



March 31, 2021

**Addendum 2  
RP020-21**

**Purchase and Support of Customer Service Solution Software on an Annual Contract**

**Key Dates**

The proposal due date has changed. Proposals must be returned in a sealed container marked on the outside with the Request for Proposal number and Company Name. Proposals will be received until **2:50 P.M. local time on, April 22, 2021** at the Gwinnett County Financial Services - Purchasing Division – 2<sup>nd</sup> Floor, 75 Langley Drive, Lawrenceville, Georgia 30046. Any proposal received after this date and time will not be accepted. Proposals will be publicly opened and only names of submitting firms will be read at 3:00 p.m. A list of firms submitting proposals will be available the following business day on our website [www.gwinnettcounty.com](http://www.gwinnettcounty.com).

**Questions**

- Q1. Because of COVID, are your agents taking calls from home now?  
**A1. Yes, some on a rotating schedule.**
- Q2. How many agents do you have logged into your current platform?  
**A2. Varies, 50-200 at one time.**
- Q3. What are your hours of operations?  
**A3. Typically, 8am-5pm, Monday-Friday. These times can vary by business units as some have extended and weekend hours.**
- Q4. How many calls a week do agents take?  
**A4. Unknown**
- Q5. How many minutes per week do the agents spend on phone calls?  
**A5. Unknown**
- Q6. Besides phone calls, what other ways do agents communicate with customers (e.g. emails, SMS, chat, social media, etc.)? Do you know the volumes of each interaction each week?  
**A6. Primary communication with Customers is phone and some email. No.**
- Q7. Do agents make outbound calls and/or set appointments for outbound calls?  
**A7. No.**
- Q8. How many supervisors are watching the agents?  
**A8. Unknown.**
- Q9. Do agents look up data on customers? Where is this data contained?  
**A9. Yes. Depending on the business unit needs, the data is contained in multiple systems.**

Q10. Do agents have their own extensions and voice mails currently?

**A10. Yes.**

Q11. Any on premise systems that need to be integrated with?

**A11. Please refer to the functional requirements sections of the RFP.**

Q12. Can I get a Word document of the RFP so I can continue your format with my answers?

**A12. The RFP is only available in pdf format.**

Q13. We are requesting a 2-week extension to respond to your RFP. Is this extension possible?

**A13. See key dates above.**

Q14. Does Gwinnett County require a solution to monitor social media or to only send messages through social media? Can the web forms be handled by a separate solution (separate from the social media solution)?

**A14. Monitor and send. Yes, depending on the Minimum Viable Product.**

Q15. Is Gwinnett using customer forms as a primary method for handling requests? Do forms need to be created? Do forms need to be signed?

**A15. Yes. Depending on which services and which business units are involved in the Minimum Viable Product (MVP) forms may need to be created and/or signed.**

Q16. Does Gwinnett county require a perpetual license or is an annual subscription license model acceptable?

**A16. Please refer to Section I on Page 2 of RFP.**

Q17. What happens to the data when requests are made? Are you looking for a vendor to store the data, or to pass the data to another system of record?

**A17. The proposed solution would need to provide both options to store the data and to pass the data to and from systems of record.**

Q18. How many of the current County Departments, County Administrator and Elected official Offices will be part of the CRM project?

**A18. Refer to RFP page 2 section II.**

Q19. Will the CRM be rolled out for Department use in phases or all at once? If in phases, which departments will go first.

**A19. In phases. The department roll out is to be determined.**

Q20. How many different service request, inquiry or complaint types does the County expect will need to be implemented for all departments?

**A20. Unknown. This will depend on each phase as it rolls out.**

Q21. The RFP Tab D Proposed Project Plan states 'Detail a proposed project plan that will deliver requirements and functionality for the County's requested implementation date of within ninety (90) days from receipt of the Notice to Proceed.' Please explain the scope of the 90 day implementation - is this a solution configured for a single department to show delivered requirements and functions of the new CRM solution?

