

**ADDENDUM 1**



**Winston-Salem  
Request for Proposals**

**CityLink CSR Application Software**

**PROPOSALS WILL BE RECEIVED UNTIL**

**12:00 Noon, Friday, November 3, 2017**

**in**

**Purchasing Department, City Hall Building  
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

October 24, 2017

**Please acknowledge receipt of this Addendum and include with your proposal.**

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**Questions/Responses**

**Questions as received with City responses:**

1. You mention that the evaluation criteria is functionality, cost, and vendor experience. Can you assign a percentage to each criteria that will make up the final score (e.g. functionality – 40%, price – 30%, vendor experience – 30%)? **The city will use 40/30/30 criteria on the basis that the functionality is slightly more important than the other 2 evaluation criteria.**

2. We offer our solution on premise as well as in the Cloud. Does the City prefer the solution to be deployed on premise or hosted in the Cloud? **The City has no preference to a hosted versus a cloud based or an on premise solution. We would like to be presented options to whichever available solution your product supports. If your solution is available in both on premise and hosted options, please include pricing for both if the pricing structure is different between the two.**

3. What budget does the City have allocated for the CRM Software? **Funding for this solution will come from our technology capital projects monies, and the amount of the expenditure will be based upon the selected vendor proposal.**

## **ADDENDUM 1**

4. With the new solution, is your preference to continue using SeeClickFix or replace it? **See-Click-Fix is an integral part of our ability to communicate with citizens. If your product is not compatible with See-Click-Fix, the solution should provide a similar tool that provides similar functionality as noted on page 7.**
5. Does the City want the integrations to be direct with the backend applications (e.g. CityWorks) or through an Enterprise Service Bus? **Direct application program interfaces (API's) will be used to interface applications.**
6. How many back office users will be accessing the new solution? **There are approximately 75-100 users that may infrequently access the application to update a ticket solution or update a ticket status in addition to the 25-35 regular users.**
7. Is Computer Telephony Integration (CTI) required as part of the solution? If so, what is the model and version of the City's telephony system? **Integrated telephone is not a required part of this solution. Our telephone system is Cisco UCCX version 11.5.**
8. Have you seen demos from any CRM software providers? **Yes**

How many users will be accessing in the system? **In addition to the approx. 25 full time users noted in the RFP, departmental users of maybe 75-100 users will access the system infrequently to view / update tickets.**

1. What is the City's budget for one-time implementation cost? What is the City's budget for recurring software license and support cost? **The purpose of this RFP is to receive cost quotes from vendors for providing a solution with implementation, recurring software licenses, and support. This information is being requested on page 13. See number 2 in the proposed solution for a more detailed explanation.**
2. Are bidders allowed to provide any exceptions to the RFP requirements? **Yes** For example, there are requirements that would not apply to cloud-based solutions or, in some cases, the Cloud Solution Provider does not fully meet requirements explicitly as written. How are bidders to include these exceptions or assumptions, with explanation, in their proposal for City's review and consideration without being non-compliant with the RFP? **Provide your responses to any exceptions or requirements in the Proposal Requirements section on page 25. Please reference the requirement and the original page number along with your explanation or comments regarding the specific requirement.**
3. Does the 23 user count represent all City users that would be supporting case resolution activities? **No** If not, can the City please provide the total number of City Department users that would need access to the system? **In addition to the noted full time users (CityLink agents) in the RFP, departmental users of maybe 75-100 users will access the system infrequently to view / update tickets.**
4. What are the anticipated number of external users that will require access to the solution? Will these users require authenticated access to the solution? **There will be no external, non-employee users accessing the system directly. External or non-city employee access will only be to allow citizens to create service tickets via a web browser or using the city's 'see-click-fix' mobile app. Providing employee access to the system from outside the city network is listed on page 7 as an optional but preferred feature.**

