



PROPOSAL#: P06-061
Predictive Dialer System
ADDENDUM NO. 1
February 7, 2006

The University of Medicine and Dentistry of New Jersey is seeking a contractor to provide a Predictive Dialer System.

Section: 1 Change due date as follows:
Original Due Date: February 14, 2006 at 2:00 PM.
New Due Date: February 21, 2006 at 2:00 PM.

Section: 2 Answers to questions reviewed at the Mandatory Prebid Conference on: February 3, 2006.

QUESTION: Do we need to register for the Friday (Feb 3rd) mandatory meeting?
ANSWER: No pre-registration is required.

QUESTION: Can we use offshore resources to develop some of the modules for backend integration?
ANSWER: Please refer to State of New Jersey Executive Order# 29 (Attachment A).

QUESTIONS: Are the agents blended (i.e., inbound and/or outbound) agents or pure outbound agents?
ANSWER: Agents are involved in the recruitment and interviewing of research subjects within the general population. Typically, interactions between agents and subjects (and other relevant informants who may be gatekeepers for or facilitators to subjects) will occur as the result of outbound call activities. However, the capability for an individual to call into the Research Call Center and speak to a supervisor or manager who may then transfer the individual to be interviewed by an agent is required, although such a scenario is expected to occur infrequently. In addition, a supervisor or manager could potentially initiate a call to an individual who might then be transferred to an agent for eligibility screening and/or interviewing.

QUESTIONS: What is the average duration of an interview/call?
ANSWER: The duration of an interview/call can vary considerably and the circumstances involved make the idea of "average duration" of little practical value for planning or operational analysis purposes. The research interview process can be thought of as consisting of two different kinds of call interactions. One is the actual scientific investigation itself which involves an interviewer interacting with an eligible research subject. The other is the process of attempting to identify potential subjects and ascertain their eligibilities to participate. In the first case, hereinafter referred to as a "survey interview," the call can last from a few minutes to perhaps several hours.

Our expectations regarding the typical length of a survey interview is in the 15 to 60 minute range, though interviews lasting up to 90 minutes are not particularly uncommon. In the latter case, hereinafter referred to as an “eligibility screening interview,” the call can last from a minute or so to perhaps 15 minutes, although most of these calls will last less than 5 minutes. However, eligibility screening interviews typically represent the lion’s share of the work an interviewer experiences during a shift; in fact, in some studies, it will not be uncommon for a competent, hard working, and diligent interviewer to fail to obtain even a single survey interview during the course of his or her shift. (Shifts have been designed to be 5 to 8 hours in duration.)

QUESTIONS: How many phone numbers are there in the call list?

ANSWER: Call lists for a project may be acquired from administrative (compiled list) sources, digital computer programs that randomly generate telephone numbers, or both (i.e., dual/multiple frame sampling). If the call list is acquired through administrative sources, the record information may be quite detailed; if however, it is acquired through randomly generated sources, then information featured in each record may be quite limited, perhaps including as little as a telephone number only (which may or may not be residential in character and may or may not be a working telephone number). Administratively generated call lists may be quite small, perhaps only a few hundred records, or they may be quite large (e.g., 100,000 or so). In contrast, randomly generated call lists will generally be at least 10,000 records in size and may be so large as to include several hundred thousand records. The kind of work we do will include a mix of these two types of call lists. When the call list is of the randomly generated variety, it typically will include 25,000 to 150,000 records per project.

QUESTIONS: What kind of call volume would you like to see?

ANSWER: In our present hardware configuration of 11 interviewing stations, we expect to dial approximately 1.4 million telephone call attempts annually.

QUESTIONS: What kind of agent utilization would you like to have?

ANSWER: We would like an agent to spend on average approximately 90% of his or her shift time dialing or engaged in conversation via telephone.

QUESTIONS: How much time does the agent spend in “after-call” wrap-up?

