Procurement and Contracting Services

Request for Proposals for a Dialer for The University of Arizona Online

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP # L182010

Due on May 28, 2020 no later than 2:00 PM, MST
The following questions have been received by the technical question due date of May 14, 2020 by 12:00 PM, MST.

1. Are we open to an NDA?
   a. We can review an NDA or other form of agreement submitted if different from our terms and may work with the awarded vendor on a negotiated agreement. Please note, we would need an agreement that is not confidential in nature, so an NDA would need to be in addition to a contracted agreement, but not in place of one. Also, per section 3.8.7 a full agreement cannot be deemed confidential and at no time can pricing be confidential.

2. Can we submit a separate MSA (Master Services Agreement) with our proposal?
   a. Yes, an agreement can be submitted with your proposal that may be reviewed and negotiated with the awarded vendor.

3. What is the agent count?
   a. Current amounts expected to be at 33.

4. What is the concurrent peak usage and named usage?
   a. Typically, 20 agents are working from 8am to 6pm MST, with the remaining agents in and out of the system throughout the day on administrative related duties, not usually answering calls.

5. Section 5.4 (Cost) includes several pricing questions, but the RFP does not outline the requirements and quantities that would be necessary to provide a complete quote for a specific configuration. Please confirm if our understanding is correct that the University of Arizona is only looking for general pricing guidance at this time. We would have a list of follow-up questions if a quote is needed for a specific configuration, such as: number of agents, number and type of outbound calling campaigns, inbound requirements, self-service, data integrations, etc.
   a. Since our team is constantly growing, it is difficult to provide the quantities which is also why scalability of the product is important to us. General pricing guidelines will suffice, but here is a general outline of what we currently have:
      i. Number of agents 33.
      ii. Number and type of outbound calling campaigns – over 24 different campaigns. The campaigns are recruitment outreach-based campaigns with a need for multiple modes of dialing (progressive, agent-less, continuous, etc.).
      iii. Inbound requirements – we will need to be able to utilize multiple inbound flows because our department has multiple sub areas that need their own inbound functionality.
iv. Data integrations – It would be ideal if there was an efficient way to exchange data between our CRM (Slate) and a potential data service provider.

6. Section 5.4.2 Startup Fee. If vendors do not have a specific “startup-fee,” should this cost reflect a minimum configuration necessary to make the new environment available with core functionality to support the project? In other words, excluding all of the application configuration and integration that would be specific to University of Arizona’s business requirements.

   a. Yes.

   **End of addendum, all else remains the same.**