel (via email and/or export from vendor PowerBI dashboard)

56. **Question:** What is the frequency of the analytics reporting and delivery process? **(External Contact Centers Pg. 8)**

**Answer:** Daily for end of day results. Throughout the day, we receive reports every 30 minutes for the cumulative daily stats. Additionally, we have access to real-time vendor call statistics via web.

57. **Question:** What types of metrics are captured from each external contact centers? **(External Contact Centers Pg. 8)**

**Answer:** Calls Received, Average Queue Time, Max Queue Time, Calls Answered, Average Handle Time, Max Handle Time, Calls Abandoned, Average Wait to Abandon, Max Wait to Abandon, Service Level, FTE (all per half hour interval).

58. **Question:** Would Citizen's be interested in providing the external contact centers a one single CCaaS instead of the vendor bring their own technologies? **(External Contact Centers Pg. 8)**

Example: Regardless, of the seasonal or emergency related inbound call or application spikes, Citizens can have their contracted manpower utilize one CCaaS solution.

This will centralize all call routing, analytics reporting, workflow processes and administration of the

CCaaS. Licensing management (Named or Concurrent) can be performed from a single platform.

**Answer:** Citizens does not have an immediate need for this but may have a future interest in this approach.

59. **Question:** What ticketing solution is utilized by the ITS Help Desk? How is it currently integrated with the existing CCaaS? (**CC System and Volume Pg. 10**)

**Answer:** ServiceNow is our ticketing system and is not currently integrated with any of our contact center solutions or the telephony system.

60. **Question:** What type of use case or service tickets are supported by the help desk? (**CC System and Volume Pg. 10**)

**Answer:** All use case/service tickets are handled by the ITS service desk.

61. **Question:** Are the contact centers interested in any artificial intelligence at this time? E.g., Voicebots, Predictive Engagements for customer behaviors on the Citizens website/portal.

**Answer:** No specific requirements at this time; however, vendors may propose as an additional value-added feature in their Reply.

62. **Question:** Does Citizen current have a knowledge management solution in place? If so, please provide the name of the solution?

**Answer:** Oracle Service Cloud (formally RightNow)

63. **Question:** Is Citizens interested in Agent Assistance? (E.g., providing your CC agents with relevant real-time information from your knowledge management sources during inbound interactions (voice, webchat, etc.)

**Answer:** Yes.

64. **Question:** Is the vendor required to provide on-shore only resources for this solicitation? E.g., Implementation or Day 2 Tier Services

**Answer:** No, subject to review by Citizens IT Security department.

65. **Question:** In Attachment D, section 11.2.2, references NIST 800-53. Is Citizens asking for a CCaaS solution that is FedRamp certified

**Answer:** No, Fedramp is not required.

66. **Question:** Regarding UCaaS and UCCaaS - Is there any requirement for Onshore only support?

**Answer:** No, subject to review by Citizens IT Security department.

67. **Question:** Regarding UCaaS and UCCaaS - Are there FEDRAMP required services?

**Answer:** No, Fedramp is not required.

68. **Question:** Regarding UCCaaS - What channels should be shown in the pricing workbook? (Email, Chat, Voice, SMS, Social Media)

**Answer:** Vendors should price what has been proposed within their response to the vendor questionnaire. Pricing for optional items should be provided in response to question 4, Part 2 of



Attachment F, Price Sheet.

69. **Question:** UCaaS - Please provide qty, make and model of all phones to be traded in.

**Answer:** 1400 Unify/Atos Openstage 40 desktop phones.

70. **Question:** UCaaS - How many entry-level handsets are needed?

**Answer:** Citizens intends to deploy soft phones to the workforce.

71. **Question:** UCaaS - How many executive/administrative handsets are needed?

**Answer:** See answer to question 70 above.

72. **Question:** UCaaS - How many receptionist/secretary handsets are needed?

**Answer:** See answer to question 70 above.

73. **Question:** UCaaS - Do you want to Rent or Purchase phones?

**Answer:** Citizens intends to purchase devices if needed.

74. **Question:** UCaaS - How many lines does the receptionist/secretary need to monitor?

