



192-2008 ADDENDUM 2

PROVISION OF A CONSOLIDATED 311 SERVICE

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
REQUEST FOR PROPOSAL**

ISSUED: March 17, 2008
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20070420

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Add: B9.10: Notwithstanding B9.2 to B9.9, and in accordance with B12.3.1, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B26.2(a).

PART D – SUPPLEMENTAL CONDITIONS

Revise D19.1(h) to read:

(h) **20%** Total Performance (January 1, 2009).

ATTACHMENT B – 311 CONTACT CENTRE REQUIREMENTS QUESTIONNAIRE

Add to Question #44

The CRM application should:

- (a) Provide a built in escalation to designated Subject Matter Experts when answers are not found with automatic notification to the citizen when the answer is added to Knowledgebase;
- (b) Have the ability to automatically present the agent with the top “N” list of solutions to the most frequently asked questions;
- (c) Have the capability to learn as it is used based on acknowledging the system either did or did not provide the correct solution to the question;
- (d) Have the ability to report on the types of questions asked by the citizen and the sources of data that answered them; and
- (e) Provide a percentage or confidence rating of returned solutions.

ATTACHMENT C – PRICING TEMPLATE

Clarification of Line 1 (Long Distance Rates) and Line 2 (800 Number) on Tab 9 Telephony - Voice, Phones & Data.

Bidders are not required to submit prices for the aforementioned items. In the absence of a response for these items the City will, for the purposes of evaluation, use the City's current contract pricing as the default.