



Fulton County, GA

# Department of Purchasing & Contract Compliance

*Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P*  
**Director**

December 14, 2010

**Re: 10RFP75504YB-BR**  
**IVR and IWR for Real Estate/Solid Waste Billing and Motor Vehicle IVR**  
**Services**

Dear proposers:

Attached is one (1) copy of Addendum 3, hereby made a part of the above referenced proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

Brian Richmond  
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in  
Procurement Award • National Purchasing Institute



**10RFP75504YB-BR IVR and IWR for Real Estate/Solid Waste Billing and Motor Vehicle IVR Services**

**Addendum No. 3**

**Page Two**

This Addendum forms a part of the contract documents. This addendum changes the due date and answers questions asked by interested vendors:

**The due date has been changed to Tuesday, January 4, 2011 by 11:00 AM**

**Question:** What is the expected monthly traffic volume (calls & minutes)? Is there a peak volume level that the proposed system must support?

**Answer:** (50,000 calls & 125,000 minutes) The highest monthly volume on record this year was approximately 61,000 calls.

**Question:** Does Fulton County require speech recognition for caller input or just touchtone? What languages must be supported for announcements and recognition (if applicable)?

**Answer:** Speech recognition. English & Spanish.

**Question:** What percent of calls will transfer from the IVR to the agents at the county offices?

**Answer:** Approximately 45%.

**Question:** Will callers access the IVR via a local telephone number, a Toll-Free number or both?

**Answer:** Local.

**Question:** How many simultaneous calls per hour are expected? How many users / ports expected?

**Answer:** Reports indicate we've received up to 7220 calls per hour during peak hours. We expect 24 ports per server.

**Question:** Are the vendors supposed to fill out Appendix H that was included in Addendum One? If so, where does that information get inserted into the response?

**Answer:** Yes, that information must be included in your response and it can be provided in a separate file on the CD or separate sheet paper in the original technical response properly labeled as the response to the Appendix H of addendum one.

**Question:** Would the County consider hosting the telephony portion of the hardware/software solution to achieve proximity to the current VOIP system?

**Answer:** It is an RFP -- the County would consider the solution in house -- but the RFP format affords the vendor the freedom to provide the best solution to the problem -- the hosted solution does give the vendor total control of the system -- but again -- the RFP format does not specify how the vendor should attack the problem.

**10RFP75504YB-BR IVR and IWR for Real Estate/Solid Waste Billing and Motor Vehicle IVR Services**

**Addendum No. 3**

**Page Three**

**Question:** For the systems requirements matrix, shouldn't each status code have its own value?

**Answer:** Selected vendor will not be evaluated on the requirements matrix, it is simply a tool to see which capabilities will be able to be provided by the vendor.

Please omit from consideration the following two items found on page 55, **Section 6- Project Team Qualifications of Key Personnel:**

- 2 All proposed key personnel must have at least a minimum of three (3) years work experience in the State of Georgia appraisal contract work.
3. The Project Manager must have a minimum of five (5) years experience in implementing Electronic Document Management Systems and must have completed the project related to Lands Record Management within the past five (5) years. The aforementioned referenced projects should be similar in terms of scope of work and customer size as identified for the proposed solution.

**NOTE: Additional questions asked by vendors with the answers will appear on Addendum #4.**

**ACKNOWLEDGEMENT OF ADDENDUM NO. 3**

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time of **Tuesday, January 4, 2011, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 3, \_\_\_\_\_ day of \_\_\_\_\_, 2010.

\_\_\_\_\_  
Legal Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title