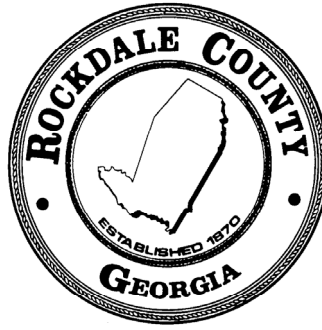


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MICHELLE IRIZARRY, CFO
TELEPHONE: 770-278-7555
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Addendum No. 1

**RFP No. 23-21
ROCKDALE WATER RESOURCES COMMUNICATIONS CONTACT CENTER
SOLUTION**

September 15, 2023

RFP #23-21 is hereby amended as follows:

1. Below are questions received and corresponding answers:

A. Question: What is the current daily and monthly call volume?

Answer: Daily: 165 Monthly: 3427

B. Question: Are you using our agents to answer the calls?

Answer: Yes

C. Question: What is your existing Contact Center solution?

Answer: Cisco Finesse

D. Question: You mention integration to a customer relationship management solution, what are you currently using that we would need to connect to? Does the system have RESTful APIs to connect to?

Answer: Microsoft Dynamics and Cogsdale

E. Question: How many call center agents do you have?

Answer: We currently have 35 agents.

F. Question: What are your current call volumes daily, monthly and annually?

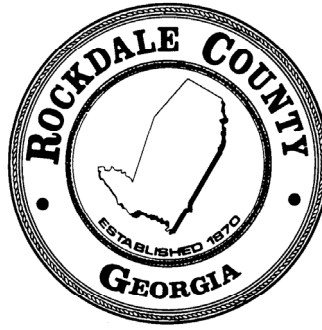
Answer: Daily: 165 Monthly: 3427 Annually: 41,124

G. Question: What are the hours of operations for the call center? How many shifts do you run? How do you handle any calls or inquiries that happen after hours? How are water emergencies handled?

Answer: 8am-5pm. 1 shift. After hours receives an automated message stating that we are closed.

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Water emergencies are taken at a different extension at 770-278-7500. These calls are routed to 911 after hours.

H. Question: What percentage of agents are remote vs. in the office?

Answer: All agents are in-office.

I. Question: How many queues will they require?

Answer: 1 – RWR; 1- Tax

J. Question: How many IVR call flows will they require?

Answer: 2

K. Question: Do you require any outbound (dialer) campaigns?

Answer: No

L. Question: Are you currently using any channels beyond voice, do you want to implement any new channels as part of the roll out, or will that be a future phase? If you are using any other channels, please provide those volumes as well.

Answer: No other channels are being used currently. This will be a future initiative.

M. Question: What are the storage requirements, how long do you want to keep recordings?

Answer: Call recordings are to be kept up to a year.

N. Question: Does Rockdale Water require any screen recording or is it only voice?

Answer: System should have the ability to provide screen and voice recording.

O. Question: Do you require any UC/PBX users or just contact center?

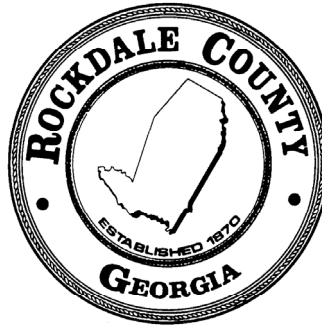
Answer: Contact Center

P. Question: Do you require FedRAMP compliance or just HIPAA and PCI?

Answer: HIPAA compliance was included in the RFP through generic language, but it's important to note that specific HIPAA compliance was not required for this request. Since the RFP did not involve healthcare-related services or the handling of medical records, HIPAA compliance was included in a general context using generic language. This approach provided a

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comprehensive overview of data security expectations while emphasizing that adherence to HIPAA standards was not obligatory for this specific RFP, ensuring that the requirements remained directly relevant to the project's scope and objectives.

PCI compliance was also included as a specific requirement in the department's RFP due to the use of generic requirements when drafting the document. Understanding the critical importance of securing payment card data, the RFP aimed to ensure that any potential vendors or partners involved in payment processing or handling cardholder information would adhere to the Payment Card Industry Data Security Standard (PCI DSS). By explicitly mandating PCI compliance, the departments emphasized their commitment to safeguarding financial transactions and protecting sensitive payment card data. This approach aligns with industry best practices and reflects the government's dedication to maintaining the highest standards of security and trust in financial transactions for government agencies and citizens. FedRamp is preferable.

Q. Question: Will you extend the due date to 2 weeks after questions are responded to?

Answer: No

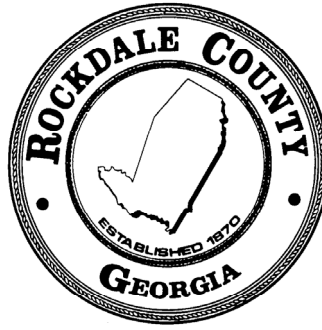
R. Question: Will you ask the bidding vendors to do any kind of system demonstration as part of the evaluation process?

Answer: In evaluating a product for potential adoption within the county, the option to request vendor demonstrations exists; however, it's important to note that these demonstrations are not mandatory prerequisites for the decision-making process. Vendor demonstrations can provide valuable insights into a product's features, capabilities, and usability, helping the county's evaluation team better understand how the product aligns with the department's needs and requirements. Whether or not a vendor demonstration is requested ultimately depends on the complexity of the product being evaluated and the extent to which decision-makers already possess a comprehensive understanding of the product through other means, such as documentation, trial usage, or third-party reviews. The decision to request a vendor demonstration will be based on the perceived value it adds to the overall assessment process and aligns with the county's evaluation criteria.

2. All other conditions remain in full force and effect.
3. If a proposal has been submitted and anything in this Addendum causes the contractor to change the item offered or to increase or decrease the proposal price, the new price and/or changes will be inserted below:

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4. All contractors under this Request for Proposal are kindly requested to acknowledge receipt of this Addendum on the Proposal Form, page 13 of this RFP.

Tina Malone

Tina Malone, CPPB CPPO
Purchasing & Procurement Manager
Department of Finance, Purchasing Division