**Answer:** Not applicable. Citizens does not utilize a receptionist.

75. **Question:** UCaaS - How many conference phones are needed?

**Answer:** Conference Phones are not a part of this solicitation.

76. **Question:** UCaaS - How many dedicated fax machines are needed at each location? Note: Virtual Fax is included with each hosted VoIP seat, which may eliminate the need for some fax machines.

**Answer:** 25

77. **Question:** UCaaS - Do you require integration into your overhead paging system? If so, please provide make and model of existing paging systems to integrate with new phone system (by building?)

**Answer:** Citizens does not use an audio paging system at this time.

78. **Question:** UCaaS - Are there any CRM applications that need to integrate with the new phone system?

**Answer:** Not currently, possibly in the future.

79. **Question:** UCaaS - Does the phone system need to support broadcast notifications for emergency purposes?

**Answer:** No.

80. **Question:** UCaaS - Do you require to be notified when emergency calls (911) are placed and do those calls need to be recorded?

**Answer:** Notification is not required, but 911 services are required.

81. **Question:** UCaaS - Does the phone system need to be integrated into an existing emergency

communications plan?

**Answer:** No. However, Vendors may propose as additional value-added services in their Reply.

82. **Question:** UCaaS - Do you need conferencing and collaboration functionality?

**Answer:** No.

83. **Question:** UCaaS - Do you have network drops everywhere you want a phone including common areas (lobby, break room, emergency, etc.)?

**Answer:** Yes.

84. **Question:** UCaaS - What is your Internet Bandwidth? Hub and Spoke?

**Answer:** 1G

85. **Question:** UCaaS - Are your switches POE enabled?

**Answer:** Yes.

86. **Question:** UCaaS - Do you need site survivability (for purposes of emergency dialing) in the event of a WAN failure?

**Answer:** Yes, this is required.

87. **Question:** UCaaS - How many simultaneous 911 calls need to be supported during a WAN failure in each location?

**Answer:** A minimum of 3

88. **Question:** Attachment A - Does the vendor need to have its home corporate headquarters in Florida? (Clarifying Vendor Diversity Information section)

**Answer:** No.

89. **Question:** Attachment G, 11.1.3 - Will you provide the data specifics you want delivered to you?

**Answer:** This proposed contract provision generally requires vendors to provide copies of any Citizens data stored on the vendor systems. The scope of this provision can be discussed and modified within reason during the negotiation process.

90. **Question:** For CCaaS, how many DIDs are used?

**Answer:** Currently, 60 DIDs are used for in the IVR for internal Citizens queues.

91. **Question:** UCaaS - What is the difference between an advanced user and a standard user?

**Answer:** See answer to question 37 above.

92. **Question:** UCaaS - Does the current LAN support PoE? Is PoE configured today?

**Answer:** Yes and Yes.

93. **Question:** UCaaS - Does the current LAN support QoS? Is QoS configured today?

**Answer:** Yes and Yes.

94. **Question:** UCaaS - How many shared mailboxes will need to receive faxes? How many faxing pages per month will be sent and received in total?

**Answer:** 25 total mailboxes to receive faxes. Total pages data is not available on the current system. The volume is relatively low for this type of transaction.

95. **Question:** UCaaS - How many non-contact center agents will need to be recorded?

**Answer:** Non-contact center agents are not recorded at this time.

96. **Question:** UCaaS - Is voice mail transcription required as part of the initial roll out or can it be added later? How many voicemail boxes will require transcription?

**Answer:** No, voicemail transcription is not required, but will be considered.

97. **Question:** Reference: Attachment A - Category & Description - Florida Business Enterprise (FBE) - Is this Invitation To Negotiate restricted to vendors that have or maintain its primary corporate/home office in Florida?

**Answer:** No. See answer to question 88 above.

98. **Question:** Reference: 1.7 Contract Term – Understanding that the initial contract term is anticipated to be five (5) years. What would factor in to Citizens Property Insurance Corporation adjusting their anticipated five (5) year initial contract term?