- A21. The scope is referring to the Minimum Viable Product (MVP) developed during the expected discovery period of the project plan proposed.**
- Q22. The RFP Fee Schedule states 'Subscription or license for customer or end user access to solution'. Please confirm that the customer or end user here is referring to citizens contacting the County?
- A22. Per the functionality requirements within the RFP the proposed solution is required to provide both end user types.**
- Q23. Is the County planning to consolidate customer service into a single contact center?
- A23. No, the County is not planning a single contact center at this time.**
- Q24. How many County employees will need access to the CRM solution?
- A24. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**
- Q25. How many County Customer Service Representatives (CSRs) users are there who will interact with Citizens?
- A25. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**
- Q26. How many Department employees (non CSRs) will use the CRM solution?
- A26. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**
- Q27. How many County staff would be creating, editing or authoring knowledge base content articles?
- A27. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**
- Q28. The RFP Fee Schedule states 'Conversion and loading of SAP CRM business partner (BP) data (demographic data only) into the proposed solution. There are approximately 280,000 BP records. County will be responsible for all data cleanup.' Please confirm that these will be business account contact information used by the CRM. Are any of these BP records contact information for individuals?
- A28. Yes, it's both business and individual accounts.**
- Q29. RFP Tab B item 8d states 'Describe availability of audit trails with full change tracking for changes occurring in an account, with previous versions retained, to protect against both mistaken and malicious actions.' Please clarify what the account being referred to here is specifically.
- A29. Both business and individual accounts.**

Q30. Tab C item 2 states 'Solution should have the ability to take Service Request input from multiple sources including CSR, Email, Mobile App, Twitter, and Web Portal.' Does the County also want SMS text as a source? Is Twitter the only social media channel needed or would other social media accounts like Facebook or Instagram be needed?

**A30. Yes, please indicate if SMS text is available. Facebook, Twitter, and Instagram are the potential social media platforms involved.**

Q31. Please clarify the business use case for the integration with Lucity and Accela.

**A31. Accela is our system of records for all planning, and zoning activities along with building inspections and code enforcement. Lucity is the County system of records for the Department of Water Resources and Support Services.**

Q32. Tab C item 13 states 'Solution should have the ability to allow customers to opt-in to marketing, sales, information, campaign newsletters or updates via email or text.' Does the County currently have a marketing or newsletter solution or does the County want these features as part of the proposed new CRM solution?

**A32. The Communications Division handles all marketing and newsletters. No, the County does not want these features included.**

Q33. How many County staff would participate in the design and execution of marketing email campaigns or County newsletter broadcasts?

**A33. Unknown.**

Q34. Tab C item 21 states 'Solution should have the ability to hyperlink outside data within service requests. (i.e. Liferay)'. Please provide an example use case of this requirement or how the County would like to use this feature.

**A34. An example would be: In the event a County determined system is not API compatible, the proposed solution should have the ability to hyperlink outside data within service requests.**

Q35. Tab C item 15 states 'Solution should provide the ability to accept and translate information from multiple languages and produce response in same language.' Can the County clarify if the language the CRM would be translated to is English for use by County employees after and before translation of information to or from the customer/citizen.

**A35. Yes. English first platform.**

Q36. Tab C item 35 states 'Solution should be able to integrate with telephony solutions for CSRs.' What version of Cisco Unified Call Center is the County using today?

**A36. UCCX 12.5**

Q37. Tab C item 38 states 'Solution should have analytical tools and the ability to create reports on past and present interactions in addition to enhanced query functionality without a high level of technical expertise to create and manage.' Does the County currently have Analytical tools like Tableau or Power BI that could be integrated or should the vendor propose the licenses for these tools?

**A37. Yes. The County has both tools.**

Q38. Please clarify if the County wants the vendor to train administrator and CSR users of the new CRM, as well as other end users in the County or if the County would want the Vendor to provide train-the-trainer training for end user training.

**A38. Unknown, please provide both options.**

Q39. Tab C item 42 states 'please answer if the proposed solution integrates with the following business solutions and if not please describe alternative options for integration: 'and then lists multiple ERP and other types of solutions. Please clarify if the County has all of these systems or if the County is asking if we have integration capability and experience with these types of solutions.

