Addendum 1

RFP for Call Center Software

Contract Number DSU20061514R-HDSOFTW

Questions and Answers

The work/ clarification/ answers listed in this addenda shall be considered part of the Bid/ RFP document for the referenced project/ product/ services, etc.

Below are questions and answers regarding subject RFP. All questions are written in black color font and the answers are provided in red color font.

1. **Question: Section:** ALL VENDORS; Paragraph No: None, Page 1.

Text: ' Sealed responses for will be received electronically through email to contracts@desu.edu. Xxxx **Question:** There is nothing to seal in an email. What is meant by '**Sealed response**' here?

Answer: This is a typo. Eliminate the word "Sealed). It should be read as "responses will be received electronically through email to contracts@desu.edu "

2. **Question: Section:** IV. ; Sub section B. Paragraph: 5; Page: 8

Text: **5. Proposal Expiration Date**

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through June 30, 2020. xxxxxxxxxxxxxxxxx . **Question:** The date June 30, 2020 is 3 months too early from even the last date for bid submission 1 Oct, 2020. I guess this needs correction.

Answer: It should be read as "Prices quoted in the proposal shall remain fixed and binding on the bidder at least for one year from bid submission deadline date."

3. **Question: Section:** IV. ; Sub section B. Paragraph: 6; Page: 8

Text: **6. Late Proposals**

Proposals received xxxxxxxxxxxxxxxxxxxxxx or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of

the proposal opening.

Question: What is meant by **'sealed proposals'** in case of email submission?

Answer: The word sealed is eliminated throughout the RFP and also from the RFP's overview as responses are to be submitted electronically via email.

4. **Question:** • Section number: Attachment 7 - QUESTIONNAIRE FOR PROSPECTIVE VENDORS

• Paragraph number: 1

• Page number: Page 33

• Text of passage being questioned:

12. Can the user specify how and when the messages are to be delivered?

Can you specify what messages this question is referring to? Can you please provide more context with a use case example?

Answer: "Messages" refers to if the service offers "email service - monitoring and responding to incoming email" as well as "text messaging or any other electronic service not initially stated". If the service does offer such provided services, in what environment and format are those messages delivered? For example, is there an inbox for such messages?

13. Does the software provide a call tracing service?

Can you please describe the call tracing requirement in more detail? Can you please provide more context with a use case example?

Answer: Does the service provide call tracing, other known as call tracking, in which the name and phone number of the incoming caller is provided as well as the time that the incoming call was received. For example, if a call is interrupted/disconnected, will the call rep be able to trace the information of the incoming caller so that they may give them a call back.

14. Does the software have a message verification system? _____If yes, please describe.

Can you please describe the message verification requirement in more detail? Can you please provide more context with a use case example?

Answer: Does the service provide an environment in which we may request basic account information for verification of the identity of the caller. Additionally, does the service provide the environment for the institution to send a verification code to the service user via the user communication device, if it is determned that a further verification of the user's identity is necessary. The verification code would be relayed back to the service provider. The transmitted verification code and the relayed verification code are compared and if the codes match, the user is authenticated.

15. Is the service capable of sending out automatic periodic reminders?

Can you please describe the type of reminders you are referring to in the question and preferred delivery methods?

Answer: We are looking for reminders to be sent to individuals in different departments the calls are escalated to, if the call is not listed as resolved. Preferred delivery method would be email.

Can you please provide more context with a use case example?

Answer: For example, if a Call Center representative, forwards a call or message to another department as an escalation, can a reminder be sent to the representative in the other department until the escalation is resolved