

Request for Information 18-RFI-003-LAJ
Computer Assisted Telephone Interviewing (CATI) System

Questions and Answers

The Department's responses to timely submitted questions are provided below:

Question Number	Page Number	Section	Question	Response
1.		B.3	Are we to provide PBX functionality as part of this project if we have that capability?	No.
2.		B.3	Are we to provide automated outbound fax functionality as part of this project if we have that capability?	No.
3.		B.3	If no PBX is required, what PBX will be integrating with?	Cisco Unified Communications Manager Version 10.5.2
4.		B.3	What type of database will contain the employee information?	N/A, BLS database will not be touched by vendor. Employee information gets reported to OES in Excel, text, or SPSS files and sent to BLS Database.
5.		B.3	What email system will we integrating with?	Outlook.
6.		B.3	Do you require a premise or cloud configuration?	No requirements. Cloud if FEDramp moderate compliant. Premise works fine as well.
7.		B.3	Is recording required as part of this project?	No.
8.		B.3	What operating system and version are the interview desktops running?	Windows 10.
9.		B.3	Number of agents/interviewers that will be on the system simultaneously?	20.
10.			Whether companies from Outside USA can apply for this? (like, from India or Canada)	No.
11.			Whether we need to come over there for meetings?	No.
12.			Can we perform the tasks (related to this RFP) outside USA? (like, from India or Canada)	No.
13.			Can we submit the proposals via email?	No, must be hard- copied.
14.			What is the estimated cost of the CATI project?	Up to \$10,000.

15.			Has the Department allocated funding for the CATI yet? If so, through which source (budget, CIP, state/federal grant etc.)?	Not identified yet.
16.			Which "federal deliverable" is driving this effort?	Bureau of Labor Statistics Cooperative Agreement.
17.			How is the Department currently meeting this need? Which vendor provides the incumbent CATI?	Through the Federal Database. No current CATI system is in place.
18.			Would it be possible to name the three greatest challenges the Department is having with the current solution?	User interface, reporting functionality, and monitoring calls.
19.			Should the Department decide to proceed past the RFI process, has a time frame been established in which a solicitation may be issued?	No.
20.			Which other systems will have to integrate or interface with the CATI, and will the Department provide incumbent vendors for each system?	Cisco phones, which are already provided by the Department.
21.			Which operating platform does the Department currently use/Is desired for the CATI system?	Windows 10 and Windows 7. Anticipated to all be Windows 10 by 3/31/18.
22.			Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the RFI?	None.
23.			What is the number of users anticipated for the CATI system?	20.
24.			Who is the technical contract and/or project manager for the CATI project?	Blake Tipping
25.			Have you had any external assistance preparing this RFI? If so, whom?	No.
26.			Does the Department anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, which, when, and through what procurement method?	No.
27.		B.3	What's the expected interviewer count?	20.
28.		B.3	What's the expected call volume?	1000-1500/Day.
29.		B.3	Is there a need to send email and SMS to employers via the CATI system?	No. BLS has their own email account that must be used.

30.		B.3	Are there any regulations that require the two surveys to be completed within a specific date range or time window?	Yes. First half from May-December, second half from November- June.
31.		B.3	Is there a need of presenting a web-based form to the interviewer during interview process for collecting data as well as guiding them through questions? Will that be dynamic or static script?	Yes there is a need. It would be a static script.