



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

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**Solicitation: RFP 1100 ELF3000**

**Addendum No: 3**

**Date of Addendum: 12/11/18**

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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:**

Can you please clarify the total number of users and also provide a breakdown of concurrent users vs. named users.

**Answer:**

See 5.18 Contact Center Sizing Detail of Section 0500, Scope of work.

**I.2 Question:**

Can you please confirm whether there are non-contact center users (Unified Communications) requirements in the RFP? If yes, how many and what functionality?

**Answer:**

There are no non-contact center user requirements in the RFP.

**I.3 Question:**

Does the City require DIR pricing?

**Answer:**

The City does not require DIR pricing.

**I.4 Question:**

Can you please consider another extension to January 15<sup>th</sup>? We have many resources on vacation over the holidays Dec 24<sup>th</sup>-Jan 6<sup>th</sup> and would appreciate the consideration.

**Answer:**

This does not align with the City's timelines, so there will be no extensions beyond Jan 8th.

**I.5 Question:**

Can we get a list of participants that were on the call/bidding?

**Answer:**

The list of participants during the Pre Proposal Meeting was published with Addendum 2.

I.6 Question:  
Is the equipment going to be bought or leased?

Answer:  
Depends on the solution and pricing proposed. Use the Response Legend (Section 0700, Contact Center Submittal Requirements) appropriately and provide your response.

I.7 Question:  
What is the VoIP handset count?

Answer:  
See 5.18 Contact Center Sizing Detail of Section 0500, Scope of work.

I.8 Question:  
Can we get a walk thru?

Answer:  
No, a walk through will not be conducted. Refer 2.0 Current Environment and 5.18 Contact Center Sizing Detail of Section 0500, Scope of work.

I.9 Question:  
How many sites / seats / phones are there now?

Answer:  
See 5.18 Contact Center Sizing Detail of Section 0500, Scope of work.

I.10 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. We googled to see if a new standard was released and did not find a 7-9s only 5 and lower.

Answer:  
We are asking vendors to design a solution that is available 99.99999%. Our expectation is that this would be accomplished through an active-active or active-passive design that combines two synchronized and 99.999% available systems in accordance with IT availability design practices. Our Austin-3-1-1 contact center requires this no downtime design because it handles suicide prevention and other life-critical calls. If this is not within your ability, we would still like to receive your response to our RFP and request that you propose your most available solution for our consideration.

I.11 Question:  
Are we allowed to bid on partial parts of the solution as stated in the scope of work section 3 such as 3.21 – 3.29?

Answer:  
Austin Energy is seeking complete solutions only for this RFP.

I.12 Question:  
Upon initial review of RFP 1100 ELF3000 we have determined portions of the RFP to fall outside of our core offering namely items related to telephony platforms. This said, we are happy to respond to the WFO portion only if this does not disqualify us from consideration. Please let us know as quickly as possible if a sole submission to the WFO portion is acceptable.

Answer:

Austin Energy is seeking complete solutions only for this RFP.

I.13 Question:

3.18 Automatic Call/Media Distribution, Requirement 3.18.5

The proposed solution shall support the following interaction types as methods of contacts between customers and users of the system. The Interactions themselves will have separate skill or queue types with adjustable priorities:

- a. Inbound phone
- b. Dialer campaigns for outbound phone (routed to agent and/or customer notification only)
- c. Email
- d. Website-generated contacts (form submission)

How are the website generated contacts defined? Could Austin Energy give us a use case example of what they you are doing to capture and how you want vendors to route or track?

Answer:

See Section 0500: 3.13.1, 3.18.5, 3.18.6, 3.21.1, 5.16

I.14 Question:

23. Data C. Compliance with Accessibility Standards: The Service Provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.Compliance with Accessibility Standards

To meet ADA compliance, may we run JAWS desktop within a JAWS compliant browser?

Answer:

See Section 0600, TAB 4, D

I.15 Question:

During the pre-bid call, it was stated that a PBX was not being requested as part of this RFP. However, there are several references to "Telephony Features" that would be part of PBX functionality. How do you want us to respond the PBX feature questions which are the following items?

- 3.7 Telephony Features
- 3.8 IP-Telephony Desktop Requirements
- 3.9 Telephony Functional Requirements
- 3.10 Mobility
- 3.11 Voice Mail / Unified Messaging

Answer:

See Section 0600, TAB 4, D.

I.16 Question:

Will the City of Austin ask for a Best And Final Offer after the responses are turned in?

Answer:

The City of Austin may or may not ask for a Best and Final Offer.

I.17 Question:

On an average how many tickets does AE get from their internal contact center agents (password resets, application not starting, phone not working, softphone not launching, etc.). How about support tickets for the 600 agents? Incidents service requests?

Answer:

Roughly 10 tickets per week on average for password resets, etc.  
Support tickets vary based on application, server, or network availability.

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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

12/11/18  
Date

ACKNOWLEDGED BY:

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Name

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Authorized Signature

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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.**