## ADDENDUM 1

1. Page 8 Solution Requirements #9 - Can the City provide a list of all mobile applications currently using the Open311 protocol? **See ClickFix is our only mobile app**
2. Does the City want to replace current mobile apps (See ClickFix) with a newer mobile app as part of this RFP and continue to use the Open311 protocol? **No but if your solution has a different mobile app that provides the same functionality as See ClickFix, please elaborate.**
3. Page 8 Solution Requirements #10 - Can the City provide information on the CityLink telephony systems being used that will need to interface with the new CRM application for caller name and phone number? Is this Calabrio (UCCX) version 11.5? **Yes. CSR Crystal Reports will access the UCCX databases for call information.**
4. Page 9 Solution Requirements #14 - Can the City provide a list of social media platforms used currently by CityLink or that the City wants to provide for citizens under the new CRM platform? **We currently have a Facebook page. Any additional social media platforms that the solution can interface with would be for future consideration.**
5. Page 9 Solution Requirements #15 - What information does CityLink use today as a Knowledgebase? **The Motorola CSR system contains a knowledgebase.** Is there any authored content that the City would want migrated to the new CityLink CRM system? **Yes**
6. Page 8 Solution Requirements and Page 11 Section III. Interfaces - General question. Can the City explain that all basic requirements that start with 'Ability to...' refers to the City wanting to purchase a product that must include these 'Abilities' out of the box and enabled by City staff after training? Or does the City want the vendor to perform the work required to enable the 'Abilities'? **We would like our solution to have the ability to perform those requirements. If the product cannot perform them out of the box, what is the cost to provide that ability? See the requirements matrix on page 18. In the event that a requirement is not on the matrix, please feel free to provide it separately including the additional cost to add the functionality.**
7. Page 8 Solution Requirements #4 - Please confirm that the City would be performing the integration work to connect the Vendor supplied API solution to the systems listed, or does the City want the vendor to price and build these integrations using the Vendor supplied API solution? **The City will be responsible for performing the API integration work to CityWorks and CDPlus. If your solution provides an API interface please elaborate.**
8. Page 11 CityLink Volume and Usage - How many Department staff would access the CityLink new CSR directly to create or update/close service requests, not through an interface? **22-23 CityLink regular system users and 75-100 infrequent users accessing to update a status, run a query or just view or print an open ticket.**
9. Page 15 #11 - Please confirm that the City is open to replacing Cisco Social Chat Services with another solution if integrated with the Vendor supplied solution to perform Chat with citizens? **If your solution has an integrated chat feature you should bid your solution indicating that it is an integrated solution.**
10. Appendix B - Requirement - Please clarify what criteria would be for the 'Ability to access, update, or close related tickets based on pre-assigned criteria.' **This would be a situation where multiple tickets were opened for the same thing like water main break or traffic light out. Closing duplicate tickets together as an example.**
11. Appendix B - Requirement - Please clarify what constitutes a call ticket for the 'Ability to open call tickets from the city web portal.' Are these service requests only? Or can they include questions to the City? **Service requests get directed to departments to be evaluated. Many are just questions and the citizen is called back, answered, and ticket gets closed.**
12. Does the City have a budget for the CityLink project? **We are looking for a proposed CSR solution with the vendors proposed cost to provide the solution.**

## ADDENDUM 1

1. Can you please indicate the expected user count of employees accessing the new CSR System? If you can, please group them in the categories below.
  - a. Full User – Use most of the features like creating, updating and deleting requests plus KB usage. Ex: (Contact Center Staff and Department Representatives) **Approx 25**
  - b. Light Weight User - Only read and update service tickets. **Approx 100**
  - c. Power BI User – Will create, review and update BI reports. **2 to 3**
  - d. Social Media Monitoring – Will be reviewing Social Media posts and messages in order to create service requests. **5**
  - e. External Users – Lightweight portal users such as contractors that will get request referrals. **2**
2. Do you have a preferred or expected timeline to complete the implementation once it starts in February 2018? **Not at this time.**
3. Do you have a preference of an On premise solution vs a Cloud Solution? **No**
1. Can you please elaborate on the use of the Citytech AppHub? **The app hub is the interface between our CSR, CityWorks, and CDPlus systems.**
  - a. Is the city expecting to continue the use of the AppHub with the new CSR system? **No this interface will be replaced.**
  - b. If, so, can we assume that to provide the necessary integrations, then the proposed system should integrate/interact with the Citytech AppHub instead of directly integrating with CitiWorks and CDPlus directly? **Relevant data will need to be passed back and forth to CityWorks or CDPlus, CSR and databases.**
2. Can you please indicate how the city currently uses Cisco Social Chat (SocialMiner) features and what are the current information flow and integration points with your CSR system. If a current integration does not exist, please explain the expected scope of this integration as part of the new CSR System **There are no integration points with CSR. Chat is an independent app that agents use to communicate with citizens. They create the CSR tickets based on the chat conversation.**
3. Can you please indicate how the city currently uses Calabrio (UCCX) 11.5 features and what are the current information flow and integration points with your CSR system. If a current integration does not exist, please explain the expected scope of this integration as part of the new CSR System. **The expected scope is for our reports and dashboard feature to access the UCCX database to obtain data. There is no direct interface with CSR at this time.**
4. The RFP requires the “Ability to prepopulate selected data fields from incoming telephone calls such as caller name and phone number”. Can you please specify what is the current phone system technology used, including the contact center software and API version? **Phone System technology is Cisco Unified Call Manager. Contact Center software is UCCX Express version is 11.5.1.11001-34.**
1. Are the city’s current databases SQL or Oracle or a combination of both? **The city has both Oracle and SQL and can support either as a database source for CSR.**
2. Is there just one form that is used for all service inquiries / requests or are there various forms used for the different departments? If there are various service request forms, how many are there? **We currently use Motorola CSR. We are looking for a solution to create service requests using your recommended solution. Hopefully all departments will use forms that are similar. I’m not sure I understand the question here.**

