



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

Solicitation: RFP 1100 ELF3000

Addendum No: 6

Date of Addendum: 12/21/18

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

I. Questions and Answers:

I.1 Question:

We're interested bidding on the RFP 1100 ELF3000 but our teams are in and out of the office for vacations during this timeframe and I'd like to request an extension to at least 1/18/19.

Answer:

See Addendum 5.

The proposal due date has been extended to January 17, 2019 prior to 2:00 pm, CST.

I.2 Question:

Could you confirm that remote agents are in addition to the office agents/supervisors?

Answer:

Yes.

I.3 Question:

What quantity or percentage of your overall agents and supervisors will be involved in the outbound calling campaigns?

Answer:

Approximately 10%

I.4 Question:

If all agents and supervisors are occupied with calls, is there a maximum amount of calls in queue you wish to keep on hold to wait for an agent?

Answer:

The City would not want an enterprise setting for max number of calls in queue, but would like flexibility to control it through the switch if the need should arise in the future.

I.5 Question:

What is the estimated quantity of social media interactions on a monthly basis?

Answer:
Approximately 250 per month.

I.6 Question:
What is the estimated outbound SMS messages used in outbound notification campaigns?

Answer:
For normal course of business, approximately 1,500 daily messages, however we would also be interested in what might be available in emergency situations, like the boil water notice we had city-wide in October.

I.7 Question:
Do you have specific requirements around automated speech or natural language speech or are you simply looking for a system that has this capability? How should the vendors scope these requirements for the RFP?

Answer:
See Section 0500, 3.17.

I.8 Question:
We are using a local business as a subcontractor to satisfy the Local Business Presence. I believe, based on the form instructions for M and WBE, the subcontractor must comply with your procurement plan, but is NOT required to be City of Austin M/WBE certified. Is this a correct interpretation?

Answer:
Contact the City of Austin's Small and Minority Business Resources Department (SMBR) for any questions regarding M/WBE, subcontractors, Minority And Women Owned Business Enterprise (MBE/WBE) Procurement Program, Section 0900 – Subcontracting/Sub-Consulting Utilization Form, Section 0905 – Subcontracting/Sub-Consulting Utilization Plan. The SMBR Department can be reached at 512-974-7600 or SMBRComplianceDocuments@austintexas.gov.

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

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

12/21/18
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.