**ADDENDUM #1**
**Boulder County Office of Disaster Management**
**Virtual Call Center for Boulder Office of Disaster Management**
**RFP # 7518-23**

October 18, 2023

The attached addendum supersedes the original Information and Specifications regarding RFP # 7518-23 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

**Please note: BIDS will only be accepted electronically by emailing**
**purchasing@bouldercounty.gov.**

1. Question: Do you know the number of agents?

   **ANSWER:**
   We are looking for a software product, not personnel. During a disaster, we have internal personnel who will answer calls as needed. This RFP is for the software to manage those calls.

2. Question: Are they Named or Concurrent licenses?

   **ANSWER:**
   - Concurrent licenses, not directly assigned to a specific user or workstation. We would like a pool of licenses that are available to users on an as-needed basis during a disaster. We estimate needing 100 licenses.

3. Question: Can you provide call flows or more detail around the implementation specifics?

   **ANSWER:**
   Please see the attached call flow diagram. When a disaster event occurs, we will open a virtual call center, staffed by internal Boulder County agency volunteers. Once a call goes into the call queue, the call center volunteer will pick up a call in a round-robin manner to provide live personal assistance to those affected by the disaster.

   
   SHEVCCDisasterCall
   Center_CallFlow.pdf

4. Question: Is there a requirement for WFM or call recording needed?

   **ANSWER:**
   - Assuming WFM means workflow management, see the attached call flow diagram.

     
     SHEVCCDisasterCall
     Center_CallFlow.pdf

   - Assuming WFM means workforce management, we currently do not have a workforce management tool for the virtual call center.
   - We would like an option to record calls.

5. Question: Any omnichannel digital needs?

   **ANSWER:**
   We need primarily phone (VOIP), with an ability to tie in our landlines during an event. This is primarily a phone system to address questions from the public during a disaster. An option for an internal chat feature would be helpful but is not required.

6. Question: Are there IVR self-service needs?

   **ANSWER:**
   We need the ability to set up and manage menu options within the call flow, including the ability to change numbers, options, greetings, etc.

7. Question: Any CRM integrations?

   **ANSWER:** No

8. Question: How many licensed users of the software will you have within the county?

   **ANSWER:**
   We would like a pool of concurrent licenses that are available to users on an as-needed basis during a disaster. We estimate needing 100 licenses.

9. Question: Are contractors able to see past performance in regard to call volumes, both English and Spanish?

   **ANSWER:**
   During a disaster, the call volume can be hundreds of calls within the first hour of the event. Call volume can remain at this level throughout the first 24 hours of the event. The calls taper off throughout the duration of the event, continuing at a level of a few hundred calls a day rather than a few hundred an hour.

10. Question: What are the anticipated days and hours of operation once the County requires call center support?

    **ANSWER:**
    The answer is dependent on the type of disaster or activation is occurring. The virtual call center might be staffed 24x7 during the initial days of an event like a fire, flood, blizzard/cold snap, or other disaster. After the initial few days of an activation, the virtual call center might move to 12 hours a day, or only operational during typical business hours (8 am to 5 pm, M-F). Each disaster is unique, and we would like the ability to modify the hours to meet the needs of the event.

11. Question: Will the Boulder ODM provide specific procedures or guidelines in regard to training since this is meant to address community needs and reduce the strain on their 911 communications center? (i.e. will there be specific scripts or procedures that must be followed in certain circumstances or situations) Or will the contractor have leeway to create this and seek approval from the ODM?

    **ANSWER:**
    The Boulder ODM develops procedures and scripts unique to each disaster event that our volunteer staff follow. We try to keep the process and scripts similar from event to event. However, we are open to input from the selected vendor.

12. Question: What is your current Single Sign On (SSO) tool?

    **ANSWER:** Azure Active Directory

13. Question: What is your current Workforce Management Tool?

    **ANSWER:**
    We don't currently have one for the virtual call center.

14. Question: Are there any other applications that the proposed system would need to integrate with?

    **ANSWER:**
    - SSO (Azure Active Directory)
    - SharePoint

15. Question: As the Boulder Office of Disaster Management (ODM) states its objectives are to "implement a stable and reliable VCC" and "reduce the stress on … 911 communications centers", is the ODM willing to share year-round volumes and guarantee a minimum % of work to sustain at least a minimum team of six (6) FTEs that can be flexed notably higher during urgent / disaster incidents?

    **ANSWER:**
    Volume of calls will vary from disaster to disaster. We cannot guarantee a minimum percentage of work. We also are not looking for staff for the call center. We use internal Boulder County agency volunteers to staff the call center. We are looking for the software to manage the calls during a disaster; we are not looking for personnel or staffing.

16. Question: If a sustainable team will be considered, what are the required hours of operation?

    **ANSWER:**
    The hours of operation will vary from disaster to disaster. We are not looking for staff for the call center. We use internal Boulder County agency volunteers to staff the call center. We are looking for the software to manage the calls during a disaster; we are not looking for personnel or staffing.

