CITY OF PRESCOTT
ARIZONA
Everybody's Hometown

Public Works Department

433 N. Virginia Street
Prescott AZ 86301
928-777-1130

ADDENDUM NUMBER ONE
for the
Interactive Voice Response (IVR) System

DATE OF ADDENDUM: September 19, 2016

TO ALL BIDDERS BIDDING ON THE ABOVE PROJECT:

The following addendum shall be made part of the Project Request for Proposals (RFP). All other provisions of the RFP remain unchanged. The contents of this Addendum shall be given full consideration in the preparation of the RFP.

Questions

Question: This RFP appears to be written for premise-based solution. Is the City of Prescott open to a SaaS/Cloud based solution for the IVR?
Answer: Yes

Question: What is the anticipated annual inbound call volume that the IVR will need to handle?
Answer: Average inbound call volume is about 18,000 per year.

Question: If the City of Prescott is planning on waiting until September 26th to publish responses to points of clarification, is it possible to extend the September 29th due date to allow responders to receive these clarifications with sufficient time to respond in time to ship and deliver the sealed package?
Answer: To accommodate the shortened timeline, the City will answer questions as they come in and post an addenda on our website as questions are received. No questions received after September 26th will be answered. The September 29th date will not change.

-END-

City of Prescott, Public Works Department

Henry Hash 9-20-16
Henry Hash, Public Works Director Date