



REQUEST FOR PROPOSALS

VIRTUAL QUEUEING-LINE MANAGEMENT BID NO: 17-17058

Addendum 2

PROPOSALS DUE: May 31, 2017 @ 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 extend the due date of the RFP and to provide the questions received and the responses to those questions for RFP 17-17058:**

Due Date: The due date for proposals has been changed from May 24, 2017 to **May 31, 2017**. The following sections of the RFP are updated:

I Project Information, Section D – Estimated Timeline is updated to read as follows:

Proposals Due**May 31, 2017** by 3:00 PM Central Time

IV Submitting a Response, Section A - Deadline is updated to read as follows:

Proposals are due no later than 3:00 PM Central Time on **May 31, 2017**.

The questions received and the responses received are indicated below.

1. Question 1: How many digital signs are needed at each location? Section B Technical Requirements 2. ii.

Response:

Headquarters – 5

Las Palmas – 7

East Side – 5

2. How many monitors are needed at each location-? Section B Technical Requirements 2. iii.

Response:

Headquarters – 1

Las Palmas – 1

East Side – 1

3. **Page 5:** The Solution is expected to integrate, where appropriate, with the SAWS's existing and planned enterprise systems including the following applications:
 - a. Infor Public Sector v8.5.0 –Customer Information Systems
 - b. ESRI ArcGIS Server 10x –Geographic Information Systems (GIS)
 - c. www.saws.org –Custom Developed Corporate Website
 - d. secure.saws.org -Online Customer Portal
 - e. Customer Relationship Management System –* Planned

Q: Is the expectation that all these interfaces be part of the initial go live slated for 60 days from the contract signing?

If yes:

- **Can you provide additional information about these interfaces, capabilities of each, the data flow between systems, triggers and how you envision the systems to interact with each other?**
- **What is the integration point with the GIS System intended for?**

➤ **Can you provide information on the “planned” CRM System?**

Response: *As part of the scope and 60 day delivery integration must include:*

- *Infor Public Sector for integration of account information using Infor’s webservice API*
- *www.saws.org for offer online scheduling of appointments*

SAWS intends future expansion of this system to integrate with other technologies, such as a Customer Self Service Portal. SAWS will evaluate the integration capabilities (APIs/ Web services) of the products as part of the technical evaluation.

4. **Page 6: Data protection 8.i – 8.iii.** Please provide a list of sensitive o PII information you plan to store in this system.

Response: *SAWS considers sensitive: First Name, Last Name, Date of Birth, Account Number and Driver’s License Number*

5. **Page 6: C.1.vii.** Can you provide a complete list of reporting metrics or specific reports required?

Response: *SAWS would like to minimally report: Queue Count/Service Level, Wait Time (by service center, queue, etc.), Various Queues, Productivity (Idle time, resolution time, etc)*

SAWS will evaluate reporting capabilities and how extensible the reporting engine is within the product as part of the technical evaluation.

6. Can SAWS extend the response date by at least a week?

Response: *SAWS will extend the response date by 1 week.*

7. A) Functional Requirements 2. Does the kiosk need to meet ADA compliance (speakers, braille, etc.) or do they only require wheelchair accessibility?

Response: *This is not a hard requirement. SAWS will evaluate the ADA compliance as part of the technical evaluation.*

8. A) Functional Requirements 1) >> **Scheduling**>> Are the appointments for individuals only or will group appointments be desired?

Response: *Individual only*

9. A) Functional Requirements 1) >> **Scheduling**>> , would SAWS like to capability to mass cancel appointments based on an unforeseen event? (ie office closure due to weather, hurricane)

Response: Yes, this should include the ability to add language to explain why the closure.

10. A) Functional Requirements 1) >> **Scheduling**>> , would SAWS for users handling many calendars (receptionist/call centers), would the state like to have staff be able to access to; recently used calendars or "Favorite" calendars

Response: The product should intake staff availability, and map out a schedule and offer appointments based on that availability (typically 8-5 Mon- Fri).

11. A) Functional Requirements 1) >> **Scheduling**>> , would SAWS, in addition to a confirmation message with appointment details, would the state want to send automatic letter reminders (X days / hours prior to visit), and a preparation message, reminding customers how to prepare for the appointment based on the appointment type?

Response: SAWS would like to include reminders to scheduled appointment holders using email or SMS text.

12. **General:** Is there a need for the new system to provide the ability to gather information from the customer's existing driver's license ?

Response: SAWS is interested in capturing the DL number, address, name, DOB, etc from their driver's license. This is one option of capturing their data, but should not be the only way; customers should be able to use the screen to enter if desired.

13. **General:** Has SAWS seen product demonstrations from any Customer Flow Management vendors in the past 12 months, and if so, which companies?

Response: SAWS has done its due diligence in researching products available in the Market Place and had used such information in developing the scope of work. Each proposal will be evaluated in accordance the RFP and the evaluation criteria defined.

14. **General:** Would SAWS like the vendor to provide online training/videos to supplement train the trainer to provide office supervisors configuration instructions on how to optimize their offices?

Response: SAWS would consider online training for supplemental, but primary training is through train the trainer as included in the BVB.

15. **General:** Does the SAWS want a COTS system that allows each office configuration "granularity"?

Response: SAWS would like the ability to configure each location uniquely.

IT IS NOT NECESSARY TO RETURN THIS ADDENDUM 1 AS PART OF YOUR PROPOSAL SUBMISSION

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