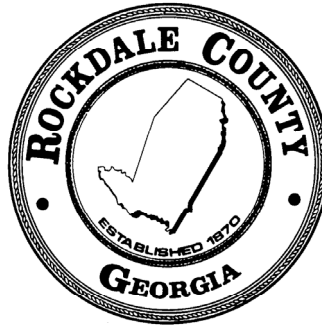


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MICHELLE IRIZARRY, CFO
TELEPHONE: 770-278-7555
FACSIMILE: 770- 278-8910

Addendum No. 2

RFP No. 23-21

**ROCKDALE WATER RESOURCES COMMUNICATIONS CONTACT CENTER
SOLUTION**

September 15, 2023

RFP #23-21 is hereby amended as follows:

1. Below are questions received and corresponding answers:

A. Question: Would you please provide us with how many calls the department typically averages in one day? Also, if you have knowledge of your average talk time per call please advise.

Answer: Daily: 165 05:39 Average Talk Time

B. Question: How many users on your end will need to be able to contact the call center including any employees outside of the Water Resources Department?

Answer: Unknown

C. Question: According to our research Rockdale has a population of 90,000 to 95,000 which includes Sandy Springs Atlanta area, but Conyers has a population of 16,000 to 20,000. Will the call center need to service the entire population (90K-95K) based upon the Atlanta Regional Commission or only the Conyers/Milstead population (16K-20K)? This information will determine how many call center representatives will needed. Please advise.

Answer: Sandy Springs is not in Rockdale. Rockdale has a county which is unincorporated and an incorporated portion of the county, which is the City of Conyers, who has its own governing body. We have ~33,000 meters. On average we receive ~42,000 annually between care and acquisition

D. Question: How many agents are to be supported?

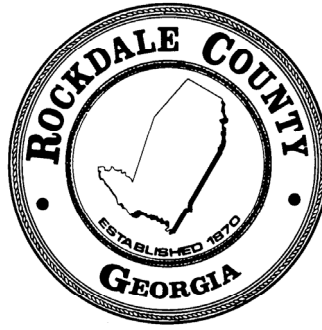
Answer: 35

E. Question: How many supervisors are to be supported?

Answer: 10

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F. Question: How many administrators are to be supported?

Answer: 7

G. Question: What is your existing Contact Center provider for reference?

Answer: Cisco Finesse

H. Question: Is the IVR provider currently separate from the Contact Center provider? If so, who is the IVR provider?

Answer: No it is not separate from the Contact Center.

I. Question: Confirming that the RFP is for Contact Center only and not a new accompanying PBX?

Answer: Contact Center only.

J. Question: What is the existing PBX vendor in place that this will interface with?

Answer: Comcast and GTA

K. Question: Is it cloud based or premise based?

Answer: Current solution is on prem

L. Question: What kind of trunking is available to interface with the proposed Contact Center solution?

Answer: SIP

M. Question: What hardware is at the agent stations currently (PC with type of O/S, number of screens, handset, headset, etc.)?

Answer: Dell Optiplex 7760 AiO, Windows 10 migrating to Windows 11 in FY '24. Each agent has two screens, handset and Cisco model 7821, 7941, 7961.

N. Question: With Telephony usage costs, are you looking to be able to bill separate departments or what is the purpose of the request?

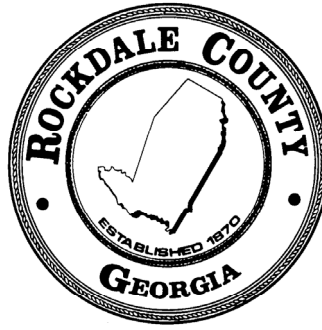
Answer: No

O. Question: For the WFM and staff forecasting, how is that done currently?

Answer: We are currently using Cisco Unified Workforce Optimization

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P. Question: Does Rockdale County have data in hand to populate a WFM solution for forecasting or will it have to be derived in time from the proposed solution?

Answer: It will have to be derived in time from the proposed solution.

Q. Question: Real-time transcription: is the purpose of the request to provide an Agent Assist type of solution to help provide guidance on areas to cover/things to ask during the call?

Answer: Yes

R. Question: Sentiment analysis: does Rockdale County currently have a solution/process in place for scoring and evaluation of calls? If so, please explain.

Answer: No

S. Question: MS Calendar integration: does Rockdale County Water currently use O365 or a premise-based Outlook?

Answer: Yes

T. Question: CRM Integration: what is the existing CRM that requires integration? Does it support open API integration?

Answer: Microsoft Dynamics and Cogsdale

U. Question: What are the desired outcomes of the CRM integration (screen pop, push/pull data, ticket creation, etc.)?

Answer: Ensure seamless data exchange between the two systems

V. Question: API custom integration: will this be to the CRM or another solution? If another solution, please identify.

Answer: CRM

W. Question: What are the desired outcomes of the API integration (screen pop, push/pull data, ticket creation, etc.)?

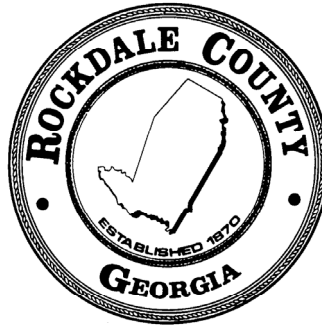
Answer: All of the above.