**A39. The County is asking if the proposed solution and vendor has capabilities and experience integrating with these types of solutions.**

Q40. Tab C item 43 states 'Should be integrate with Enterprise Records Management systems. List any previous ERM integrations.' Please provide a use case example of this requirement and does the County have a ERM solution today? If so what vendor and version of ERM is the County using?

**A40. The County currently is utilizing Filenet but is exploring addition options to supplement.**

Q41. Did Gwinnett County have any external support in developing the RFP? If so, which firm/person was involved? Will that firm/person be involved in the RFP evaluation process?

**A41. No. Gwinnett County did not have any external support.**

Q42. When is the County targeting to start the project?

**A42. We anticipate award during the 3<sup>rd</sup> quarter of 2021.**

Q43. What is the project budget for professional services?

**A43. Unavailable. There is approved funding for this project. Gwinnett County expects each vendor to propose a competitive price.**

Q44. What is the project budget for software licenses?

**A44. Unavailable. There is approved funding for this project. Gwinnett County expects each vendor to propose a competitive price.**

Q45. Would the County consider a two-week extension for the RFP to be submitted on April 22, 2021?

**A45. See Key Dates above.**

Q46. For the cost questions on pages 6-7, the County specifies that the vendor can submit their assumptions for the "unit of measure." However, it will be very difficult to get an apples-to-apples pricing if the vendors are using assumptions. For example, is the chat bot being proposed an interactive one with full voice functionality or just one that ingests FAQ content? There is a price difference for that type of functionality. Also, for the conversion and loading of the SAP CRM data. How many columns, rows and tables are involved with the 280,000 records? Also, for the social media bi-directional updates, which social platforms will be involved. How frequently do the updates need to be processed? For the Cisco IVR cost, what is the version number, when the last update performed? Without additional clarification, providing a reasonable, comparative estimate across responses will be challenging.

**A46. Use RFP functional requirements to submit responses for the cost. There is an unknown number of columns, rows and tables in the SAP CRM data for conversion. Facebook, Twitter, and Instagram are the potential social media platforms involved, that will be expected to provide real-time updates. Cisco UCCX 12.5.**

Q47. Would the County reconsider either adding specificity to these cost items, or removing the individual pricing elements of the RFP, and requiring the vendors to submit pricing for all services as a single line item, and using a similar approach for the required software?

**A47. No.**

Q48. Would the County consider an electronic only filing of the RFP response to meet the deadline, with a hard copy and flash drive to follow, 2 business days after the due date?

**A48. No. Proposals must be submitted per the instructions in the RFP. Electronic submissions will not be accepted.**

Q49. Which software products has the County seen demos of related to this RFP?

**A49. The County has seen demos from multiple vendors for informational purposes only.**

Q50. Is a surety bond required?

**A50. No.**

Q51. P6: How does Gwinnett want to do address validation: google, usps, ect?

**A51. The County plans to continue to use ArcGIS as address validation.**

Q52. P6, #8: Can you please provide your definition of "customer relationship module" and how it would be different from the RFP request of a customer service solution?

**A52. The customer relationship module would include all customer data as opposed to a service request submission platform.**

Q53. P6, #9: Can you provide more details to the features and functionality that would be required for a personnel management application?

**A53. The features and functionalities could include options such personnel scheduling, route optimization, case escalation workflow, etc.**

Q54. P6, P20, System Integrations: Can Gwinnett provide a system architecture diagram? (current or proposed) In regard to each integration, does Gwinnett have any requirements pertaining to the frequency (real-time, hourly, daily, monthly) and direction (one-way, bi-directional) of each integration needed?

**A54. The proposed solution should have bi-direction communications in real-time or near real if appropriate for the specific data. System architecture diagrams will depend on services selected as part of the MVP; these are not available at this time.**

Q55. P6, P20, System Integrations: Can Gwinnett please provide what integrations, if any, would be expected in 'phase one'.

**A55. CRM must be able to process orders and integrate with SAP, Lucity, Accela, iNovah, and ArcGIS. The integrations in phase one are subject to change dependent upon the services selected as part of the MVP.**

Q56. P6, P20, System Integrations: there are a number of integrations requested, for pricing purposes, which are required for this project?

