ADDENDUM I
DATE:  MARCH 6, 2020
FOR
REQUEST FOR INFORMATION #6041
ARTIFICIAL INTELLIGENCE APPLICATION MUHC
DATED: FEBRUARY 26, 2020

The above entitled specifications are modified as follows and except as set forth herein remain unchanged and in full force and effect:

RFI Question and Answer Response

1. We are interested in submitting a response to this RFP. Can you share detailed specifications please? You have listed what you wanted at a high level in “Goals and Purpose” section. Those requirements are detailed enough to draft a good response to your requirements.
   a. Implement an artificial intelligence (AI) service that is innovate, highly reliable and adaptable and will enhance our employee experience and reduce/automate manual administrative workload. Beginning with Human Resources, the AI service should integrate with our web portals to greet and respond to our customers. In addition, the AI should integrate seamlessly with our third-party applications, document management systems and other software tools to perform repetitive tasks normally handled by staff. Basic functions that the AI should be able to perform include processing requests and sending updates to our software platforms, handling the processing of everyday tasks such as linking employee documents to the employee file of record, viewing and requesting information pertaining to shifts, time tracking, etc.
   b. Example tasks include (but not limited to):
      1. Answering policy questions and/or identifying potential answers to said questions;
      2. Updating addresses;
      3. Checking PTO balances;
      4. Assistance with leaves, FMLA, etc.;
      5. Compensation-related questions;
      6. Asking about employee resources (e.g. Title IX, harassment, how to get a new ID badge, etc.);
      7. Requesting and establishing new accesses;
      8. Sharing data and analytical information with leadership;
      9. Creating and assigning tickets for assistance using our Cherwell incident management system;
10. Updating basic job information, addresses, questions, etc.
11. Interpreting and advising users on knowledge articles, policies and processes.

The selected solution must be able to “learn” new information on processes, policies (new and changed), and expand its ability to properly and easily help answer questions, provide resources and complete basic tasks for our employees. The AI system should also know when to include live support from a team member and provide a means to do so.

The solution must be able to easily bridge into all other areas of the organization, including, but not limited to, Finance, Marketing, Operations, etc. The solution will be able to serve customers with policy, procedures, questions, FAQs and general tasks. The solution will be using data and information from many different sources, seamlessly, to provide easy, digestible information and assistance to employees for all areas of the organization.

2. Is there an incumbent or any entity/person who helped draft this requirements document? If there is, please share the name and its/their relationship/affiliation with University of Missouri.

   Jason Miller, Director of HRIS & Employee Relations

3. Is Teaming allowed? (Example: A systems integrator and software provider working together and submitting bid as one Master contractor & sub-contractor status?)

   One vendor for master AI

4. Is MUHC looking for a package software solution to provide their AI Service or are they looking for a company to partner with that can build AI services/agents/automations and integrate them into their existing systems/environment?

   A software solution to provide our AI Service AND partner with us to deploy it to the entire organization, speed it’s learning process and expand its scope of capability over time.

5. Does MUHC currently use a cloud HCM application (e.g., Workday, SuccessFactors, Oracle Fusion)?

   Oracle PeopleSoft 9.2 – internally hosted

6. Does MUHC currently use ServiceNow ITSM for its IT Helpdesk/Case management?
We use Cherwell

7. Does MUHC currently have an "employee services center" that employees’ email or call into for HR-related requests?

Yes

8. Does MUHC currently use (or would consider using) a virtual agent (i.e., Chatbot) as an interface for employees to get questions answered and process transactions?

No

9. Would MUHC be amenable to the AI System being managed by an outsource provider (or is the requirement that the AI system be managed internally by MUHC employees)?

We are searching for a vended provider of our AI system, which is also managed and configurable by MUHC.

10. It appears the primary business objective is improving experience. Is cost reduction also a primary business goal?

YES