17. Question: Given the nature of this work, a 30-day term for convenience is a standard industry minimum. Is Boulder ODM willing to waive the 7-day term for convenience or convert to a 30 days written notification? Can you please confirm that ODM is willing to provide this notification to supplier?

    **ANSWER:**
    The sample contract in the RFP is provided for reference. The terms and conditions for this project's contract and its unique needs will be negotiated with the vendor at the time of the project award.

18. Question: Are managed services acceptable where the awarded Vendor/Contractor may utilize proven subcontract partners for aspects of technology and staffing to achieve best outcomes for Boulder ODM? With prior written consent of the County, Contractor will serve as the single source contractor and qualified strategic partners will operate under the Contractor & ODM MSA+SOWs.
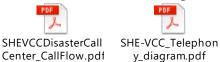
    **ANSWER:**
    We are looking for the software to manage the calls during a disaster; we are not looking for personnel or staffing. We would like to contract directly with the vendor providing the software and not work with vendor subcontractors.

19. Question: Can systems / telephony diagrams be made available to review access and detailed tech requirements?

    **ANSWER:**
    Please see the attached diagrams.

    SHEVCCDisasterCall Center_CallFlow.pdf

    SHE-VCC_Telephony_diagram.pdf

20. Question: Many of our clients utilize a blended model of our US + Philippines or Nearshore (bilingual) teams which provides business continuity, unique skills and a lower blended cost to serve – all centrally managed. Is there permission for us to propose these blended models?

    **ANSWER:**
    We are not looking for staff for the call center. We use internal Boulder County agency volunteers to staff the call center. We are looking for the software to manage the calls during a disaster; we are not looking for personnel or staffing.

21. Question: Will this VCC be used only during an active disaster? If yes, how much notice will the awarded agency receive to start the VCC activities?

    **ANSWER:**
    Yes, the VCC is used only during an active disaster. We are looking for a software solution to manage the calls that the ODM can manage themselves (turn on, select greetings, etc.). If the selected vendor requires notification prior to turning the system on (starting VCC activities), this can be negotiated during the contracting stage. Because we never know when a disaster will occur or what the extent of the disaster will be, notification might be within hours after the event occurrence, or within 30 minutes of starting the VCC activities. We are looking for a flexible software application that can be started quickly after a disaster takes place and will stay online for the duration of the event (which could be days or weeks).

22. Question: What is the schedule for this call center during an active disaster and during other emergencies?

    **ANSWER:**
    The hours of operation will vary from disaster to disaster. We are not looking for staff for the call center. We use internal Boulder County agency volunteers to staff the call center. We are looking for the software to manage the calls during a disaster; we are not looking for personnel or staffing.

23. Question: Do you have data about the number of calls received during previous disasters? How many active disaster emergencies happened in the past 5 years that required a VCC?

    **ANSWER:**
    The Boulder County ODM is seeking a VCC solution that will bring about consistency between events and help us build statistics. Because the VCC has been managed differently from event to event, we only have hand-counted information, which can be shared with the selected vendor.

    In the past three years, there have been at least six disaster events that have required a VCC. We have seen an increase for the need throughout this time. (Multiple events occurring within the same year.)

24. Question: Have you used a previous vendor in the past to provide these services?

    **ANSWER:**
    We have used Microsoft Teams and Cisco phones.

25. Question: What are the training and certifications required for the agents?

**ANSWER:**
Regular training is provided to internal Boulder County agency volunteers. No certification is required. We are looking for the software to manage the calls during a disaster; we are not looking for personnel or staffing.

26. Question: Who is the incumbent vendor?

**ANSWER:**
We do not have an incumbent vendor.

27. Question: Are you happy with your current vendor?

**ANSWER:**
We do not have a current vendor.

28. Question: Are there any performance improvements you would like to see made?

**ANSWER:**
We are looking for software that provides a fail-safe phone-call management solution that is easy to set up, configure, activate, and use. We want to avoid dropped calls and long on-hold waiting. It also needs to be able to handle a high volume of calls (hundreds within an hour), especially at the beginning of a disaster event.

29. Question: What is your annual spend with the incumbent vendor for activations?

**ANSWER:**
We do not have an incumbent vendor. Annual spend will be negotiated upon vendor selection.

30. Question: What is your monthly and/or annual budget for activations?

**ANSWER:**
The ODM VCC budget for activations is internal to Boulder County. The monthly or annual budget for the VCC management software will be negotiated upon vendor selection. We have a budget for the VCC software implementation, and vendors who fall within that budget will be considered for vendor demos.

31. Question: On average, how many calls are received per activation?

   **ANSWER:**
   During a disaster, the call volume can be hundreds of calls within the first hour of the event. Call volume can remain at this level throughout the first 24 hours of the event. The calls taper off throughout the duration of the event, continuing at a level of a few hundred calls a day rather than a few hundred an hour.

32. Question: What is the average number of minutes of usage per activation?

   **ANSWER:**
   Because our VCC solutions have varied over the past few years as we have worked to find the best solution for meeting the public's needs, we do not have consistent data to share about the average number of minutes of usage per activation.

   Call volume can be hundreds of calls within the first hour of the event. Call volume can remain at this level throughout the first 24 hours of the event. The calls taper off throughout the duration of the event, continuing at a level of a few hundred calls a day rather than a few hundred an hour.