**A56. See A55.**

Q57. P6, ArcGIS Integration: Does Gwinnett need to visualize ESRI layers in the Customer Service Solution application or feed Customer Service data to ESRI?

**A57. Yes, both.**

Q58. P14, #21: "Based on opensource.org 'The Open-Source Definition', is the solution open source? Is the County needing an application that allows them share and collaborate code or solutions? If so, with whom?"

**A58. Opensource is an option being considered as a solution. The services selected will determine what applications or coding will be shared.**

Q59. P14, #21: "Based on opensource.org 'The Open-Source Definition', is the solution open source?" Can the County be more specific on the need to having an application open source?

**A59. See A58.**

Q60. P16, #13: Is it safe to assume that the County is requesting a solution that integrates customer communication preferences in one platform? Should the solution also allow for citizens to update preferences and information from within sent emails?

**A60. Yes, the solution should integrate with customer communications in one platform and provide a portal or access for the customer or citizen to update preferences and information.**

Q61. P16, #13: What is the County currently using today for this type of communication to citizens?

**A61. The County is currently using a CRM within the County website with email as the primary form of communications to the citizen.**

Q62. P17, #17: In addition to logging tweets, does the county also want the ability to automatically log or manually create service requests, with applicable routing, from other social media post, i.e. Facebook Messages, Instagram, etc.?

**A62. Yes.**

Q63. P17, #16: Solution should be configurable to securely email, text, or voice call (either pre-recorded or text- to-speech) to customers who request it. Does CISCO support pre-recorded messages or text-to-speech capabilities? Is the county interested in changing telephony providers that include these specific capabilities?

**A63. Yes, Cisco supports pre-corded messages or text to speech, however these features are not currently enabled for County use.**

Q64. P18, #22: Does the County prefer to move all field service requests and scheduling inside the Customer Service Solution or integrate with existing work mgmt. applications to all field work? In the desired solution, where would the work assignment and scheduling work activities take place (customer service solution or existing work mgmt. application)?

**A64. The County will expect the solution to potentially integrate with Lucity, Accela and Assetworks for service work management. The desired solution would provide the work assignment and scheduling in the existing work management application.**

Q65. P18, #22: If answer to above is integration, does the County use both Lucity and Accela to schedule and complete work orders? Would any work order creation be needed within the CRM? Would any scheduling be needed within the CRM?

**A65. Yes, the County utilizes both. See A64.**

Q66. P19, #30: Solution should have the ability to separate requests from city and County e.g. geo-fencing and notify customer or direct those requests to the related department in either the city or County. Would this only be for requests reported from a mobile device or for all requests submitted (emails, call, tweets, etc.). Would all requests have an address?

**A66. Geo-fencing will need to be available for all service request types. Not all requests will have an address.**

Q67. P22, Implementation Timeline: Has the County defined the minimal viable product (MVP) that would be acceptable in the first 90 days of an implementation?

**A67. The MVP is yet to be determined. The components will depend upon the service types available for Phase I.**

Q68. P22, Implementation Timeline: If a project plan exceeds 90 days to meet all the requirements provided in the RFP, will the plan be rejected because it exceeds 90 days?

**A68. The preferred implementation is expected to occur within 90 days; however, consideration will be given to plans that exceed 90 days if meeting all MVP requirements. This will be scored accordingly.**

Q69. P22, Implementation Timeline: Can the County further clarify its MVP requirements for implementation including license counts for pricing purposes. Specifically, can the County please provide information specific to how many customer service representatives, managers, case workers, marketing/communication users, IT, or other user will need access to the solution in the first phase. It would be helpful to understand phase two user counts as well.

**A69. The County cannot provide a specific user account with defined user roles at this time.**

Q70. P22, Implementation Timeline: Are you looking for the MVP to be inclusive of all functional requirement? If not, which are required in phase 1?

**A70. See A55.**

Q71. P22, Implementation Timeline: What departments are included in MVP or Phase 1, Phase 2, Phase 3, Phase 4?

**A71. See A19.**

Q72. P22, Implementation Timeline: If phase one MVP is 90 days, will the second phase begin directly after? Can you please describe in more detail the approach the County is hoping to take?

