

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

DATE OF ADDENDUM: September 21, 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: Is there a call flow diagram or description beyond what is in the RFP?

Answer: No

Question: Are you planning any transfers to staff members?

Answer: Yes, at the end of the message they can transfer to a live person.

Question: Are you restricted to a premises based system?

Answer: No

Question: What are the future plans for the IVR (email, SMS, speech recognition, etc.)?

Answer: E-mail, Speech Recognition

Question: Do you plan any outbound notification features?

Answer: No

-END-

City of Prescott, Public Works Department


Henry Hash, Public Works Director

9-22-16
Date