

ADDENDUM NO. 4

Name: Request for Proposals for Implementation of a Public Sector 311 Citizen Call Center – # 113A-2018

Date: February 1, 2019

To: All Prospective Proposers

This amendment is being issued to answer questions regarding the RFP:

- **Q1:** Is it a requirement the call center services be provided in the TOH facility or will alternate sites in New York state be considered?

A1: The Town intends to establish the 311 call center within a Town facility. The Customer Relationship Management (CRM) software, a/k/a 311 call center software, is intended to be utilized by Town staff. The software solution may be cloud based.

- **Q2:** Are the terms and conditions negotiable?

A2: Generally, the Town does not modify the provisions in its contracts. However, with respect to this RFP, the Town will consider proposed modifications to the indemnification/liability and other provisions. Proposers should include the proposed modifications in the RFP response.

- **Q3:** How many users will be leveraging the Citizen CRM system?

A3: The Town desires a software solution that does not limit the number of users.

- **Q4:** How many Customer Call Representatives are you assuming?

- **A4:** The staffing of a 311 Call Center is still to be determined. Currently, the Town has six existing staff assigned to answer phone calls received by the Helpline and Town Hall; and, an additional undetermined number of staff that answer phone calls received directly by the various Town Departments.

- **Q5:** Has the Town surveyed the existing building areas under consideration for hazardous materials and if so have such materials been abated? If not, does any assessment of hazardous materials have to be part of the scope of work here? If so what level of assessment will be needed?

A5: No assessment of existing buildings for hazardous materials is required as part of the scope of services.

- **Q6:** A question on Page 26 of the RFP states “Phase II relates to the preparation of a detailed design and implementation plan.” However, there is no information regarding Phase I or Phase II in the RFP. Can the Town verify if there are separate phases for this project?

A6: There are no separate phases of work for the space planning scope of services.

- **Q7:** Can you clarify the phasing and design deliverables expected of the design consultant? (ie: plans, furniture concepts, 3-D renderings, anticipated number of submissions and presentations to stakeholders), and if it includes the preparation of a detailed design and implementation plan?

A7: The successful proposer will be expected to provide dimensioned layout floor plan(s), including furniture, equipment (computers, wall monitors, etc.), lighting, wall jacks/outlets, etc. Identification of manufacturer and model of furniture, equipment, lighting, etc. will be expected. Scope of services should also include a conceptual cost estimate. Detailed design/construction plans for bidding are not expected.

- **Q8:** Please confirm that the area for which the design consultant is to develop layouts and perform space planning is the first floor open office area toured in the walk-through and adjacent spaces as may be required to accommodate the proposed 311 Center and will include considerations for the relocation of the EOC from the current second floor location to that area as well.

A8: It is expected that the successful proposer will develop initial layout floor plan(s) without consideration for the potential existing locations ("recommended layout"). Subsequent review and modifications of the floor plan(s) will be expected to determine if the recommended layout can be accommodated within existing locations. The existing location currently being given priority consideration is the first floor area of 200 North Franklin Avenue.

- **Q8(a):** Are any other locations to be considered in the space planning work?

A8(a): Not that can be identified at this time.

- **Q9:** Should the design consultant include a fee proposal and schedule for any further architectural services that may be necessary to complete the project such as; developing construction documents, assistance with bidding, or construction administration?

A9: No.

The “ADDENDUM NO. 4 RECEIPT ACKNOWLEDGEMENT FORM” on the last page of this Addendum NO. 4 must be signed and dated in the spaces provided and submitted with your Proposal. All Proposers must submit this form with its Proposal regardless of the content contained in each Addendum.

ADDENDUM NO.4 RECEIPT ACKNOWLEDGEMENT FORM

Request for Proposals for Implementation of a Public Sector 311 Citizen Call Center – # 113A-2018

By signing this Acknowledgement and submitting same with its Proposal submission, the undersigned Proposer acknowledges receipt of this Addendum No. 4. Proposer further acknowledges that it has read and reviewed the information contained herein, understands same, and that its questions, if any presented, have been answered satisfactorily. Proposer agrees that it shall incorporate/consider the information contained in this Addendum No. 4 in preparing and providing its proposal price. In addition, this Addendum No.4 Receipt Acknowledgement Form must be signed and dated and attached to the proposal submittal.

Signature: _____

Company Name: _____

Proposer Acknowledgement Date: _____

Print & Sign Company Principal Name & Title: _____