**A72 The County is unable to provide the Phase II and Phase III approach at this time as it is determined upon the MVP developed.**

Q73. General: Can the County please provide more information to the expected # of County employees that will be using the Customer Service Application? Specifically, can the County break the counts into functional groups? i.e., Case Workers, Case Managers, Field Service Workers, Marketing/communication Users, IT, Dept directors, or Other Users that will access the Customer Service Application.

**A73. No, this is unknown at this time.**

Q74. How many users will be Customer Service Representatives (CSRs) providing live assistance to citizens via phone system, web chat, social media, and other potential channels?

**A74. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**

Q75. How many users will need access to the system other than those providing live assistance?

**A75. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**

Q76. What is the County's email platform?

**A76. Microsoft Exchange/Outlook**

Q77. According to the language in section IX on page 43, if one or more bonds are required, forms will be provided in this document. Is it true that there are no such forms, and no bond required?

**A77. Bonds are not required.**

Q78. The Tab A itemization on page 9 omits a number 7, skipping from 6 to 8. Is that intentional?

**A78. No. Clerical error**

Q79. How many service and information requests are submitted to the County currently, per month and/or per year?

**A79. Unknown at this time.**

Q80. Is your current CRM vendor SAP?

**A80. Yes.**

Q81. Can you define the pertinent data required to interface with those systems listed on page 20 (42a – 42l)?

**A81. Not at this time, this answer is dependent upon the Minimum Viable product.**

Q82. How many back-office users shall we propose?

**A82. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**

Q83. Will this solution be used in a call center or accessed via back-office users from the various departments involved?

**A83. Yes, both.**

Q84. Can you provide a list of request types that the solution will manage?

**A84. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**

Q85. The instructions for Tab A state, "There is two attachments of requirements for the Customer Service Solution platform that must be COMPLETE and will be used to assist in evaluating the proposals." Please clarify or provide these two attachments.

**A85. The attachments are included as pages 51-52 of the RFP.**

Q86. Due to COVID-19, is the County willing to waive the hard-copy requirement and accept electronically?

**A86. No. Proposals must be submitted per the instructions in the RFP. Electronic submissions will not be accepted.**

Q87. Due to COVID-19, is the County willing to waive the notary requirement?

**A87. Originals with notary seals are preferred. If original signatures are not possible, we will accept an electronic signature through docusign or a similar program. Proposers submitting electronically signed documents must also submit a letter on company letterhead stating that, due to COVID-19, original signatures and/or notary seals can't be provided.**

Q88. Please confirm bonds are not required.

**A88. Bonds are not required.**

- Q89. Please confirm Contractor Affidavit and Agreement is not required. If it is required, please provide details. Is this different than the Code of Ethics and E-Verify Affidavits?  
**A89. The Contractor Affidavit and Agreement is the E-Verify Affidavit.**
- Q90. Would the County consider a 2-week extension to provide a thorough response following the release of Q&A?  
**A90. See key dates above.**
- Q91. What is the County's proposed budget for the initial implementation of the CRM solution?  
**A91. Unavailable. There is approved funding for this project. Gwinnett County expects each vendor to propose a competitive price.**
- Q92. Would you define the service request types (e.g. pothole report, complaint etc.) and associated integrations to back office systems are you expecting to be delivered for go-live?  
**A92. The service request types are dependent upon the Minimum Viable product. Proposed solution must at minimum be able to process orders and integrate with SAP, Lucity, Accela, iNovah, and ArcGIS.**
- Q93. Would the County be willing to get involved in delivering aspects of the initial deployment of the solution, after being trained, as a way of becoming self sufficient?  
**A93. The County expects the proposed solution to include initial design through deployment with support and professional services available and to assist in adding services in additional phases of development and deployment. Administrative training is expected to maintain and support existing services deployed.**
- Q94. Have you defined your future state business processes to a sufficient level of detail i.e. data capture fields/business logic?  
**A94. The County has defined future state business processes**
- Q95. As a SaaS provider we do not provide access to code, we provide a consumable service - does this mean that we would be non-compliant to the as per Tab B:21 "Based on opensource.org 'The Open Source Definition', is the solution open source?"  
**A95. Opensource is an option being considered as a solution but is not the sole determining factor.**
- Q96. Which systems outlined in TAB C:42 are to be included in the initial implementation scope? Is the County looking for all systems listed in TAB C: 42 to be included in the initial implementation scope in addition to ArcGIS, Accela and Lucity (Tab B:14,15,16)?  
**A96. The County is asking if the proposed solution and vendor has capabilities and experience integrating with these types of solutions.**
- Q97. Can the County provide the total number of front office CSRs and back office case handlers?  
**A97. User count will depend on which services we implement as the MVP (minimum viable product). This will be a phased approach implementation as we add services from additional departments. 0-100 in Phase I, 100-1,000 in Phase II, Unlimited in Phase III.**