**Answer:** Citizens is willing to discuss adjusting the initial contract term based upon any factors the Vendor wishes to raise during the negotiation phase.

99. **Question:** Reference: 1.7 Contract Term – What are Citizens Property Insurance Corporation expectations for activating service with the newly chosen vendor; date?

**Answer:** Citizens anticipates:

- i) recommending an award in February 2022;
- ii) presenting the award to our Board of Governors for review/approval in March 2022;
- iii) signing a final contract by June 2022;
- iv) beginning the implementation process in the third quarter of 2022; and
- v) activating service soon after the product(s) are fully implemented using the selected vendor(s) proposed timeline.

100. **Question:** Reference: 2.1 Background – In the last 10 years how many times has Citizens Property Insurance Corporation had to scale up the number of temporary workers to over 1000 during a catastrophic event?

**Answer:** None.

101. **Question:** Reference: 2.1 Background – Microsoft Teams – of the 4000 user license counts on the HiPath system, how many use Microsoft Teams for collaboration?

**Answer:** All Citizens employees use Microsoft teams. The phone system is the HiPath 4000 model, that is not the license count. Please refer to section 2.1 of the ITN license counts.

102. **Question:** Reference: 2.1 Background – A. Current Communication Systems and Volumes - Of the

2,150 Users, how many additional licenses are kept for being allocated based on seasonal, catastrophic events? And, what do these additional licenses consist of: Voice-Channel Only Agents, Omni-Channel Agents, or, both?

**Answer:** That number referenced is the total needed for business as usual and Catastrophe operations. Please refer to section 2.1 of the ITN for license counts.

103. **Question:** Reference: 2.1 Background – B. Current Contact Center Systems and Volumes - External Contact Centers - Are any of the six (6) External Contact Center vendors looking to transition their Contact Centers to the CCaaS vendor chosen by Citizens Property Insurance Corporation and wish to participate in this Invitation To Negotiate?

**Answer:** No, that is not under consideration.

104. **Question:** Reference: 2.1 Background – B. Current Contact Center Systems and Volumes - Direct Inward Dialing and Toll-Free Numbers – How many IVRs are used between the DIDs and the Toll Free Numbers?

**Answer:** 1 hosted IVR platform.

105. **Question:** Reference: Attachment E – Administration – (4) Please further explain the context around having a “concurrent license model instead of named users” and please provide an example?

**Answer:** Citizens prefers a concurrent license model.

106. **Question:** Reference: Attachment E – Tools and Features – (8) Please further explain the context around the functionality for: “Ability to flag specific voice or screen captures so they are not purged from the system?”

**Answer:** Any recordings “flagged” should be exempted from any scheduled data purge.

107. **Question:** Reference: Attachment E – Tools and Features – (10) Please further explain the context around the functionality for: “Ability to call pick calls in queue as desired?”

**Answer:** The ability to retrieve a call that is in queue to: a) reserve for a specific user or b) transfer to another queue

108. **Question:** Reference: Attachment E – Tools and Features – (17) Please further explain the context around the functionality for: “Ability to provide gamification in the contact center?”

**Answer:** The functionality/design to use ‘gaming’ principles to engage staff and drive performance within the CCaaS solution (i.e., earn merit badges for meeting KPIs).

109. **Question:** Reference: Attachment E – Tools and Features – (20) Please further explain the context around the functionality for: “Ability to purge screen recordings, if PI (Personal Identifiable) information is displayed on screen?”

**Answer:** We need to have the ability to blur screens for certain websites or when certain programs are accessed, in which the employee may be accessing personal information. i.e. Banking website or signing up for benefits. This is specific to recording, when these requirements are met when recording, the blur would occur.

110. **Question:** Reference: Attachment E – Tools and Features – (24) Please further explain the context around the functionality for: “Ability to support a feature rich omni-channel experience?” Please add specificity to “feature rich”.

**Answer:** Omni-Channel refers to Voice, Email, SMS, Callback, Chat, etc. Please provide a list of all available and the associated pricing as applicable.

111. **Question:** Reference: Attachment E – Security, Identity and Access Management – (39) What other encryption methods are ok to use other than FIPS Encryption?

