



**ADDENDUM
PURCHASING OFFICE
CITY OF AUSTIN, TEXAS**

Solicitation: RFP 1100 ELF3000

Addendum No: 1

Date of Addendum: 11/26/18

This addendum is to incorporate the following changes, questions and answers to the above referenced solicitation.

I. **Extension:**

I.1 The proposal due date is hereby extended to: January 8, 2019 prior to 2:00 pm, CST.

II. **Changes:**

II.1 Section 0600, Tab 5, G. Demonstrated Applicable Experience and Personnel Qualifications has been revised. Revised language is in red:

TAB 5 – Complete and submit the following documentation:

G. Demonstrated Applicable Experience and Personnel Qualifications: Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Do not include experience before 2008.

Minimum Qualifications:

Proposers that do not meet minimum qualifications will be deemed non-responsive and will not be considered for award. There are 2 categories that will be assessed to determine whether a Proposer meets the minimum qualifications:

1. Proposers demonstrating that they successfully meet a minimum of 85% of the total minimum Technical, Functional, and Project Management requirements listed in the solicitation section Contact Center Submittal Requirements are considered to meet minimum qualifications for this category. Please be sure to note that there are multiple worksheets. Anything above a “0” per the Response Legend would count towards the minimum of 85% stated above.
2. Provide a minimum of three verifiable customer references for projects for which Proposer has provided a similar solution within the last three years. The systems must be currently in full production use, and the customer contact center(s) must be of similar size and complexity to Austin Energy. Implementations pending implementation of key components do not qualify. The City at its discretion may check references in order to determine the

Proposer's experience and ability to provide the products and/or services described in this Solicitation.

For the references, provide the following information:

- i. Project title
- ii. Year
- iii. Description of work performed
- iv. Names of key personnel involved
- v. Reference name, title, and phone number
- vi. Total Cost of the Project
- vii. Project Duration

Include names and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title. Provide all resumes. Resumes provided for key technical personnel, should show that resources hold relevant technical certifications in the solutions to be implemented.

III. **Questions and Answers:**

III.1 Question:

On page 30 of 90, item 3.1.2 as a functional minimum requirement the document is asking for an availability of seven 9's. If we do not meet this specific item, or any other minimum requirement, does that mean our response will not be considered at all?

Answer:

See Section 0600, Proposal Preparation Instructions & Evaluation Factors – Section V – Tab 5 – G. Demonstrated Applicable Experience and Personnel Qualifications for Minimum Qualifications.

III.2 Question:

The purpose of the RFP states that you are looking for a contact center solution, the existing infrastructure looks like a combination of Avaya and Cisco Call Manager voice solutions. Some of the specific requirements discuss hardware and desk phones. Is this RFP intended to propose a solution to replace the Cisco and/or Avaya, or just to provide a contact center platform that will work with both of your existing voice platforms and all of the current end user devices?

Answer:

See Section 0500 Scope of Work, 2.2 Application Interoperability.

III.3 Question:

Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer:

See Section 0400, Supplemental Purchase Provisions, #11 - Workforce Security Clearance and Identification (ID) and Section 0401, Supplemental IT Cloud Purchase Provisions, II.A.3 - Data Location.

III.4 Question:

Whether we need to come over there for meetings?

Answer:

Use Section 0600, Proposal Preparation Instructions & Evaluation Factors Section IV, TAB 4, E - Program (Statement of Work) to provide your plan.

III.5 Question:
Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer:
See Section 0400, Supplemental Purchase Provisions, #11 - Workforce Security Clearance and Identification (ID) and Section 0401, Supplemental IT Cloud Purchase Provisions, II.A.3 - Data Location.

III.6 Question:
Can we submit the proposals via email?

Answer:
No, vendors cannot submit proposals via email. See page 1 of the Request for Proposal and Section 0600, Proposal Preparation Instructions and Evaluation Factors, for instructions on how to submit a proposal.

III.7 Question:
Is there somewhere I can get a bit more detail about what features this “Managed Contact Center Communications & Infrastructure Solution” would entail? Is it just a software solution or is it something more than that?

Answer:
See Section 0500 Scope of Work.

IV. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: Elisa Folco
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Purchasing Office, 512-974-1421

11/26/18
Date

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.