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DEPARTMENT OF FINANCE

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Addendum No. 3

RFP No. 23-21

**ROCKDALE WATER RESOURCES COMMUNICATIONS CONTACT CENTER
SOLUTION**

September 18, 2023

RFP #23-21 is hereby amended as follows:

1. Below are questions received and corresponding answers:

A. Question: Where are current solutions falling short? What areas of this request are centered around the way your business customers/residents demand to be served?

Answer: Reporting and smart technology, which includes call calibrations and high-level customer care KPIs

B. Question: Can you please expand upon the customer commitment or mission you have set for the quality of the service experience you aim to deliver?

Answer: We look to improve the overall customer experience that includes handle time, average speed to answer, which will reduce customer hold times and calculate first response resolution.

C. Question: How much money did you spend on these services over the last three years?

Answer: This will be a new contract and paid services information not available

D. Question: What areas of this request are new for the scope of work?

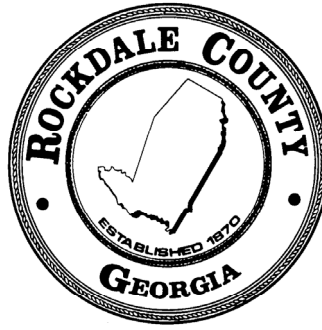
Answer: Metrics and service levels. The new solution will also allow us to view the call queue from call center monitors that are currently only viewed on computer monitors that our CSRs have to toggle back and forth to review. It also offers technology that does not require a round-robin call center antiquated technology that will allow us to answer calls quicker and allow us to become more efficient.

E. Question: Do you have a technology roadmap that requires additional business intelligence technologies or AI applications that build upon the framework you have outlined in this RFP? If yes, please share your aspirations to integrate additional technologies over the next 2-3 years.

Answer: I would like to add an email workflow solution within the next few years.

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F. Question: Do your technology officers have any mandates that might influence the way we should think about integrations, data access, security, etc?

Answer: No, as long as it is compatible with current infrastructure.

G. Question: Will you please share call volume reporting for your IVR, live service telephone lines, and other service channels (email, SMS, etc) that would become the responsibility of your new vendor? If possible, please provide hourly reporting that lists number of contacts, handle times, answer/response times, hold times, abandon rates, etc.

Answer:

Avg Speed to Answer	7:46
Avg Handle Time	5:08
Calls Presented	64993
Calls Taken	44842
Abandon Rate	31%

H. Question: What inhouse work do you hope to offload to a qualified partner that you are not able to outsource today?

Answer: None

I. Question: How much should an ideal partner/vendor focus on being fast and efficient vs being highly detail oriented and conservative (not intended to be a trick question, but where do you place most value?)

Answer: Should be a perfect mix

J. Question: What billable line items are you accustomed to seeing on an invoice today? Are you willing to share a copy of a recent invoice from a steady-state and one from a busy month?

Answer: No

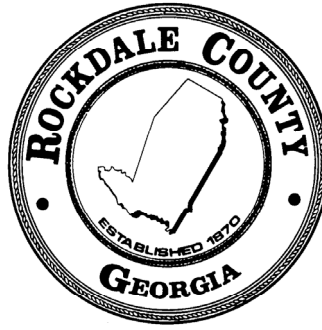
K. Question: How much focus should we place on our ability to make recommendations and help you enhance your service delivery for customers vs. following your requirements list and endeavoring to deliver cost efficiencies?

Answer: We enjoy an engaged partner/vendor that can provide recommendations that will enhance the customer experience and streamline operational processes for our team.

2. All other conditions remain in full force and effect.

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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:

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

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Purchasing & Procurement Manager
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