   Most calls can be completed within 3-5 minutes.

33. Question: How many activations occur during a calendar year?

   **ANSWER:**
   Because we cannot predict when a disaster will occur, we have to be prepared at any time for an activation.

   In the past three years, there have been at least six disaster events that have required a VCC. We have seen an increase for the need throughout this time. (Multiple events occurring within the same year.)

34. Question: What is the average handle time per call?

   **ANSWER:** 2-10 minutes, depending on the call and the need. Most calls can be completed within 3-5 minutes.

35. Question: Can you provide any call arrival patterns (daily, weekly, monthly) for any previous activations?

**ANSWER:**
During an activation, calls can come in daily, weekly and weekends. We plan for 9:00am – 6:00pm. However, depending on the impact of the disaster (many square miles, amount of devastation or injury), the hours of operation can expand to 24x7 at the onset of the activation.

After the initial 24 hours of an event, call volume is typically highest from 9-11 am and slowest from 3-6 pm.

36. Question: What are the licensing provision requirements?

**ANSWER:**
We would like a pool of concurrent licenses that are available to users on an as-needed basis during a disaster. Ideally, we would like users to opt in to claim a license during their work shift, and when they end their shift, the license is freed up for the next user. We estimate needing 100 licenses.

37. Question: Would there be a need to utilize our call center agents outside of disaster activations (i.e., on holidays, weekends, etc.)?

**ANSWER:**
We are looking for a software product, not personnel or call center agents. During a disaster, we have internal personnel who will answer calls as needed. This RFP is for the software to manage those calls. This software needs to be available to use at any time (night, day, holidays, weekends).

38. Question: Under purpose/background, it says virtual call center product - does this mean you will require usage of our VCC platform for your staff as well, or will it exclusively be staffed by our agents during an emergency activation?

**ANSWER:**
We are looking for a software product, not personnel. During a disaster, we have internal personnel who will answer calls as needed. This RFP is for the software to manage those calls.

39. Question: What percentage of call volume is Spanish vs. English?

   **ANSWER:**
   This would depend on the impacted area. We estimate English 80% and Spanish 20%. We would like to increase our outreach for our Spanish-speaking community.

40. Question: Under requirements, it indicates the ability for call center managers to manage the system - does this refer to ODMs managers, or the vendor's managers?

   **ANSWER:**
   The Boulder County ODM managers need to be able to manage the system. We do not want the vendor to manage the system.

41. Question: Additionally, under requirements, it notes " Provide sample service level agreements (SLAs)" – were there specific SLAs required for this proposal?

   **ANSWER:**
   We can negotiate SLA requirements upon vendor selection.
   In general, we would like to ensure the following:
   - Platform Availability: Availability target of 99.9% per year (excluding scheduled maintenance). Because a disaster can occur at any time, we would like the software available to use whenever we need it (day, night, weekends, holidays).
   - Standard support should be included with subscription licenses.
   - Ideal support coverage would be 24x7. We would like to know when your support coverage is available, your average turnaround time to address issues, and how to receive support.

42. Is it acceptable to have some of our centers in Mexico. Our company is in Nevada, but we also have centers in Mexico.

   **ANSWER:**
   No, this is not needed. We are looking for a software product, not personnel. During a disaster, we have internal personnel who will answer calls as needed. This RFP is for the software to manage those calls.

**Submittal Instructions:**

Submittals are due at the email box <u>only,</u> listed below, for time and date recording on or before **2:00 p.m. Mountain Time on October 27, 2023**.

**Please note that email responses to this solicitation are limited to a maximum of 50MB capacity.**

**NO ZIP FILES OR LINKS TO EXTERNAL SITES WILL BE ACCEPTED. THIS INCLUDES GOOGLE DOCS AND SIMILAR SITES. ALL SUBMITTALS MUST BE RECEIVED AS AN ATTACHMENT (E.G. PDF, WORD, EXCEL).**

**Electronic submittals must be received in the email box listed below.  Submittals sent to any other box will NOT be forwarded or accepted.  This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.**

**Email**     [purchasing@bouldercounty.gov](mailto:purchasing@bouldercounty.gov); identified as **RFP # 7518-23** in the subject line.

All proposals must be received and time and date recorded at the purchasing email by the above due date and time.  Sole responsibility rests with the Offeror to see that their bid is received on time at the stated location(s).  Any bid received after due date and time will be returned to the bidder.  No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all bids, to waive any informalities or irregularities therein, and to accept the bid that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.

**RECEIPT OF LETTER**
**ACKNOWLEDGMENT**

October 18, 2023

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for RFP #7518-23, Virtual Call Center for Boulder Office of Disaster Management.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum.  Please sign this acknowledgment and email it back to purchasing@bouldercounty.gov as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525.

This is also an acknowledgement that the vendor understands that **BIDS will only be accepted electronically by emailing purchasing@bouldercounty.gov.**

Thank you for your cooperation in this matter.  This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

**Signed by: _____ Date: _____**

**Name of Company_____**

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