

**REQUEST FOR PROPOSALS (RFP) NO. 2025IVR010  
FOR INTERACTIVE VOICE RESPONSIVES SERVICES**

**QUESTIONS & ANSWERS AS OF 10/16/2025**

- Q1. Is the current IVR system cloud-based, on-premises, or hybrid?
- A1. The current IVR system is cloud-hosted by vendor. LADBS does not host any telephony system.
- Q2. What carrier(s) are currently used for inbound and outbound calls?
- A2. Vendor selects the carrier.
- Q3. Are toll-free numbers used for IVR access? If so, how many?
- A3. No, LADBS uses local 10-digit numbers.
- Q4. Is there a requirement for international call handling?
- A4. International calls are not required.
- Q5. Is there a preferred voice code or audio format for IVR prompts?
- A5. There is no preferred voice code or audio format.
- Q6. Is call queuing or hold music required?
- A6. Yes, basic queuing and message playback are required when transferring to Customer Service.
- Q7. Are there multilingual requirements for the IVR system?
- A7. English is the only language required at this time.
- Q8. Will LADBS provide the voice talent or should the vendor include it?
- A8. The vendor service includes the voice talent.
- Q9. Is there a need for escalation to live agents or call center integration?
- A9. Yes, transfers to Customer Service are required.
- Q10. Are there any seasonal or event-based workflow changes expected?
- A10. No, there are no workflow changes expected.
- Q11. Is there a need for dynamic menu updates based on permit type or inspection status?
- A11. The System's menus are static.
- Q12. What is the current method of API authentication (OAuth2, static token, etc.)?

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- A12. The final technology choice is to be determined during the development phase. This decision will be made after a thorough review of the vendor's technology base and capabilities.
- Q13. Is multi-factor authentication required for administrative access?
- A13. The requirement for MFA on administrative access is a design decision, subject to review of the chosen vendor's technology
- Q14. Will LADBS provide the Bearer Token renewal logic or should the vendor implement it?
- A14. The vendor may implement renewal; LADBS will provide endpoint specifications.
- Q15. Is there a need for audit trail or tamper-proof logging?
- A15. Yes, an audit trail is required for compliance and reporting.
- Q16. Will LADBS provide the short code or long code for SMS notifications?
- A16. LADBS will provide the 10-digit telephone number.
- Q17. Are there any carrier restrictions or preferred aggregators for SMS?
- A17. There are no current restrictions for carrier selection. As stated in #Q2, the vendor manages the carrier.
- Q18. Is MMS or rich messaging (RCS) required?
- A18. No, MMS or RCS are not required.
- Q19. What is the expected volume of outbound SMS per day?
- A19. There are approximately 2,000 outbound calls per day; SMS follows similar volume for confirmations.
- Q20. Is there an expectation of branding number to LADBS?
- A20. A branding number is preferred, if it is feasible.
- Q21. Are there any rate limits or throttling policies on the LADBS API?
- A21. The standard rate control; the vendor is responsible for retries.
- Q22. Will the vendor be responsible for API error handling and retries?
- A22. Yes, the vendor is responsible for retries for API error handling and retries.

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Q23. Is there a sandbox or staging API environment available for testing?

A23. Yes, there is a testing environment available.

Q24. Are there any third-party systems (e.g., CRM, scheduling tools) that the IVR must integrate with?

A24. No, there are no third-party system integrations needed.

Q25. What are the expectations for the test environment (e.g., data refresh frequency)? Will LADBS provide test data or should the vendor generate mock data?

A25. LADBS will provide test data and API sandbox.

Q26. Is load testing required prior to production deployment?

A26. Yes, it is a part of phased cutover testing.

Q27. Will LADBS conduct user acceptance testing (UAT) or is the vendor responsible?

A27. LADBS will conduct UAT; the vendor will support the testing.

Q28. What KPIs or metrics does LADBS expect to track (e.g., call success rate, drop rate)?

A28. LADBS tracks call success/failure, busy/no-answer, and API success/failure.

Q29. Is real-time reporting required or is batch reporting sufficient?

A29. Batch reporting is acceptable; however, real-time reporting is preferred.

Q30. Will LADBS require dashboard access or periodic reports?

