



Fulton County, GA

Department of Purchasing & Contract Compliance

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

December 28, 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 4, 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. 4

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 11, 2011, by 11AM.

Question: Page 5 – County Objectives, bullet 6 refers to payments creating a “real time” transaction and being viewable on the public interface. What is Fulton’s definition of the transaction being viewable real time? Additionally, page 24 states that the County wants payment data reflected “immediately” after payment is made. Can the County define their expectation as to what “immediately” means (minutes, hours)?

Answer: We define Real time and immediately as ‘right now’ or ‘within moments’.

Question: Page 5 – County Objectives, bullet 8 states that all interfaces will adhere to the County’s IT Standards. Can the County provide the Fulton County IT Standards?

Answer: The selected vendor is responsible only for IT standards contained within the RFP.

Question: Page 24 – Can the County provide a copy of the Fulton County Security Policy? We were unable to access the URL listed in the RFP.

Answer: The selected vendor is responsible for adhering to Fulton County IT standards as detailed in the RFP. The selected vendor is responsible only for IT standards contained within the RFP.

Question: Under the “Testing Requirements” section, it states the County will enter a 60 day test cycle. Is it the County’s expectation that a target of July 1, 2011 is when the 60 day test cycle will begin?

Answer: July 1 is the 60th day.

Question: Does the County have a “test” environment that providers of the IVR/IWR solution can test against? This is important for testing interfaces to the GRATIS system, the existing Property Tax system, etc. If not, will the County create one?

Answer: The County has a TEST environment for Property Tax. The State does not have a TEST environment for GRATIS. The State will not provide a TEST environment.

Question: What is the current volume of IVR transactions in the existing system (number of calls over a time period, total duration of those calls), regardless of whether these transactions result in a payment?

Answer: Approx. 50,000 call/125,000 minutes per month

Question: How many IVR transactions result in a payment (over a specified time period)?

Answer: 2,700 (for 11 mos.)

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

Addendum No. 4 Page Three

Question: Does the County currently pay a fee based on actual usage (volume) or does the existing vendor charge a flat monthly/annual fee for the service?

Answer: Fee on usage

Question: Can you elaborate on the following requirement: “The system must interface to the County’s current VOIP system”? What specifically is the interface? Is this intended for an ‘opt-out’ capability of the IVR (i.e. ‘press 0 to speak to a service representative’), or something more definitive?

Answer: The IVR will “hand off” calls to County VOIP system.

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

Answer: The County will consider hosting the telephony portion of the hardware/software solution

Question: What is the current volume of property tax/solid waste ‘lookups’ on the existing website (number of lookups over a time period)?

Answer: Avg 95,000 + per month

Question: What is the current volume of payments taken over the web (over a specified time period)?

Answer: 19,895 Property – 108,525 Motor Vehicle (Jan-Nov 2010)

Question: What is the annual dollar value of payments taken over either web/IVR system?

Question: Would Chase Paymentech be considered an ‘approved credit card processing vendor’?

Answer: We will consider

Question: Can you elaborate on the requirement to interface/integrate with the state GRATIS system? The RFP states (section 3, page 24) that the “IVR retrieves data from GRATIS and allows taxpayers to obtain motor vehicle tax/fee information, faxed copy of registration, and faxed copy of bill a of sale. The Tax Commissioner provided service allows the public to renew GA license plates also utilizing a credit card processing service.” And another sections (Overview of Proposal Requirements, pp.51) states: “The IVR also provides dynamic Motor Vehicle information. Fulton County taxpayers may obtain vehicle information from the State mainframe Motor Vehicle system. Currently, a call requesting Motor Vehicle data is transferred to the State of Georgia’s IVR system.” It is unclear whether the ‘interface’ is simply a hand-off to the State’s Motor Vehicle IVR system or whether the proposed solution will need to access data

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

**Addendum No. 4
Page Four**

dynamically from GRATIS, process transactions (payments for license plate renewals), and send transactional results back to GRATIS in 'real time'.

If the integration is the latter (not simply an IVR 'hand off'), what technologies does the Gratis system have in place for integration? Are web services available to access the Gratis data? Are web services available to post back results to Gratis? If not web services, what other technologies are in place?

Answer: Presently, Gratis is accessed much like an agent. The system accesses thru the use of an User ID and password then performs a 'screen scrape' process to retrieve information and pass on to the caller.

Question: Would you consider a 'phased' approach to the implementation, where Phase 1 would be web site and IVR development to integrate with iasWorld, and Phase 2 would be to integrate to the Motor Vehicle system?

Answer: Absolutely, not.

ACKNOWLEDGEMENT OF ADDENDUM NO. 4

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 11, 2011, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 4, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title