ANSWER: This depends on whether the agent has been engaged in a lengthy interview or brief screening effort during his or her most recent call interaction with an individual. If the interaction involved a lengthy interview, many interviewers will choose to take a 10 to 15 minute breaks after the call ends. If the interaction is brief in duration, the interviewer will move to the next case within a few seconds unless the end of the call happens to coincide with a scheduled work break time.

QUESTIONS: What flavor of CTI (i.e., data connectivity) exists today in the Nortel PBX environment? Is it a Meridian link or a Symposium link?

ANSWER: Presently, no CTI is installed. If and when installed, the CTI is likely to be a Symposium link.

QUESTION: Voxco Interviewer VCC is a proprietary CATI interviewing system which has its' own predictive dialer as an option. Voxco will not allow its interviewing system to be interfaced with other dialers. How can this RFP be advanced in good faith considering this condition?

ANSWER: The Voxco Interviewer VCC software application is currently installed and being used to develop of our telephone data collection instrumentation. We are interested in acquiring the best telephony server (i.e., predictive dialer) business solution available to us that is compatible with our current CATI control application as outlined in RAP No. P06-061.

QUESTION: How does one register for the bidders conference?

ANSWER: Pre-registration for the conference is not required.

QUESTION: When a supervisor transfers a call to an agent/interviewer, is the connection transferred to the agent's line directly or through a DID number?

ANSWER: Either means is possible. It will depend on the origin of the caller.

QUESTION: Which party is expected to provide the cabling between the PBX and the predictive dialer, UMDNJ or the selected vendor?

ANSWER: UMDNJ will provide the cabling between the PBX and predictive dialer.

QUESTION: Is the PBX a Nortel branded switch?

ANSWER: Yes, it is Nortel.

QUESTION: What are the characteristics or technical specifications required for the ports from the PBX to the predictive dialer?

ANSWER: Nortel would define this link as a T1 PRI, defined as B8ZS, ESF, NI2.

QUESTION: May the telephony server (dialer) be a power dialer rather than a predictive dialer?

ANSWER: The telephony server (dialer) must be of the predictive dialer variety. Unlike research facilities using predictive dialer technology, those using power dialers are not exempt from Do Not Call List legislation.

QUESTION: Will the capability to monitor and/or record interviewers during their conversations be required?

ANSWER: The ability for the supervisor to visually monitor interviewer computer screens and aurally monitor interviewer conversations is required. It is also required that the capacity to create .WAV file recordings of interviewers and subjects engaged in conversation be possible.

QUESTION: Where are recorded .WAV files required to be stored?

ANSWER: The Voxco Interviewer VCC application software is designed to store .WAV files corresponding to interview recordings in the hard disk memory of the telephony server (i.e., predictive dialer).

QUESTION: Does the diagram appearing on page 3 of the IFB, within section 1.2.1, depict an existing system or a planned system?

ANSWER: The diagram depicts the system to be installed and its relationship to some existing components. Therefore, the first line of the text in this section which now reads “The following diagram illustrates the existing NJISA–RCC telephone systems:” is somewhat misleading and should be corrected to read “The following diagram illustrates the existing plan for NJISA–RCC telephone systems:.” Note that the phrase “plan for” is being added immediately after the word “existing.” This revised wording more accurately reflects the reality that some parts of the depicted system – most notably the computer terminals in the Customer Suite, a PBX, a tandem of SQL and web servers (component subsystems of the “UMDnet Switch”), and a Verizon PRI – already are in place while others are to be acquired and installed.

BIDDERS MUST RETURN THE ENTIRE COMPLETED PROPOSAL RESPONSE INCLUDING ALL FORMS COMPLETED AND NO QUALIFYING STATEMENTS OR EXCEPTIONS WILL BE ACCEPTED.

Please contact Mark Michaelson at phone: (732) 235-9044 or e-mail: mark.michaelson@umdnj.edu
if you have any questions regarding this addendum.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL SPECIFICATIONS REMAINS UNCHANGED.

END OF ADDENDUM.