**Answer:** FIPS encryption is preferred. Vendors should identify other encryption methods available/used in their Reply.

112. **Question:** Reference: Attachment E – Integration and Data Retention – (43) What specific CRM providers does Citizens Property Insurance Corporation need to integrate with?

**Answer:** Citizens does not currently have a CRM; however, we may consider acquiring one in the future.

113. **Question:** Reference: Attachment E – Integration and Data Retention – (43) Is Citizens Property Insurance Corporation open to transitioning it's CRM solution to the new CCaaS vendor if available?

**Answer:** Not applicable. See answer to question 112 above.

114. **Question:** Does Citizens consume any public cloud services today, such as Google Cloud Platform, Amazon Web Services or Microsoft Azure?

**Answer:** Microsoft Azure and Amazon Web Services (AWS)

115. **Question:** Does Citizen currently maintain an account with any SMS provider, such as Twilio?

**Answer:** Yes.

116. **Question:** Please confirm network segmentation using Virtual Local Area Networks (VLAN) is leveraged to separate client computer and voice networks.

**Answer:** Yes.

117. **Question:** Please provide make and model of your Citrix ThinClients.

**Answer:** No thin clients in use today, only Citrix virtual desktops.

118. **Question:** Is the expectation that all applications/devices will be web based as opposed to client based?

**Answer:** Web based is preferred.

119. **Question:** How many Direct Inward Dial numbers are owned by Citizen and your incumbent carrier?

**Answer:** See section 2.1 B of the core ITN document.

120. **Question:** During past emergency scenarios, do you have any call arrival pattern details to determine system capacity scalability?

**Answer:** See Exhibit 1 (specifically the sheet titled 'Irma Volumes'), to this ITN, for the daily claims volume for September and October 2017 (indicating the heaviest impact to call volume due to Hurricane Irma).

121. **Question:** Please provide any Line of Business Application that may contain necessary data for IVR

decision making, such as contracts or policy agent details.

**Answer:** We are not clear what is being asked/requested by this question. We will be glad to discuss and share information during the negotiation phase.

122. **Question:** Attachment E, #11 – What type of surveys, call, SMS, other?

**Answer:** Voice, email, SMS, chat, outbound campaign, self-service interactions. Vendors may propose additional channels in their response.

123. **Question:** Attachment E, #14 – Can you please describe the circumstance around importing vendor partners files? Is this for outbound calls?

**Answer:** This is intended for inbound and outbound calls answered by the vendors. See answer to question 18 above.

124. **Question:** Attachment E, #46 – Can you provide the name of the Applications you would like to integrate with?

**Answer:** All integrations to Citizen's systems will most likely integrate through our Enterprise Service Bus (Oracle), ServiceNow, Microsoft Teams, and Citizens internal insurance suite platform.

125. **Question:** Attachment E, #49 – Can you clarify how you want your new call center to integrate with the external call center?

**Answer:** A solution to import real-time data feeds from vendors into our WFM systems for forecasting and reporting purposes.

126. **Question:** Can you provide the user/endpoint count, required/forecast for both UCaaS and CCaaS for the new environment?

**Answer:** Please refer to section 2.1 of the core ITN document.

127. **Question:** Is Citizens planning to reuse the existing phones for this UCaaS solution?

- If "YES, we need the phone model and counts?
- If "NO", then, shall we provide the hard-phones cost as well for the requested count, please be advised that our UCaaS solution is also compatible with softphones.

**Answer:** No, we plan on only using softphones moving forward.

128. **Question:** Kindly address the same above scenario for CCaaS as well.

**Answer:** See answer to question 127 above, Citizens plans on using only softphones moving forward.

129. **Question:** From a quoting/licensing standpoint we are asking for clarification for the following - How many actual UCaaS users?

**Answer:** See section 2.1 A of the core ITN document for a table of Citizens' approximate HiPath 4000 user licenses counts as of July 2021.

130. **Question:** From a quoting/licensing standpoint we are asking for clarification for the following - How many named CCaaS users?

**Answer:** Please see section 2.1 B of the core ITN document for a table of Citizens' current internal use licenses counts.

