Request for Proposal No. 2021-013

Customer Service Policy

ADDENDUM No. 1

ISSUE DATE: October 23, 2020

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

A) Delete Section:

Delete: All references to "**Tab F – Training"** throughout the entire bid document.

Training will **NOT** be required for this project.

End of Delete/Replace Section

B) Question/Answer Section

1. Consultant will meet with customer service staff . . . . .

Because of COVID-19 and the use of virtual platforms like Zoom, can this meeting be conducted via Zoom?

> Answer: Yes. We ask that that the selected company send their virtual/AV link prior to the meeting (i.e., MS Teams, Zoom, WebEx, GoToMeetings…)

2. Tab F - Training has been omitted from the RFP. Please Clarify --- you will want training to accompany the overall effectiveness of the project? If so, I would plan to develop the training program as well? The policies and training complement each other to pull through best practices and excellence in creating memorable moments for your customers.

> Answer: Refer to Delete Section.

3. Can vendor capability demonstrations be presented via Zoom, as well?

> Answer: Yes. We ask that that the selected company send their virtual/AV link prior to demonstrations (i.e., MS Teams, Zoom, WebEx, GoToMeetings…)

4. Can vendor interviews be conducted via zoom?

> Answer: Yes. We ask that that the selected company send their virtual/AV link prior to interviews (i.e., MS Teams, Zoom, WebEx, GoToMeetings…)

End of Question/Answer Section

-----End of Addendum No. 1-----