A30. Yes, LADBS does require dashboard access and daily and weekly reports via CSV, Excel, and PDF.

Q31. Are there any retention policies for call logs or SMS records beyond 90 days?

A31. Records are retained a minimum 90 days; City's retention policy also applies.

Q32. Is integration with BI tools (e.g., Power BI, Tableau) expected?

A32. Integration with BI tools are not required.

Q33. What are the expected hours of vendor support (e.g., 24/7, business hours)?

A33. The expected vendor support is during normal business hours; after-hours escalation should also be available.

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Q34. Will LADBS require training for internal staff on IVR administration?

A34. Yes, LADBS does require training for internal staff.

Q35. Are there any SLAs beyond those listed in the RFP (e.g., uptime guarantees)?

A35. No, please follow the RFPs SLAs.

Q36. The header on Exhibit 3 – Narrative Response Form references RFP section 4.2.3.4. Can you please clarify the correct section here as the RFP goes from 4.2.3.3 to 4.2.4?

A36. RFP Section 4.2.3.4: Proposed Solution has been added to the document “2025IVR010 RFP FINAL\_Updated 2025-10-22”

Q37. What Please let us know which option you prefer:

a) An entirely duplicated IVR environment

b) A single server, with two tenants in residence, the first being the production environment and the second serving as the test environment.

A37. LADBS has separate development and production setups; the vendor is expected to have the same.

Q38. Regarding audit logs, we provide a history of calling activity, tracking who accessed the system by user ID and the time of access. Our question is what specifically the term “status updates” refers to and what “message change history” entails.

A38. "Status updates" are the response the vendor needs to send back to Building & Safety to report the status of the outbound contact. Not sure what "message change history" means.

Q39. If the IVR system does not attain 99% availability during any calendar month, the City shall be prorated a monthly service fee for one day’s service for each additional half percent (0.5%) that the server is unavailable during any calendar month. We agree with this premise, with the following caveats: We will not consider service credits if the IVR’s availability has been impacted by PBX issues, power outages, environmental issues, improper API failure, or any services on which the IVR depends. Does LADBS concur with this definition?

A39. LADBS does not concur. As stated in the Scope of Work (Appendix 1, Section 4.3), the IVR system will be deemed unavailable when it is unable to connect to the LADBS web services/API. If an outage is determined by LADBS to be an "act, error, or omission of the Contractor" or is deemed the Contractor’s responsibility to prevent to recover from to maintain the 99% availability, it will count as unavailable time, and the service credit penalty will apply.

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**QUESTIONS & ANSWERS AS OF 9/29/2025**

- Q40. Please describe any current challenges, limitations, or pain points LADBS experiences with the existing AIRS IVR/SMS solution. In your response, consider aspects such as system performance, user experience, integration with other platforms, reporting capabilities, scalability, and vendor support.
- A40. The current IVR/SMS system has been in use for several years and continues to meet core operational needs. However, LADBS seeks opportunities to improve security standards.
- Q41. What specific improvements, features, or capabilities would LADBS prioritize in a replacement or upgraded IVR/SMS solution? Please include any desired changes related to functionality, user experience, integration, reporting, scalability, or vendor engagement.
- A41. LADBS prioritizes enhancements in the following areas:
- Security and compliance, ensuring data exchange is protected through authenticated, encrypted connections.
- Q42. On a monthly and annual basis, how many inbound calls, outbound calls, and outbound SMS/text messages does the existing IVR system receive and/send?
- A42. The system receives an average of 200 inbound and 2,000 outbound calls per day, with a minimum of 50 simultaneous calls.
- Q43. Does the existing system send messages using an SMS short code (5 or 6 digits) or a ten-digit telephone number?
- A43. See Q3.
- Q44. Are the text messages all one "type", meaning they all have the same verbiage or structure?
- A44. Yes, the text messages all have the same context structure.
- Q45. If there are multiple SMS types, can LADBS please provide examples or verbiage for all current SMS types?
- A45. The message includes the inspection worksite, permit number, the type/classification of the inspector and scheduled time of arrival.
- Q46. Are all SMS messages outbound (mobile terminating)? What happens if an SMS recipient replies to the outbound text message? Are these responses sent to the API?