131. **Question:** From a quoting/licensing standpoint we are asking for clarification for the following - How many concurrent CCaaS users?

**Answer:** 200

132. **Question:** Since the answers to the questions won't be posted until 10/4/21, and some of the answers could significantly impact our design and architecture, will Citizens extend the bid response due date out another 30 days from 10/4/21?

**Answer:** Please see the solicitation changes on page 1 that extends the Reply due date to October 25, 2021.

133. **Question:** Is our response to the UCaaS category to include PSTN trunking?

**Answer:** While PSTN trunking is not included in this ITN (other than if required to provide E911 services), please indicate in your response if you offer this product and its associated cost.

134. **Question:** Is our response to the CCaaS category to include PSTN trunking?

**Answer:** While PSTN trunking is not included in this ITN (other than if required to provide E911 services), please indicate in your response if you offer this product and its associated cost.

135. **Question:** UCaaS questionnaire, item 10, what does RPO, RFO, and RTO stand for?

**Answer:** RPO is Recovery Point Objective and RTO is Recovery Time Objective. In Attachment C, UCaaS Questionnaire (item 10), 'RFO' is a typo, it should say 'RPO'.

136. **Question:** CCaaS questionnaire, item 10, what does RPO and RTO stand for?

**Answer:** See answer to question 135 above.

137. **Question:** There seems to be no mention of physical phones in the ITN nor pricing page. Is Citizens looking for physical phones for the UCaaS solution, or is a complete Softphone/Mobile client environment desired?

**Answer:** No physical phones required. Preference is Softphones/Mobile.

138. **Question:** What level of licensing does Citizens have for Microsoft Teams? Does it include Phone System?

**Answer:** Citizens has Microsoft 365 E5 as well as Office 365 E1 licenses. The E5 licenses includes the phone system.

139. **Question:** The Communication Volumes provided in main ITN document, third bullet under 2.1.A, does this include only call volumes on the existing Siemens HiPath, or does it include call volumes to the contact centers both internal and/or external? If so, please define.

**Answer:** That is the Siemens Hipath inbound/outbound volumes only. It does not reflect external third parties.

140. **Question:** Main ITN document, 2.1.B Current Contact Center 5th Bullet, NICE IEX Workforce Management mentions 625 users, but the license counts for the Current Internal User License Counts is only 383. Please explain how these relate to each other so we can design and quote properly.

**Answer:** IEX has a license count of 625 users. These are fixed, which is why the number is higher for contingency purposes.

141. **Question:** Are the 383 Current Internal Contact Center User Count included in the 2,205 Siemens HiPath user count, or are they separate and in addition?

**Answer:** Yes, they are included in the total.

142. **Question:** Does Citizens have an existing BOT platform (i.e. Google) in use?

**Answer:** No.

143. **Question:** Can you please provide outbound call center calling volumes?

**Answer:** From Hurricane Michael - two outbound calling campaigns from 10/12/2018 – 10/29/2018: total 31,276 outbound calls made. This has been our biggest outbound calling initiative to date.

144. **Question:** CCaaS Solution Feature Workbook- Operational Reporting and Analytics- question 27- Please specify metrics used in your Agent and Supervisor SLA's

**Answer:** Calls Received, Average Queue Time, Max Queue Time, Calls Answered, Average Handle Time, Max Handle Time, Calls Abandoned, Average Wait to Abandon, Max Wait to Abandon, Service Level, Occupancy.

145. **Question:** CCaaS Solution Feature Workbook- Integration and Data Retention- Question 49- Please specify integration expectations for external/3rd party/BPO/Vendor call center solution and ACD solutions

**Answer:** See answer to question 125 above.

146. **Question:** In the UCaaS workbook tab, items 5 and 6 appear to be contact center related. Will Citizens please confirm whether these features are specific to UCaaS, CCaaS, or both?

**Answer:** These would apply to both

147. **Question:** We understand Citizens intentions on not wanting multiple response/bids from vendors. However, we have contractual relationships with value add resellers(VAR) who contractually we have no control over them bidding on a ITN. If this were to happen would it impact our direct response in anyway?