Q98. Can the submission deadline be extended given the Easter holidays are the weekend before the submission date?

**A98. See Key Dates above.**

Q99. Are there any compelling events or dates that the County is aiming to meet for deployment of the new system?

**A99. No.**

Q100. What version of Cisco UCM is used? Does the County use Finesse and if so - which version?

**A100. UCCX 12.5.**

Q101. From Tab c.2, Is the City looking for a downloadable mobile app or is a responsive web portal sufficient?

**A101. The County minimum requirement would be a responsive web-portal.**

Q102. CTI Integration? Can you please elaborate in further detail the Telephony platform and Configuration? (i.e., IVR/ACD/SIP/etc.)

**A102. No, not at this time.**

Q103. In regards to the required: One unbound single-sided original, six (6) exact bound copies, Hard Copies, can this requirement be delayed or waived? Environmental Responsibility Concerns?

**A103. No. Proposals must be submitted per the instructions in the RFP. Electronic submissions will not be accepted.**

Q104. Does Gwinnett County plan on sharing a complete list of all submitted Vendor Questions with Clarification Answers?

**A104. Yes. This addendum addresses all remaining questions.**

Q105. How many individual users need to be authorized to access the system?

**A105. User count will depend on which services we implement as the MVP (minimum viable product). This will be a phased approach implementation as we add services from additional departments. 0-100 in Phase I, 100-1,000 in Phase II, Unlimited in Phase III.**

Q106. How many will be unique chat sessions occur per month?

**A106. None, as the County does not have a chat system enabled.**

Q107. What is the goal behind anonymous service requests?

**A107. To provide additional options available for customers to submit a request without creating a profile.**

Q108. Are you looking to automatically track the ticket location via ISP or an input field on the ticket?

**A108. Question is unclear. Proposed solution is expected to incorporate GPS location (when available) with the option to manually override the location in submitting a service requests.**

Q109. Can we get an extension after April 25<sup>th</sup>?

**A109. See Key Dates above.**

Q110. Does the vendor need to provide with the proposal a copy of the Certificate of Insurance evidencing coverage as required in the RFP document? Or will the certificate be required only to the vendor prior award?

**A110. The Certificate of Insurance is only required of the selected vendor, prior to award.**

Q111. What languages need to be supported?

**A111. Phase I, English & Spanish. Phase II & III additional languages (to be determined with awarded vendor).**

Q112. Are there any estimated dates for the start of this project?

**A112. We anticipate award during the 3rd quarter of 2021.**

Q113. Is the County looking for Tier 2 and Tier 3 post-live support? Or are you looking for Tier 1 (help desk) support too?

**A113. All three tiers are preferred as part of the proposed solution.**

Q114. Is the E-Verify User Identification Number required to submit a proposal or can bidders obtain one (if required) when and if awarded?

**A114. This is required as part of your proposal submission.**

Q115. Can you describe the ERP/billing system currently in use?

**A115. The County is currently using SAP as primary their ERP system, but we are not able to provide a detail description at this time.**

Q116. How many internal users/agents does this RFP pertain to?

**A116. User count will depend on which services we implement as the MVP (minimum viable product). This will be a phased approach implementation as we add services from additional departments. 0-100 in Phase I, 100-1,000 in Phase II, Unlimited in Phase III.**

Q117. Is a Customer Portal part of the scope? (e.g., payments view my bill, correspondences, view my usage).

