



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

Solicitation: RFP 1100 ELF3000

Addendum No: 4

Date of Addendum: 12/19/18

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

I. Questions and Answers:

I.1 Question:

I have a question. It looks like the proposal format requires responses to Section 0700 under two different tabs in the response. Section 0700 is indirectly referenced under Tab 2 – D (p. 2 of Section 0600), “Provide detailed answers to all questions in the sections, 0500 Scope of Work, and Submittal Requirements, using the response spreadsheet entitled Contact Center Submittal Requirements provided (please note the multiple tabs).” It is also referenced under Tab 8 (p. 11 of Section 0600). Do we really need to put the completed version of Section 0700 under both Tab 2 and Tab 8? If not, would you please clarify what we need to do?

Answer:

Include the Contact Center Submittal Requirements (multiple tabs) in Tab 8.

I.2 Question:

For the cloud hosted option we'd like to have the incoming calls go directly to our hosted provider. Is the City of Austin ok with this?

- a. Who is your current Carrier?
- b. What is the status of your existing carrier contract?
 1. When does it expire?
 2. Can it be changed?

Answer:

For the cloud hosted option we'd like to have the incoming calls go directly to our hosted provider. Is the City of Austin ok with this? Yes

- a. Who is your current Carrier? AT&T
- b. What is the status of your existing carrier contract? Question is unclear; what is meant by status?
 1. When does it expire? 9/30/2019
 2. Can it be changed? Amendments may be considered

I.3 Question:

What is your current WAN connectivity to your data centers? Are you using ??? (local fiber connection – Gatin???)

Answer:
See Section 0500, 2.5

I.4 Question:

2.3. Remediation

2.3.1. As soon as practicable, and at no additional cost to the City, Contractor will remedy the source of the Security Incident, as required by the remediation plan.

2.3.2. The Contractor shall reimburse the City for all costs to City associated with the Security Incident.

If we have the required Cyber Attack minimum coverage (\$5 mil per Cyber attack), would we be able to utilize this insurance for any breaches? I can ask our insurance agent, but I thought I'd check with you first to see if you had any insights here.

Answer:
Please check with your insurance carrier.

I.5 Question:

5.18 Contact Center Sizing Detail

The following sizing detail provides additional scope for our current solution to be replaced by the Cloud-based Managed Contact Center Communications and Infrastructure Solution.

	UCC	3-1-1
Locations with agents	3	1
Supervisors	14	8
Agents	180	95
Remote (telework) agents	20	30
Dialed numbers (VDN)	311	25
Average calls per agent per day	50	65
Average call duration	420 s	238 s
Workdays per month	24	All
Required self-service IVR	Yes	Future
IVRs required	1	1

Does the 180 agents for UCC include the 14 supervisors and the 20 remote agents? Or, is it 180 agents in the office + 20 remote agents + 14 supervisors?

Answer:
180 agents in the office + 20 remote agents + 14 supervisors

I.6 Question:

Could you please provide the addresses to the Data Centers which currently serve the Austin Energy and 311 Contact Centers. These should be the locations where your primary Cisco telephony system resides as well as the location where the redundant telephony system resides.

Answer:
1. Rutherford Lane Campus ("RLC"), 1520 Rutherford Ln, Austin, TX 78754
2. Town Lake Center ("TLC"), 721 Barton Springs Rd, Austin, TX 78704
3. System Control Center ("SCC"), 2500 Montopolis Dr, Austin TX, 78741

- I.7 Question:
Who is the current telco provider of services for dial-tone, long-distance, and internet services?
- Answer:
AT&T
- I.8 Question:
The offer sheet in the above named RFP asks for a "Vendor Registration No." Is this asking for the FEID number or something else?
- Answer:
To obtain a Vendor Registration Number please register with the City of Austin using the following link:
https://www.austintexas.gov/financeonline/account_services/registration/registration_user.cfm
You can also reach the City's Vendor Registration department at 512-974-2018.
- I.9 Question:
We have a question on your insurance requests:
1. Our professional liability insurance is \$2M, and your stated minimum is \$5M.
 2. Our cyber liability insurance is \$2m, and your stated minimum is \$5M.
- Are your minimums firm, thereby eliminating us from responding to the RFP, or are they requests? Please confirm.
- Answer:
Insurance minimums are firm.
- I.10 Question:
We have our financials reviewed, but not audited. Will this suffice?
- Answer:
See Section 0600, TAB 9, R. Financial Analysis, iii.
Financial Statements shall be audited by an accounting organization independent of the Vendor and include a formal letter expressing the auditor's opinion on whether the financial statements fairly present the financial position of the Vendor in all material aspects.
- I.11 Question:
Please verify the concurrent agent count and the named agent count. Per section 5.18 we see the total agent count including supervisors could be 180 for UCC and 95 for 3-1-1, or adding everything together, 214 for UCC and 133 for 3-1-1. It is critical for licensing that we have accurate counts.
- Answer:
See Section 0500, 5.18. Numbers originally provided should be used. These numbers consider growth and the vendors should license for such.
- I.12 Question:
Do you think there would be an opportunity in the future for an RFP that outsources the call center agent services?
- Answer:
No.

I.13 Question:

Attachment A – (which can be found in Tab 1 at the end of the Document) ATTACHMENT A: FACTA AFFIDAVIT OF COMPLIANCE. Appears that this document must be signed by an Authorized Representative of the company in front of a Notary Public in and for the State of Texas. Can it be signed by a Notary of the company in New York since our Officers authorized to sign on behalf of Conduit Global are not physically located in Texas?

Answer:

Yes.

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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

12/19/18
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.