**Answer:** No, this would not impact your direct response. We would treat each VAR submission as a separate response.

148. **Question:** We respectfully request a 2 week extension to the due date.

**Answer:** See answer to question 132 above.

149. **Question:** Is FedRAMP a requirement for this solicitation?

**Answer:** No, Fedramp is not required.

150. **Question:** Will the remote users use a handset or a softphone app on desktop?

**Answer:** Softphone is preferred



151. **Question:** For the remote workers, should we use 80% of 1000 full-time employees (800 users)?

**Answer:** At the current moment, all Citizens employees are remote.

152. **Question:** The User counts and License counts are slightly different. Can you please explain which number we should utilize from the 1,000 full time employees with 100-2000 additional users during catastrophic events vs. 2,150 users with additional licenses vs. 2,205 licenses in the table provided.

**Answer:** Yes, our current infrastructure has more licenses than employees. This is due to the time of purchase, and the license model available at that time.

153. **Question:** What features do the 200 Advanced users need that the standard users do not require?

**Answer:** Contact Center services

154. **Question:** Do Standard and Advanced users require voice mail?

**Answer:** Yes.

155. **Question:** Can you provide a count for common area and conference room phones?

**Answer:** 30.

156. **Question:** Please provide more detail for the 20ea. Analytics/Reporting licenses. Are these users also included in the standard/advanced user totals or additional personnel?

**Answer:** This role is strictly for administrative/reporting duties.

157. **Question:** Please provide existing call flows and integrations required to perform a like-for-like migration for a Phase 1 deployment model for all channels, voice, e-mail, SMS, etc.

**Answer:** This information will be provided to vendors advanced to the negotiation phase.

158. **Question:** Attachment E, UCaaS Tab - Item #5 under Administration appears to be a CCaaS feature versus a UCaaS feature. Please explain.

**Answer:** Correct. Please see Addendum 1 above that removes this feature from UCaaS feature workbook.

159. **Question:** Attachment E, UCaaS Tab - Item #6 under Tools and Features appears to be a CCaaS feature versus a UCaaS feature. Please explain.

**Answer:** This feature would allow Citizens to capture, store and search web chat transcripts and associated metadata.

160. **Question:** Attachment E, UCaaS Tab - Please provide the estimated fax pages per month. Is there an interest in a fax server option?

**Answer:** Citizens is not interested in a fax server. All services should be hosted/cloud-based.

161. **Question:** Attachment E, UCaaS Tab - Item#15 under Security, Identity and Access Management appears to be a CCaaS feature. Please explain. UCaaS users do not typically log into their User portal very often.

**Answer:** Item #15 is a feature of both UCaaS and CCaaS. This feature allows Citizens to track administrative activity across the applications.

162. **Question:** Attachment E, UCaaS Tab - Item#18 under Security, Identity and Access Management appears to be a CCaaS feature. What data is Citizens trying to encrypt? Are you looking for TLS/SRTP options for voice at the device level? Please explain.

**Answer:** Any data that could be considered PII (e.g., employee information, etc.) would need to be encrypted. PII data should be encrypted at rest and in transit.

163. **Question:** Attachment G indicates vendors may propose modifications to Terms and Conditions during the Negotiation Phase of the ITB; should vendors submit requests in their initial response to frame topics for prospective negotiations?

**Answer:** No; Citizens will request vendors advanced to the negotiation phase to provide comments/redlines to Attachment G.

164. **Question:** What WFM forecasting data fields from external call centers would be uploaded into WFM and what are the WFM data retention requirements (Section (2.3.2))

**Answer:** By interval: Calls Received, Calls Abandoned, Average Handle Time, and Service Level

165. **Question:** Page 9, Section 2.1B - Is there a requirement for integration of agent CTI screen to be integrated with any CRM system? If yes, kindly specify details of the CRM or other backend systems to be integrated?

**Answer:** Citizens does not currently have a CRM system.

166. **Question:** Page 9, Section 2.1B - How many IVR call flows are required in the proposed CCaaS solution? Kindly list number of integrations in IVR flows with backend systems, if any. Also list the backend systems for which integration is required. Would APIs be available for these integrations?