**A117. Yes. The services available will depend on the MVP.**

Q118. If Customer Portal is part of the scope, then how many customers are enrolled?

**A118. Unknown.**

Q119. Does Gwinnett County have a preferred time frame of solution deployment or go-live?

**A119. We anticipate award during the 3<sup>rd</sup> quarter of 2021.**

Q120. Do you have an existing IVR?

**A120. Yes. Cisco UCCX 12.5.**

Q121. Do you have a budget range for the contract value?

**A121. Unavailable. There is approved funding for this project. Gwinnett County expects each vendor to propose a competitive price.**

Q122. What are your goals or hopes for improvement in the areas of customer satisfaction?

**A122. The County is leading a Customer Experience initiative that relates to how it interacts with its customers. The goal is for a solution to improve the technical side of our Customer Experience.**

Q123. Does Gwinnett County have a preference for resource location?

**A123. Yes. Within the United States.**

Q124. Do you have an existing middleware solution?

**A124. No.**

Q125. Can you please share the number of Service Request types?

**A125. Unknown.**

Q126. Can you please share the number of internal users of the system who will require licenses?

**A126. User count will depend on which services we implement as the MVP (minimum viable product). This will be a phased approach implementation as we add services from additional departments. 0-100 in Phase I 100-1,000 in Phase II, Unlimited in Phase III.**

Q127. Can you please provide a breakdown of the user types? Call center, field worker, agents, departments, etc.?

**A127. CSRs, Admins, field service personnel with multiple business units; please refer to the County Website of list of departments. [www.gwinnettcounty.com](http://www.gwinnettcounty.com)**

Q128. Please advise on any specific social media platforms which you want the system to communicate with.

**A128. Facebook, Twitter, and Instagram are the potential social media platforms involved, that will be expected to provide real-time updates.**

Q129. Can you disclose a budget?

**A129. Unavailable. There is approved funding for this project. Gwinnett County expects each vendor to propose a competitive price.**

Q130. Do you wish to also have a custom mobile application at this time? Or, does mobile responsiveness suffice?

**A130. Mobile responsiveness suffices.**

Q131. Do you already have existing knowledge base content?

**A131. No.**

Q132. Please confirm each of the methods of communication from customers you expect for this phase: phone, web portal, email/SMS, any others?

**A132. In Phase I communication preferences with customers is phone, email, web-portal and SMS.**

Q133. Is there data that needs to be migrated? If so, can you provide the size, content, and volume?

**A133. Yes. Unable to provide the content at this time.**

Q134. Is a bid bond and performance bond required for this project? Can you please confirm yes or no? And, confirm what is need for proposal submission and what the winning vendor will need to produce?

**A134. Bonds are not required. Please refer to the RFP for submittal requirements.**

Q135. Are there any key dates (target go-live), milestones (e.g. dependent/interfaced systems go-live), other in-flight or planned projects, or periods (e.g. freeze windows) that would impact this project?

**A135. No.**

Q136. How would you describe the quality of data in your source systems?

**A136. Unknown.**

Q137. Please describe the source, volume, and general content of data that will need to be migrated into Salesforce.

**A137. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase beginning with the Minimum Viable Product.**

Q138. Does Gwinnett County customer service operate via call centers currently?

**A138. No.**

Q139. How many agents at each department provide customer service and various job functions?

**A139. Unknown.**

Q140. Are there any third-party Contact Centers operated on behalf of Gwinnett County?

**A140. No.**

Q141. Could you please provide a list of systems that the contact center agents currently use? Also, please provide if any of these systems would be sunsetted once the centralized contact center in place?

**A141. UCCX 12.5**

Q142. How is the service organization structured (General Support, Technical Support, Skill set, Product, Service line, etc.)?

**A142. Each business unit provides their own organizational structure.**

Q143. How are the incoming calls at the contact center handled currently? Skill-based, availability, or department?

**A143. Varies. Dependent upon the business unit.**

Q144. How many inquiries does the contact center team handle on a yearly basis (an inquiry would be any patient call that has a beginning, an end, and an outcome)?

