



## REQUEST FOR PROPOSAL

### Customer Service Subscription Services

Solicitation No.: R-17-009-PC  
Addendum 2 | May 18, 2017

#### QUESTIONS AND ANSWERS

These are questions that were received by the deadline for the Customer Service Subscription Services RFP.

**Question 1:**

After review, it appears the RFP is for consulting services and not a pure play outsourced call center requirement. Please advise if I am reading the RFP incorrectly, however it appears SAWS is looking for consulting services and not outsourced call center support.

**Answer 1:**

That assessment is correct. SAWS is not seeking outsourced call center support services.

**Question 2:**

We have a question for you regarding the Customer Service Subscription Services RFP. It appears that this particular RFP process is geared more towards secondary research and consultancy, rather than primary research partner who would conduct surveys on SAWS behalf.

Can we expect another RFP in the near future that would be more up our alley?

**Answer 2:**

SAWS is still working on an RFP for a customer experience survey program; however, the timing of that type of project is uncertain at this time.

**Question 3:**

If concurrent licenses are not offered how many total employees would be accessing the customer service training licenses in one year?

**Answer 3:**

For the access to materials we would be looking for around 9 people having access during the year. However, just so it's clear, this pertains to all materials we are interested in viewing. Training is a small part of the scope of services.

For the training piece within the scope of services, it would most likely be more of a "train the trainer" situation, where our trainers would have access to materials that they can, in turn, incorporate into their training curriculum.

**Question 4:**

Is there a vendor currently providing customer service training?

**Answer 4:**

We do not currently have an outside customer service training provider.

**END OF QUESTIONS AND ANSWERS**

**END ADDENDUM 2**