**Answer:** 53 call flows for the IVR, and 4 SMS call flows in the IVR. API's are available for integration with other Citizens systems.

167. **Question:** Page 9, Section 2.1B - What is the purpose of the QCenter application (given that there is another system for call recording). Why does it have only 150 users if number of agents is 383?

**Answer:** QCenter is the system we use to perform and store evaluations; virtual observer is the application we use for recording. We pull recordings from virtual observer into Q Center for quality review. The 383 versus 150 is out of context, the 383 is total number of users, not specific to users being recorded. 383 is in reference to overall licensing, not specific to the quality system.

168. **Question:** Page 9, Section 2.1B - IEX users count is mentioned as 625. Are non-agents part of this count? Is WFM solution required as part of this ITN?

**Answer:** 625 licensed agents are available to use the system. Non-Agents are not a part of this count, as Citizens acquired additional licenses in order to accommodate for catastrophe operations activity. A new WFM solution is a part of this solicitation.

169. **Question:** Page 9, Section 2.1B - What is split of IEX users against each process?

**Answer:** There is no current split of IEX users within the application based on process or job type.

170. **Question:** Page 9, Section 2.1B - Are all agents blended i.e. catering to voice, email and chat. If no, Can you please specify count of agents for each channel?

**Answer:** No, some agents are blended today but not all. There are 225 Voice (plus reserve IDs for

CAT), 80 Callback, 30 Email, and 31 Web.

171. **Question:** Page 9, Section 2.1B - Can you provide projected call volumes for next 5 years?

**Answer:** Please see Exhibit 1, to this ITN, that provides projections for 2022.

172. **Question:** Page 9, Section 2.1B - Do we consider current agent count for pricing for all 10 years or is there a projected growth that has to be considered?

**Answer:** Current numbers provided do account for planned future activity. This can fluctuate based on market performance and storm activity.

173. **Question:** Attachment E, CCaaS (Sr. No. 5) - Can you please explain the routing logic/triggers to be implemented to route calls to external third party call centers?

**Answer:** Within the IVR, callers have a variety of options to choose from in regard to their servicing needs. A number of endpoints direct final call disposition to particular queues. Prior to the call transferring to its final destination, some call types have a percentage-based call allocator that can handle multiple endpoints simultaneously. The logic/algorithm will account for the incoming call volumes, and strategically allocate volumes to the various endpoints based on the assigned allocation percentage. For example, Citizens is 60%, Vendor A is 20%, and Vendor B is 20%. (Percentages always equal 100% per call allocator/call type.) At the end of the day, the actual call volume distributions should closely match the assigned distribution percentage. Citizens utilizes this technology currently to meet contractual obligations outlined with each respective third-party vendor.

174. **Question:** Attachment E, CCaaS (Sr. No. 5) - Will the agents of the external third party vendors use the Citizens CCaaS solution being proposed under this ITN?

**Answer:** No, all external vendors utilize their own respective phone systems.

175. **Question:** Attachment E, CCaaS (Sr. No. 5) - Would only Voice call be routed to external CC Vendors?

**Answer:** Yes, at this time only voice is being transferred. Vendors may propose additional/alternate options in their Reply.

176. **Question:** Attachment E, CCaaS (Sr. No. 10) - Kindly explain the requirement for "ability to call pick calls in queue".

**Answer:** The ability to retrieve a call that is in queue to: a) reserve for a specific user or b) transfer to another queue.

177. **Question:** Attachment E, CCaaS (Sr. No. 12) - Is voice transcription service including Spanish to English required real time or it can be done post call completion?

**Answer:** It would be great to have it done real time, but post call is what we have today and is acceptable.

178. **Question:** Attachment E, CCaaS (Sr. No. 12) - Is this functionality required for all calls recorded or only selected calls?

**Answer:** All recorded calls.

179. **Question:** Attachment E, CCaaS (Sr. No. 14) - Are the audio files from external CC to be imported in proposed CCaaS Solution's Quality Monitoring (Recording) platform and to be played from this platform? Or is this import needed in some storage location?