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X. Question: Compliance: What is the stated need for HIPPA compliance? Does Rockdale County Water handle patient information?

Answer: HIPAA compliance was included in the government RFP through generic language, but it's important to note that specific HIPAA compliance was not required for this request. Since the RFP did not involve healthcare-related services or the handling of medical records, HIPAA compliance was included in a general context using generic language. This approach provided a comprehensive overview of data security expectations while emphasizing that adherence to HIPAA standards was not obligatory for this specific RFP, ensuring that the requirements remained directly relevant to the project's scope and objectives.

Y. Question: Compliance: What is the stated need for GDPR compliance? Does Rockdale County Water do business in Europe and need the data secured for European customers?

Answer: GDPR compliance was included as a specific requirement in the county RFP due to the use of generic requirements when drafting the document. Recognizing the significance of data privacy and protection, the RFP sought to ensure that any potential vendors or partners handling sensitive data for the county would adhere to the stringent standards the General Data Protection Regulation set forth. By explicitly specifying GDPR compliance in the RFP, the county aimed to underscore its commitment to safeguarding the personal data of its constituents and ensuring that any solutions or services procured would meet the highest international standards for data privacy and security. This approach aligns with global best practices but also reflects the county's dedication to transparency and accountability in data handling and processing. This is not specifically required.

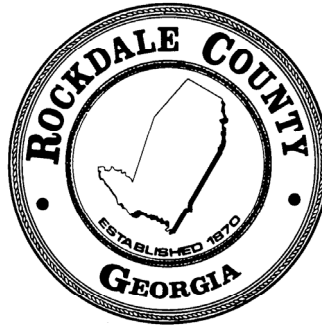
Z. Question: Compliance: What is the stated need for PCI compliance? Does Rockdale County Water take credit card payments over the phone?

Answer: PCI compliance was included as a specific requirement in the department's RFP due to the use of generic requirements when drafting the document. Understanding the critical importance of securing payment card data, the RFP aimed to ensure that any potential vendors or partners involved in payment processing or handling cardholder information would adhere to the Payment Card Industry Data Security Standard (PCI DSS). By explicitly mandating PCI compliance, the departments emphasized their commitment to safeguarding financial transactions and protecting sensitive payment card data. This approach aligns with industry best practices and reflects the government's dedication to maintaining the highest standards of security and trust in financial transactions for government agencies and citizens.

AA. Question: Call recording: what is the required duration of holding call recordings to meet Rockdale County Water standards?

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Answer: Recordings should be kept a year.

BB. **Question: E911:** Will agents be making 911 calls from the agent desktop solution or from the existing PBX?

Answer: Yes, if necessary

CC. **Question:** Omnichannel: which channels are currently in use of voice, chat, email, SMS, social media? Which ones will be implemented immediately, and which ones will be phased in?

Answer: We currently do not utilize Omnichannel in our environment. New system should have capabilities to implement.

DD. **Question:** Please explain how agents currently handle faxes? Is that also an expected channel?

Answer: Faxes are handled through the XMedius fax server.

EE. **Question:** Agent Application: Does Rockdale County Water utilize Chrome, Chromium based MS Edge, or Firefox browsers?

Answer: We use Chrome

FF. **Question:** BI: what BI tools are desired to integrate with (PowerBI, etc.)?

Answer: PowerBi

GG. **Question:** What is the implementation timeline and expected dates of completion?

Answer: Expected date of completion 2nd Quarter 2024.

2. All other conditions remain in full force and effect.
3. If a proposal has been submitted and anything in this Addendum causes the contractor to change the item offered or to increase or decrease the proposal price, the new price and/or changes will be inserted below:

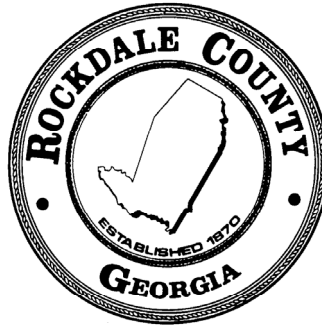
4. All contractors under this Request for Proposal are kindly requested to acknowledge receipt of this Addendum on the Proposal Form, page 13 of this RFP.

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DEPARTMENT OF FINANCE

MICHELLE IRIZARRY, CFO

TELEPHONE: 770-278-7555

FACSIMILE: 770- 278-8910

Tina Malone

Tina Malone, CPPB CPPO

Purchasing & Procurement Manager

Department of Finance, Purchasing Division