

Attachment A

The following changes has been made to the solicitation:

- A. The proposal due date for the solicitation CFOPD-22-R-004 is hereby extended to **Wednesday, January 5, 2022, at 2:00 PM.**
- B. The due date to request a waiver for the subcontracting requirement as defined in **Section H.3** is hereby extended to **Thursday December 2, 2021, at 2:00 PM.**
- C. The District will hold a virtual pre-proposal conference on **Wednesday November 17, 2021, at 1:00PM**
- D. **Section C.4.4 Annual Operational Profile OCFO Call Center and Business Unit Statistics**

Table I: OCFO Contact Center – Annual Operational Profile
is revised as follows:

OCFO Contact Center – Annual Operational Profile (4/1/20-3/31/21)	
Number of Locations	One (1)
Number of Customer Service Reps	188 Active Agents/Managers
Total Annual Calls	911,713 (Agent calls + IVR “Where’s My Refund)
Total Annual ACD Agent Queued Calls	470,080
Total Outbound Call	40,232
Abandonment Rate	14%
% Calls Answered	73%

- E. **Section C.6.2.16** has been deleted and replaced to read as follows:

The solution shall provide ability to track trending questions to pop up valuable information that agents may need to contextualize a conversation.

- F. **Section C.9.1.2**, Required Integration table is revised as follows:

	Integration Name	Description	Type of Integration
1	MITTS V12	OCFO Tax System	Web Services /API Integration
2	Zendesk Version. 8379	Helpdesk Ticketing System	Screen pop, reporting

3	MS Exchange Version Online	Email Integration	Email queue, Reporting, Workforce
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G. Section C.9.1.5 Is deleted in its entirety.

H. The solicitation cover page, **Box 1 – Caption**, is deleted and replaced to read as Cloud Contact Center as a Service (CCaaS). See revision per Attachment C.