

## REQUEST FOR PROPOSALS

## VIRTUAL QUEUEING-CALL MANAGEMENT BID NO: 16-16124 Addendum 2

PROPOSALS DUE: 30 Nov 16 @ 3:00 PM Central Time

To report suspected ethics violations impacting the San Antonio Water System, please call 1-800-687-1918.

## \*\*\*\*\* This Addendum 2 is issued to make the following changes to RFP 16-16124:

1. Provide response to the following questions:

**QUESTION 1:** Page 20 question #5 – is asking if the respondent is authorized or licensed to do business in Texas, YES or NO. And if Yes what license or authorization.

Are you looking for a specific certification of some kind?

**RESPONSE 1:** No, a specific certification is not required.

**QUESTION 2:** Page 23 Exhibit A - Insurance

This section requires us to have a workers compensation policy.

I want to make sure that you agree with this and will not require us to obtain workers compensation policy even though it does not relate to our situation.

RESPONSE 2: If work will not be performed on-site at a SAWS location, then this Insurance requirement can be waived.

**QUESTION 3:** Can you provide some scope to the size of callback license that you will require in order to size a license appropriately for you.

**RESPONSE 3:** Each offeror shall propose three various licensing thresholds to include rationale for suggesting those thresholds and anticipated rate of return based on maximum call volumes provided below. Base the thresholds on call wait times of 5 minutes, 7 minutes, and 10 or more minutes. In addition, each offeror shall identify, in the Price Schedule, any potential impact the above mentioned thresholds have to its proposed cost.

Year	Maximum Volume	Month
2013	72,388	August
2014	67,930	January
2015	75,612	September
2016	76,552	August

**QUESTION 4:** How many callbacks do you envision SAWS using in a 1 year period?

**RESPONSE 4:** 100,000.

**QUESTION 5:** How many calls do you receive annually?

**RESPONSE 5:** An average of 734,000 (This is based on SAWS 2013 to 2015 call volumes).

**QUESTION 6:** What is your average abandonment rate?

**RESPONSE 6:** Our current abandonment rate for the year is 12.88%.

**QUESTION 7:** What is your maximum call currency? When does it occur?

**RESPONSE 7:** Our maximum call currency is 76,552. It occurs in August.

**QUESTION 8:** What queue time will you offer the callback message at?

**RESPONSE 8:** 30 seconds.

**QUESTION 9:** How many calls annually will exceed that queue time?

**RESPONSE 9:** 450,000.

**QUESTION 10:** How many call centers do you have and if you have multiple do you have one or more switches?

**RESPONSE 10:** One call center.

**QUESTION 11:** I've read through the RFP and just need to ask if the requirement is for the technology for SAWS or is it for the technology and the FTE's to man it as well? **RESPONSE 11:** An FTE is not required.

## IT IS <u>NECESSARY</u> TO RETURN THIS ADDENDUM 2 AS PART OF YOUR PROPOSAL SUBMISSION

All other terms and conditions of the original bid remain unchanged.