



**ADDENDUM  
REQUEST FOR PROPOSAL  
CITY OF AUSTIN, TEXAS**

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**RFP: PAX0131**

**Addendum No: 2**

**Date of Addendum: 03/30/2016**

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This addendum is incorporating the following change, questions, and answers to the above-referenced RFP.

1. Q) Would the City provide a detailed design of current telephony system and Networks?  
A) The City will provide appropriate documentation.
2. Q) What operating system or systems are in use today?  
A) Desktop: Win7-Win10; Server: 2008-2012 R2 (all current versions must be supported).
3. Q) Security/Authentication: What security policy is in effect today (Firewall) etc.?  
A) If they are asking about the authentication scheme: Preferred auths would be: External: SAML 2.0 compatible (the City currently uses ADFSv2 for external auth) Internal: Kerberos / Active Directory / ADFSv2. If this is not what was being asked, please give an example of the "security policy" they're looking for.
4. Q) Are there performance considerations that need to be accounted for before configuration of WFM?  
A) Deployed solution has to be fully supported in a virtualized environment. The vendor must provide all performance specs required before architecture can begin
5. Q) How is the radio system integrated today?  
A) The radio system is not integrated into WFM today. It is a 800MHz system that is integrated with NICE recording.
6. Q) What would be the notification preference? Notification via email or SMS/ text?  
A) SMS
7. Q) Storage and Archives - How long should the data be kept before moving to archive? Do you have such system in place today?  
A) 180 days. We do not have such system in place today.
8. Q) Forecasting: Is client preference short or long term capacity planning?  
A) Long term capacity planning.
9. Q) Forecasting: Is client preference short or long term capacity planning?  
A) Long term.
10. Q) Does the City of Austin prefer a Premise-based (CPE) model with all components residing on City property or a city data center, Capital Expense (CapEx) model? Or would the City prefer a Hosted/Cloud based model (also called Software as a Service), Operating Expense (OpEx) monthly?  
A) The City prefer a prefer a Hosted/Cloud based model, Operating Expense (OpEx) monthly
11. Q) What ERP system will the new Workforce Management system be interfacing to?  
A) There is no ERP system in place at this time.

