



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

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**Solicitation: RFP 1100 ELF3000**

**Addendum No: 2**

**Date of Addendum: 12/07/18**

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

**I. Questions and Answers:**

**I.1 Question:**

I see on the city's website that it shows the due date for the bid RFP 1100 ELF3000 Contact Center Communications & Infrastructure Solution has changed from 1/3/19 to 1/8/19. I am not seeing an addendum associated with this change. Are you able to confirm that the due date has indeed changed to 1/8/19?

**Answer:**

Addendum 1 was published on 11/26/18 and includes the due date modification from 1/3/19 to 1/8/19.

**I.2 Question:**

Please share the City of Austin's HUB support coordinator contact info. We are trying to coordinate subcontracting the call center application and performance management SW in this RFP.

**Answer:**

See Section 0900 Subcontracting/Sub-Consulting Utilization Form and Section 0905 Subcontracting / Sub-Consulting Utilization Plan. Contact SMBR at 512-974-7600 or [SMBRComplianceDocuments@austintexas.gov](mailto:SMBRComplianceDocuments@austintexas.gov)

**I.3 Question:**

There is quite an extensive list mandatory requirements both contractually and technically. We have a proven solution that has been widely deployed in many Utilities but does not meet all of the mandatory requirements. If we do not meet them all, will be automatically eliminated? Is there an option to respond with alternatives based on best practices and still be considered in the review process?

**Answer:**

Use the Response Legend (Section 0700, Contact Center Submittal Requirements) appropriately and provide your response. See Section 0600, Tab 5, for Minimum Qualifications.

- I.4 Question:  
A number of items on the professional service requirements will drive the price up considerably. Will you accept responses based on industry best practices in order to keep the PS costs as competitive as possible? An example would be standard training as opposed to custom training.
- Answer:  
Use the Response Legend (Section 0700, Contact Center Submittal Requirements) appropriately and provide your response. Response to any requirement will be assessed based on how well they meet AE's needs.
- I.5 Question:  
Considering the complexity of the RFP and the timing of the due date (Jan. 3) conflicting with year-end holidays, is it possible to get an extension to mid/end of January 2019?
- Answer:  
See Addendum 1. Due date has been extended to Jan 8, 2019.
- I.6 Question:  
Is the requirement for background checks for all project team members a hard and fast requirement or is there any flexibility on that?
- Answer:  
This is mandatory. See SECTION 0400: SUPPLEMENTAL PURCHASE PROVISIONS - 11. WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID)
- I.7 Question:  
Section 0500 Scope of work: ITEM: 3.6.1 #3. City of Austin City Code Chapter 2-11 relating to Records Management (See Appendix 6.2). Where do we find Appendix 6.2?
- Answer:  
This a typo, refer '5.17 Schedule of Records' of the Section 0500, Scope of Work
- I.8 Question:  
Excel Worksheet: Tab 0700A and 0700C seems to be duplicate as C addresses each item in A (which is the same items as Section 0500 SOW). Are comments required in both worksheets?
- Answer:  
Yes comments are required on both worksheets. Refer the Response Legend on the top of the tabs.
- I.9 Answer:  
Is it possible for a vendor to provide a partial solution. For example a solution offering Contact Center that is PBX agnostic?
- Question:  
As clarified in the pre-proposal meeting on 12/3 - AE is seeking a contact center solution that is PBX/Call Manager agnostic so that AE can keep the existing telephony infrastructure and integrate the proposed solution with the current telephony infrastructure.  
Use the Response Legend (Section 0700, Contact Center Submittal Requirements) appropriately and provide your response. Response to any requirement will be assessed based on how well they meet AE's needs. See Section 0500 Scope of Work, 2.2 Application Interoperability and Appendix 5.18 Contact Center Sizing Detail.

I.10 Question:  
 If we feel it is in the best interest to recommend a certain application be retained as is or upgraded vs. a change out, will The City be open to these suggestions?

Answer:  
 Use the Response Legend (Section 0700, Contact Center Submittal Requirements) appropriately and provide your response. Response to any requirement will be assessed based on how well they meet AE's needs regardless of manufacturer of the solution.

I.11 Question:  
 Does the RFP require a replacement of the entire UC/PBX telephony solution? If so, where are the specifications for the telephony solution as far as number of users, handsets, etc.?

Answer:  
 As clarified in the pre-proposal meeting on 12/3 - AE is seeking a contact center solution that is PBX/Call Manager agnostic so that AE can keep the existing telephony infrastructure and integrate the proposed solution with the current telephony infrastructure.  
 See Section 0500 Scope of Work, 2.2 Application Interoperability and Appendix 5.18 Contact Center Sizing Detail.

I.12 Question:  
 Is this a typo and should be (5) 9s and not 7?  
 Due to the nature of the contact center and the calls we service, the phone system, the proposed solution shall have, "seven nines" 99.99999% availability

Answer:  
 Reference - Section 0500, Scope of work, Requirement 3.1.2 is correct "seven nines", 99.99999% availability.

II. **Changes:**

Section 0500, Scope of Work, 2.2 Application Interoperability has been revised. Revised language is in red.

The following technologies are part of the target contact center ecosystem.