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- A46. The outgoing text message is fully controlled by the vendor. Once the text is sent out to the customer, LADBS only requires the vendor to provide the status of the sending attempt, whether successful or failed.
- Q47. Just to confirm, does the existing system accept both DTMF / Touchtone input AND Voice / Speech?
- A47. The system supports DTMF (touchtone) input only. Speech recognition is not currently implemented but may be considered for future enhancements.
- Q48. Is it mandatory to obtain/register before submission or can this registration be processed upon moving forward in the RFP process?
- A48. The Business Tax Registration Certificate (BTRC) is not required until the contractor has been awarded the contract.
- Q49. Does the system need to support any type of transfer? For example, transferring to customer service if the caller is having difficulty.
- A49. Yes, the system must support call transfer to LADBS Customer Service when users require assistance or cannot complete a transaction via IVR.
- Q50. The Scope mentions that "The IVR System must be able to connect to the LADBS web services/API. The API will communicate using either JSON or XML." Can you please clarify if LADBS has a preferred format the new vendor will use (XML or JSON).
- A50. LADBS prefers JSON for all API interactions. XML remains an acceptable secondary format if required for compatibility.
- Q51. The scope mentions that "The IVR System must be capable of giving customers the option to receive a text message in addition to a call back for inspection request confirmation numbers." If a caller requests a call back or text message, how does the IVR / SMS system know when to send the text message or call back. Does your backend send some sort of data file or does the IVR system use an API call to determine when to make callbacks or send text messages? Is this what is described as the dispatcher API call where your system returns the Dial List?
- A51. Callbacks and outbound text messages are triggered through the LADBS dispatcher API. The vendor system will retrieve dial packages via this API, which contains contact information, message type, and scheduling logic.
- Q52. The call flow (LADBS RFP No. 2025IVR010 Appendix 2 - IVR Flow Chart page 3 of 6) does not mention anything about the caller requesting an SMS message. Is it the case that the existing system does not support SMS, or is the call flow out of date?

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- A52. The existing IVR system does support SMS text notifications, which are used as an outbound notification option in place of voice calls. During a request, the caller is given the option to receive notifications either by speech or by text message.
- Q53. Are there any specific reports that need to be provided by the awarded vendor? If so, can you provide examples (redacted if necessary). If not, please provide descriptions including the format and frequency of all reports?
- A53. Vendors must provide daily and weekly operational reports showing:
- Number of inbound/outbound calls
  - Call success/failure rates
  - Busy/no-answer rates
  - Summary of active/failed API calls
  - Format (CSV, Excel, or PDF) can be agreed upon during implementation.
- Q54. Will you be using your existing carrier or will you want voice services included in the quote? Is there any premise hardware that you need to keep?
- A54. LADBS will retain its existing carrier. Vendors are not required to include carrier services in their proposal unless their platform requires it. No premise hardware needs to be replaced.
- Q55. What is the main factor(s) driving this change? Are there desired capabilities your current provider cannot provide? Do you have a mandate to modernize?
- A55. The contract's term is 3 years. As the current contract is approaching its expiration, a new RFP has been released.
- Q56. Will this be a flash cut-over? or is there an expectation for delivery/implementation to be performed in phases?
- A56. LADBS anticipates a phased implementation, with testing and parallel operation before full cutover.
- Q57. Do all the API's/Webservices to be consumed have JSON output format?
- A57. All APIs/web services provide JSON output.
- Q58. What are all of the required APIs needed for integration with the IVR?
- A58. Primary API includes:
- Permit validation
  - Available inspections
  - Inspection scheduling/cancellation/reschedule
  - Callback/dispatcher (dial package retrieval)
  - Call status reporting