**A144. Unknown.**

Q145. Is there an integration middleware/platform currently in place at Gwinnett County?

**A145. The county is in the process of sourcing middleware platforms.**

Q146. Which of these systems listed on page 20 (42a -4242l) are currently in production?

**A146. The current systems in production from this specified section are SAP, iNovah, Assetworks, NeoGov, Filenet, Tableau, and PowerBi. The solution proposed should have the capabilities of integrating with all systems in the RFP.**

Q147. Is Cisco Unified Call Manager the only Telephony systems for CTI Integration?

**A147. Yes.**

Q148. Does Gwinnett County have a SAML based identity provider or an IdM (Identity Management) solution currently in place that would be used for Single-SignOn if required?

**A148. SAML 2.0, solution needs to work with Azure AD with Microsoft MFA.**

Q149. Are there SLA's currently in place for customer service enquiries?

**A149. Standard SLAs are not in place, however are in development.**

Q150. How many inquiries would you anticipate coming into the new system on a yearly basis (a inquiry would be any service call that has a beginning, an end, and an outcome)?

**A150. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase beginning with the Minimum Viable Product.**

Q151. What are the ways with which Gwinnett County will measure success of the project (e.g., less call time, increased revenue per rep, reduced ramp up-time, etc.)?

**A151. Industry standard customer service metrics.**

Q152. Please confirm (based on the absence of bond forms) that this RFP will not have a bond requirement.

**A152. Correct. Bonds are not required.**

Q153. Will the County Consider a one week extension to the due date of the RFP?

**A153. See Key Dates above.**

Q154. Will the County consider an electronic submission in lieu of one unbound and six bound hard copies?

**A154. No. Proposals must be submitted per the instructions in the RFP. Electronic submissions will not be accepted.**

Q155. Can the County further define Drawings as described in GENERAL CONDITIONS TO CONSULTANT AGREEMENT (section 1.9)? Are these related to Consultant deliverables?

**A155. This is part of our standard RFP language and does not apply directly to this contract.**

Q156. What experience does Gwinnett County have internally (or via Consultants) with the delivery of projects under an Agile model?

**A156. Currently the County does not have consultants or employees allocated to such Agile model systems.**

Q157. Do you possess internal employees that have a general understanding of programming and/or have database skills such as SQL and familiarity with data formats like XML, JSON?

**A157. Currently, the County does not have this skilled level set of employees allocated for this solution.**

Q158. Do you possess internal employees that have a general understanding of HTML and CSS to be able to customize the look and feel of a provided base template website?

**A158. Currently, the County does not have this skilled level set of employees allocated for this solution.**

Q159. How many request types are anticipated?

**A159. Unknown at this time. This is dependent upon the type of services and inquires delivered at each completed phase.**

Q160. How many current resident subscribers do you have receiving email communications?

**A160. Unknown at this time, as communications are provided through multiple channels of the business units.**

Q161. How many different groups will be involved in the request process (aka how many different groups will need to be assigned requests)?

**A161. Unknown at this time. This is dependent upon the number of services and inquires delivered at each completed phase.**

Q162. Will these different groups have different remediation processes for the types of requests they are assigned?

**A162. Yes.**

Q163. Do you have sample reports or metrics that they wish to report on?

**A163. Metrics will be based upon awarded solution and will be negotiated with awarded vendor.**

Q164. Do they currently have a SQL database in place to maintain the data collected for their current solution?

**A164. There is no SQL server or database in place at this time for this solution.**

Q165. If there is no SQL database currently operating, can they setup a SQL database to maintain any data for the process and reporting?

**A165. Currently, the County does not have a SQL server available for this solution.**

Q166. Will the COUNTY accept/consider a respondent's executed agreement with the COUNTY, which includes agreed upon term exceptions as part of the proposal document?

**A166. Yes. Gwinnett County will consider a respondent's agreement. Agreement must be included with respondent's proposal and is subject to review and redline by the Gwinnett County Law Department.**

Acknowledge receipt of this addendum on the firm information page of the request for proposal.

Sincerely,

*Dana Garland*

Dana Garland, CPPB  
Purchasing Associate III