**Answer:** Yes, we need them imported and played from the QMS solution, we also need retention.

180. **Question:** Attachment E, CCaaS (Sr. No. 14) - Is this required for all calls answered by external Vendor CC?

**Answer:** Yes.

181. **Question:** Attachment E, CCaaS (Sr. No. 14) - Which Recording Platforms are used by External CC vendors?

**Answer:** Five 9 and RingCentral

182. **Question:** Attachment E, CCaaS (Sr. No. 15) - Does this export of web-chat pertain to webchat handled by External CC vendors?

**Answer:** No, all web chat correspondence is performed by Citizens employees.

183. **Question:** Attachment E, CCaaS (Sr. No. 15) - If yes, please specify which platform is being used by them.

**Answer:** Not applicable. See answer to question 182 above.

184. **Question:** Attachment E, CCaaS (Sr. No. 21) - Kindly elaborate what is meant by "track WFM back office and production work/environments".

**Answer:** See answer to question 108 above.

185. **Question:** Attachment E, CCaaS (Sr. No. 21) - IS WFM needed for non contact center users (non agents) as well?

**Answer:** Yes.

186. **Question:** Attachment E, CCaaS (Sr. No. 49) - Kindly specify what integration is needed with external CC vendors. Is it forwarding of calls based on certain routing logic/trigger?

**Answer:** As noted in the ITN, Citizens routes a percentage of our calls externally to third-party call centers. Citizens would like to know if technology exists to provide a centralized view with aggregated call statistics and consolidated data across Citizens and our external call center partners to provide a single pane or dashboard. We would also like to understand if there are any other technology or business benefits that you offer which can provide value add for our current business model.

187. **Question:** Attachment E, CCaaS (Sr. No. 49) - Is there a need for Citizens Supervisor or quality team to know the real time status of external CC agent status, is skill-based routing required for External CC agents etc, similarly is WFM required for External CC vendors' agents?

**Answer:** See answer to question 186 above.

188. **Question:** Attachment E, CCaaS (Sr. No. 52) - if login is based on AD credentials (sr no 34, 35), do you need interface in CC UI for password/pin reset?

**Answer:** Citizens plans to utilize single sign on in regards to self service options.

189. **Question:** Attachment E, CCaaS (Sr. No. 56) - Is WFM solution required as part of this ITN?

**Answer:** No.

190. **Question:** Attachment E, CCaaS (Sr. No. 56) - If yes, is data migration required from existing NICE IEX solution?

**Answer:** No.

191. **Question:** Attachment E, CCaaS (Sr. No. 56) - Can you please specify existing NICE IEX version details? Is any integration required with existing NICE IEX solution?

**Answer:** NICE IEX version 6. It is Citizens intent to replace the current NICE solution with a new product.

192. **Question:** Page 8, Section 2.1A (UCaaS) - Is Microsoft Teams part of Office 365 suite deployed in Citizens? Kindly specify current Microsoft Office 365 Plan.

**Answer:** Yes, Microsoft Teams is deployed on all Citizens issued devices. Microsoft 365 E5

193. **Question:** Page 8, Section 2.1A (UCaaS) - Do we consider current user count for pricing for all 10 years or is there a projected growth that has to be considered?

**Answer:** For initial pricing purposes, Vendors should use the same numbers (see Attachment F for pricing assumptions)

194. **Question:** Page 8, Section 2.1A (UCaaS) - Will Microsoft Teams be considered for UCaaS Platform?

**Answer:** We are looking to have the new systems interface with Microsoft Teams.

195. **Question:** Attachment E, UCaaS (Sr. No. 5) - Is the feature to automatically route UC calls to external CC vendors needed for UCaaS users?

**Answer:** No, this activity is automatically performed within the IVR.

196. **Question:** Attachment E, UCaaS (Sr. No. 6) - Is the feature related to export of chat-transcripts needed for UCaaS users?

**Answer:** No, only for agents completing web chat work with external customers.

***FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION 4, GENERAL CONDITIONS, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.***