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- Q59. What platform or solution is currently hosting your IVR?
- A59. LADBS doesn't host any telephony system. As long as the vendor is able to provide quality IVR services within the Scope of Work required, LADBS is flexible in this regard.
- Q60. What percentage of calls are successfully resolved in the IVR without live escalation?
- A60. Of the 1,500-2,300 calls daily, less than 0.5% are due to system failure.
- Q61. Do you have reporting on IVR usage and user behaviors (e.g., opt-outs, repeats, drop-offs)? If so, can you please provide?
- A61. An outbound contact is successful as long as there is an "off-hook" signal returned. If the public user hangs up after the signal, the call is still assumed to be a success, unless a failure occurs during the outbound message.
- Q62. What happens if your current IVR system goes offline? Do you have any backup or failover capabilities? If you do, can you please provide high level information.
- A62. If the current IVR goes offline, LADBS staff manually handle inspection scheduling via internal systems. The new solution should provide redundancy or failover to minimize downtime.
- Q63. Are there any plans to add digital channels (chat, SMS, WhatsApp, email) in the future?
- A63. No.
- Q64. Would natural language IVR or voice bots ever be considered to reduce menu trees or improve containment?
- A64. LADBS is open to exploring natural language IVR or AI-assisted options in future phases, though this is not a requirement in this RFP.
- Q65. What are LADBS's IVR reporting requirements?
- A65. Vendors must log all IVR interactions and retain call activity records for compliance and reporting. Voice recordings may be required for QA and auditing purposes.
- Q66. Do you ever need to collect caller data and look it up in a backend system?
- A66. Yes, user enters permit number, we validate the permit and return the worksite information, permit type, inspection dates available and the inspection types available.
- Q67. Do you need to capture call recordings or log IVR interactions for compliance purposes?

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- A67. Yes, vendors must log all IVR interactions and retain call activity records for compliance and reporting. Voice recordings may be required for QA and auditing purposes.
- Q68. Would manually feeding records to outbound campaigns be an acceptable functionality?
- A68. No, the data comes from our dispatcher; they are based in real-time data from the department.
- Q69. Are you interested in real-time monitoring or alerting (e.g., if IVR call volumes spike)?
- A69. Real-time monitoring of call volumes and failures is desired. Alerts for system or call anomalies are considered a plus.
- Q70. Are you interested in integrating your IVR with a CRM, case management, or ticketing system?
- A70. Not at this time.
- Q71. Is your preference to migrate the current IVR as-is, or are you open to improvements? If open to improvements, can you list system functions that you would like to change or upgrade.
- A71. We are open to proposed security improvements.

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**QUESTIONS & ANSWERS AS OF 9/29/2025**

- Q72. How many concurrent calls are expected to be received from the customers at peak hours?
- A72. In the Scope of Work (Appendix 1, Section 2), the IVR system must accommodate a minimum of 50 simultaneous calls. The average daily inbound volume is 200 calls and daily outbound calls are 2,000 calls.
- Q73. How does a business sign up as one of the listed subcontractors on RAMP? Or do we need to add each subcontractor business ourselves?
- A73. To add subcontractors in RAMP, see the Business Inclusion Program (BIP) Walkthrough Manual. Instructions on how to find the manual are in the Mandatory Conference slides.
- Q74. What is the permit system that we need to integrate with the IVR?
- A74. Vendors do not need to directly integrate with LADBS's permitting system. All interactions will occur through a secure web service (API) provided by LADBS.
- Q75. What if we don't get answers from potential subcontractors engaged?

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- A75. As stated in the mandatory conference, if a firm conducts outreach to subcontractors during the BIP process and receives no response, the outreach requirement is considered fulfilled. The next step is to submit the BIP summary sheet that documents your outreach efforts. Please refer to the Business Inclusion Program (BIP) Walkthrough Manual for detailed instructions.
- Q76. Are you doing the screening and selecting? How does the selection process work?
- A76. Please see Section 5 Response Evaluation, specifically Section 5.2 Evaluation Committee, of the RFP for information regarding the review and evaluation process.
- Q77. Is there any substantial change in requirements, functionality or integration with this RFP as compared to the current system?
- A77. There are no substantial changes to the core functionality or integration approach. The IVR system will continue to schedule, reschedule, and cancel inspections using LADBS-provided web services. The primary update is the inclusion of an additional security requirement: vendors must use an LADBS-mandated authentication when calling LADBS web services. This provides an extra layer of protection for data exchange.
- Q78. Will LADBS provide responses to vendor questions on a rolling basis as questions are receiving, or will all answers be issued collectively?
- A78. All questions will be collected and answered collectively. Responses will be posted on the RAMP profile page as they are received and addressed.