Application Name and Version	Description and Role
<b>Microsoft Office 365</b>	Corporate email platform and functionality level.
<b>Oracle CC&amp;B 2.6</b>	CRM used by UCC team (CTI integration, IVR self-service) <b>Planned upgrade to Version 2.6.1</b>
<b>Motorola PremierOne CSR 4.4</b>	CRM used by 3-1-1 team (CTI integration)
<b>Cisco CallManager 11.5 SU4</b>	Internal telephony system for Austin Energy
<b>TIBCO ActiveMatrix BusinessWorks 6.4.2</b>	Enterprise Service Bus (ESB) integration platform <b>Planned upgrade to Version 6.5</b>
<b>Microsoft Windows 10</b>	Desktop Compute Operating System

<b>Kronos Workforce Dimensions R4</b>	Timekeeping system required for adherence and scheduling (timestamping and time-off administration) <b>Planned upgrade to R5</b>
<b>Paymentus</b>	Consumer payment application
<b>Kubra Storm Center™ 4 and Notifi® 3</b>	Outage reporting and status tool <b>Planned upgrade to Storm Center v.5 and Notifi 3.2</b>

III. **Clarifications:**

III.1 Section 0900, Subcontracting/Sub-consulting Utilization Form

Instructions:

- a) Offerors who do not intend to use Subcontractors shall check the “NO” box and follow the corresponding instructions.
- b) Offerors who intend to use Subcontractors shall check the applicable “YES” box and follow the instructions.

Contact the City of Austin’s SMBR Department with any questions regarding Section 0900 at 512-974-7600 or [SMBRComplianceDocuments@austintexas.gov](mailto:SMBRComplianceDocuments@austintexas.gov)

III.2 Section 0905, Subcontracting/Sub-consulting Utilization Form

Instructions:

Offerors who DO intend to use Subcontractors may utilize M/WBE Subcontractor(s) or perform Good Faith efforts when retaining Non-certified Subcontractor(s). Offerors must determine which type of Subcontractor(s) they are anticipating to use (CERTIFIED OR NON-CERTIFIED), check the box of their applicable decision, and comply with the additional instructions associated with that particular selection.

Contact the City of Austin’s SMBR Department with any questions regarding Section 0905 at 512-974-7600 or [SMBRComplianceDocuments@austintexas.gov](mailto:SMBRComplianceDocuments@austintexas.gov)

IV. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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

12/07/18  
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.**

## PURCHASING OFFICE MEETING SIGN-IN SHEET

<b>Solicitation Description:</b> RFP 1100 ELF3000	<b>Meeting Date:</b> December 3, 2018 @ 2:00 pm CST
<b>Purchasing Office Point of Contact:</b> Elisa Folco	<b>Place/Room:</b> Town Lake Center (Austin Energy), Room 416 721 Barton Springs Road, Austin, TX 78704

Please Print Legibly

Name	Company/Agency/Dept.	Phone	Email	Company Address	Have you or do you expect to receive compensation for this meeting from your organization?
Carrie Walker	Austin Energy	512/322-6335	carrie.walker@austinenergy.com		<input type="checkbox"/> Yes <input type="checkbox"/> No
Bert Lauwert	AE	512 322 3770			<input type="checkbox"/> Yes <input type="checkbox"/> No
Indu Anish	AE	512-322-6374	indu.anish@austinenergy.com		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Cassandra Rasland	Austin Energy	512 322 6152	Cassandra.Rasland@austinenergy.com	721 Barton Springs Rd Austin 78705	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Brett Hardy	AE	512-322-6122	Brett.Hardy@austinenergy.com	721 Barton Springs	<input type="checkbox"/> Yes <input type="checkbox"/> No
Elisa Folco	Purchasing	512 974 1421	elisa.folco@austintexas.gov		<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No

**Purchasing Office Meeting Sign In Sheet -- Participating via Teleconference**

Solicitation Description: RFP 1100 ELF3000  
 Meeting Date: December 3, 2018 @ 2:00 pm CST  
 Purchasing Office Point of Contact: Elisa Folco  
 Place/Room: Teleconference 512-974-9300 Participant Code 851602

Vendor	Point of Contact	Title	Email	Phone
Altivon	Dave Koliner	Account Manager	<a href="mailto:David.Koliner@altivon.com">David.Koliner@altivon.com</a>	602.797.1265
Altura Communication Solutions	Gretchen Witt	Business Continuity and Development	<a href="mailto:gwitti@alturacs.com">gwitti@alturacs.com</a>	505.795.0057
AT&T	Melissa Forward	Client Solutions Executive	<a href="mailto:mf2918@att.com">mf2918@att.com</a>	512.421.5020
Automated Voice & Data Solutions (AVDS)	Lana Bishop	Marketing Manager	<a href="mailto:ana.bishop@avds.com">ana.bishop@avds.com</a>	800.308.6423
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Carahsoft Technology Corporation	Trevor Dunn		<a href="mailto:trevor.dunn@carahsoft.com">trevor.dunn@carahsoft.com</a>	703.230.7451
Century Link	Mark Strobel	Sr. Global Relationship Manager	<a href="mailto:mark.strobel@centurylink.com">mark.strobel@centurylink.com</a>	512.485.1790
Century Link	Jim Moore	Lead Sales Engineer - GES	<a href="mailto:jim.moore@centurylink.com">jim.moore@centurylink.com</a>	214.301.7297
Century Link	Matt Walker	Senior Relationship Manager	<a href="mailto:matt.walker@centurylink.com">matt.walker@centurylink.com</a>	512.789.1430
Cisco	Chris Blanding	Account Executive	<a href="mailto:cblandin@cisco.com">cblandin@cisco.com</a>	512.870.7555
ConvergeOne	Mo Quaglietta	National Account Manager	<a href="mailto:mquaglietta@convergeone.com">mquaglietta@convergeone.com</a>	713.493.0281
Genesys	Joe Karras	Sr. Account Executive	<a href="mailto:joe.karras@genesys.com">joe.karras@genesys.com</a>	919.815.6276
Government Technology Solutions	Belinda Perez		<a href="mailto:belindaperezatx@gmail.com">belindaperezatx@gmail.com</a>	512.401.7724
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Insight	Scott Trinkle	Services Account Executive	<a href="mailto:scott.trinkle@insight.com">scott.trinkle@insight.com</a>	512.289.4703
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