

Summary form Meeting with IVR vendors 19 April 2006. Ranked in no particular order.

1. **Astute Solutions** – While Astute has the ability and knowledge to be our I3 Partner there exist concerns about what they perceive as the best direction for us to undertake in bringing our Phone system up to date. Of obvious concern was their recommendation to stay with our current telephony card technology as opposed to using the newer and cheaper HMP software technology. Their recommendation to up grade to CIC 2.3.1 and not 2.4 was also a concern. They indicated a reluctance to upgrade any of their clients to 2.4.
2. **PDT Communications** – This Company was the obvious choice of the committee. They had rated the highest marks from the bid proposals but once meeting with them it became clear they have a good understanding of the direction DOS would like to move in and a firm grasp of what technology is available to us. They proposed upgrading to CIC 2.4 and using HP hardware with HMP software and using Interaction Centers Multi-site software to manage multiple sites (something no one else offered) and switching to VOIP using Ploy Com phones not just in the Call Center but through out the Complex. In the cost saving proposal the recommended utilizing a FSX server and installing analog phones to save cost but still reap the benefits of implementing VOIP. It should be noted the Handles on our current system were developed by Brian Parker who is now with PDT.
3. **G3 Communications** – We were disappointed in their presentation. While we know they must be very good at providing support because they have 50 clients they did not do a good job explaining how they would care for us. They talked about using HMP and recommended going to CIC 2.4 but fell short explaining how they would deal with Multi-sites nor did they provide us with a clear solution of upgrading while saving cost.

The Committee would like to express that while we feel that G3 would be an adequate service provider we really feel the Department of Public Utilities, Division of Operational Support would be best served with PDT as our I3 Service Partner. We did not feel as though Astute was on the same philosophical page as the other two and would have a hard time recommending them.

Respectfully,

Rex Wilburn
Stephanie Smith
Ken Rau
Keith Hunsberger
Pamela Davis