



Fulton County, GA

Department of Purchasing & Contract Compliance

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

November 30, 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 2, 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. 2 Page Two

This Addendum forms a part of the contract documents and answers questions asked by an interested vendors:

Question: The word hosting in the project is confusing.

Answer: Vendor may propose a vendor hosted or FULCO hosted solution.

Question: Will the vendor host the website.

Answer: Vendor may propose a vendor hosted or FULCO hosted solution.

Question: How many IVR transactions are expected?

Answer: Presently, the IVR accepts approximately 50,000 calls per month.

Question: How many lines do you have?

Answer: According to the IVR specs, we should have 48 lines.

Question: Do you require speech recognition.

Answer: yes

Question: Are they both on the same host system.

Answer: yes

Question: What percent of the calls are expected to be transferred?

Answer: 45%

Question: Will the IVR be requested.

Answer: Requested or Required? I believe the answer is 'yes' in either case.

Question: Are local numbers being used.

Answer: yes

Question: Is it for both departments?

Answer: One department, two divisions.

Question: How should we address the issue within the mainframe?

Answer: Selected vendor will create API to interface with State of GA GRATIS system.

Question: Is the requirement based on the mainframe?

Answer: For the Motor Vehicle portion.

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Question: What is the number of IVR transactions/hour expected?

Answer: During peak season, our avg is approx. 5600 calls per hour. According to summary reports, we received as many as 7000 per hour in August.

Question: How many concurrent IVR channels are required?

Answer: 24 per server (48 total)

Question: Your Mainframe and telephone systems have less than the 99.9% up-time. It is impossible to have uptime greater than the uptime of a component in the system. How do you judge reliability in this environment?

Answer: The reliability of your system will be judged solely on the uptime of your system. All parts of the IVR/IWR are not dependent on our data base systems, therefore even if they are not operating, those parts independent of others systems should continue to work.

ACKNOWLEDGEMENT OF ADDENDUM NO. 2

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, December 21, 2010, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 2, _____ day of _____, 2010.

Legal Name of Bidder

Signature of Authorized Representative

Title