



August 11, 2022

**Addendum #1
RP022-22
Provision of a Customer Service Solution Consulting Service(s) Contract**

Please see the below summation of revisions, questions and answers for the above solicitation.

Revision

Page 1 – Change From

One unbound single sided original, ~~seven (7)~~ copies, and one (1) electronic copy on a flash drive should be submitted.

Page 1 – Change To:

One unbound single sided original, eight (8) copies, and one (1) electronic copy on a flash drive should be submitted.

Questions

Q1. Is the County fully informed and aware of the benefits of live chat and chatbots for customer service?

A1. Yes.

Q2. Is the County considering a chatbot to complement the customer support agents and support center? Why or why not?

A2. This, along with other features, will be evaluated or discussed with the awarded firm during the analysis and recommendation phases of the contract.

Q3. If so, would the County work directly with a Live Chat and AI Chatbot developer as a subcontractor due to their complexities? Or would the chatbot developer need to subcontract with the primary firm?

A3. See A2.

Q4. What is the primary driver, impetus for this project?

A4. As per Page 3 of the request for proposal, to advance the County's commitment to Communication and Engagement, the Gwinnett County Administrator and the Board of Commissioners set as a strategic initiative, a review of the Customer Service Experience.

Q5. What does the County see as primary barriers and concerns in achieving project completion?

A5. None.

Q6. Does the County have a set of specific Key Performance Indicators (KPIs) used to define success?

A6. The expectation is the selected Consultant would identify and help create KPIs specific to development of the request for proposal for the Customer Service Selection.

Q7. It's understood there are multiple contracts to cover more of the ecosystem. Is information available for these opportunities?

A7. All formal requests for proposal are posted on the Gwinnett County website as www.gwinnettcounty.com.

Q8. Does the County have any workflows/diagrams to share showing what the current process is like?

A8. This information will be made available to the awarded firm.

Q9. Is there a stakeholder list, chart to show who will be involved, whether hands on or from an approval review point of view?

A9. The expectation is the awarded firm would assist in identifying the stakeholders and utilize consulting experience to assist in next steps.

Q10. Should firms include a Change Management and training component for key stakeholders?

A10. What firms choose to submit as part of the proposed solution is up to each firm.

- Q11. Does the County have any example case studies/scenarios of customer engagements?
A11. The awarded firm will be provided current business processes and procedures involving customer engagements as part of the discovery phase in assessing the County's current state in providing services to the County's customers.
- Q12. What does the customer support structure currently look like from any emergency, hyper care/white glove or ongoing basis point of view?
A12. This information will be made available to the awarded firm.
- Q13. Is there a diagram or any visuals on the current tech stack in terms of platforms, software, and tools/plugins?
A13. No.
- Q14. What does the current technical infrastructure look like; does the County anticipate the need for training or staff augmentation for such large-scale changes?
A14. The current technical infrastructure will be made available to the awarded firm. The County does anticipate the need for training due to potential large-scale changes.
- Q15. What data/analytics are currently in place for historical context, or in the process of being implemented to support any KPIs and overarching strategy?
A15. The expectation is the selected firm's relevant experience would bring knowledge of current industry standards to help identify this specific information.
- Q16. Are there any segmentation, profiles, or personas? And are they prioritized from an importance and/or urgency point of view?
A16. The expectation is the selected firm's relevant experience would bring knowledge of current industry standards to help identify this specific information.
- Q17. What platforms/channels does the County currently use to communicate from a push and pull marketing sense? Are analytics tied to them?
A17. This information will be made available to the awarded firm.
- Q18. Has any marketing been done in anticipation of sharing upcoming projects and projects to drive awareness, adoption, feedback?
A18. There has been no formal marketing at this time.
- Q19. Is there any pilot/focus group testing in the planning?
A19. Yes.
- Q20. What firm was awarded the new ERP system?
A20. This has not been awarded yet.
- Q21. Will the new Customer Service Solution need to integrate with the ERP system?
A21. Yes

Acknowledge receipt of this addendum on Page 9 of the proposal document.

Sincerely,



Dana Garland, CPPB, NIGP-CPP
Purchasing