



REQUEST FOR PROPOSALS

VIRTUAL QUEUEING-CALL MANAGEMENT

BID NO: 16-16124

Addendum 3

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 3 is issued to make the following changes to RFP 16-16124:**

1. Provide response to the following questions:

QUESTION 1: Does SAWS have UCCX Premium?

RESPONSE 1: SAWS has UCCX Premium.

QUESTION 2: Does SAWS have a preference of a Cloud solution or Premise solution? Can I provide response for both in our proposal?

RESPONSE 2: Each offeror shall propose both a Cloud and On-Premise solution. The solution to be selected will be based on the Technical Evaluation Committee's evaluation of what proposed solution provides the best value. In addition, each offeror shall identify, in the Price Schedule, any potential price impact in providing for either solution above.

QUESTION 3: Would SAWS consider a customer first solution? Or only agent first model?

RESPONSE 3: A Customer first solution is the solution that SAWS is seeking.

IT IS NECESSARY TO RETURN THIS ADDENDUM 3 AS PART OF YOUR PROPOSAL SUBMISSION

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