## ADDENDUM 1

3. How large in GB's is the current archive, real or estimated? **I don't know the size of our archived date. We are not migrating and converting historical data to the format of the new solution. We will terminate the old system the day we begin using the new solution.**
  4. What data fields are currently used to save archived data? **We do not currently save archived data**
  5. How large in characters are each of those data fields? **We do not currently save the archived data**
  6. To capture the callers ID and phone number, are you relying on the phone company's caller id feature or is there some internal phone system feature that would present this information for capture? **The phone company's features**
- 
1. As part of the "closed loop" strategy, is the City open to replacing CityWorks with a cloud-based solution that provides similar functionality within the same proposed CRM system? **No. This RFP addresses only the CSR replacement.**
  2. Is the City open to replacing the Cisco Social Miner Chat Services application with a fully integrated Chat solution as part of the proposed CRM system? **This project is to replace the CSR application. If your solution contains an integrated chat feature please note that in your proposal.**
  3. Is the City open to utilizing a different middleware than AppHub to integrate the proposed cloud-based CRM solution with the required systems? **This project is to replace the CSR application. This includes the AppHub. If your solution contains an integrated middleware solution please note that in your proposal.**
  4. What is the technology being utilized for the AppHub middleware? **Our AppHub is a Motorola written Java interface that passes certain data elements between application using stored procedures and other triggers.**
  5. How many internal users will need access to the system? **Approx. 25 primary users and approx. 100 infrequent users to view or update tickets**
    - o Can the City please define each of the user types/roles? **Not available data**
  6. Does the City expect that the outsourced Call Experts agents be able to access the proposed solution? **Yes, we expect that they should have access for the purpose of being able to create Service Request tickets.** If so, how many agents from Call Experts would need access? **This process is out-sourced. This number is currently about 20 agents.**
  7. What types of mobile devices does the proposed solution need to support (iPhone, Android, etc.)? **It will need to support applications running of both Android or IOS devices.**
  8. Did the City use a vendor to help develop the RFP? If so, can you please share the name of the vendor? **No the RFP was created by the City.**
  9. What is the implementation timeline? When does this system need to be live? **A time line will need to be proposed as part of the RFP response. As noted in the RFP we would like to begin in February.**
  10. Will the City provide a list of reports that will need to be built or migrated to the new system from existing systems? Or, an estimated count of reports would be helpful if a list is not available. **Yes. This would be based on the types and content of the canned reports provided by the selected solution. The City currently has a number of Crystal reports created specifically for use based on the current system. We also plan to modify these reports. These reports will be converted by City IS staff and do not need to be included in the proposal.**
  11. How many records does the City anticipate in the data migration effort from the legacy systems to the new system? **We are not planning to migrate old CSR data**
    - o Number of Tables (i.e. accounts, contacts, cases, etc) **N/A**
    - o Estimated number of records for each table **N/A**

# ADDENDUM 1

12. Does the City have existing knowledge articles? **Yes** If so, what format are they stored in, e.g. Sharepoint, Word Documents, other? **They are stored in the Motorola PremierOne knowledgebase.**
13. Does the City need existing knowledge articles migrated into new system? **No** If so, how many?
14. Does the City have IT personnel that will be able to assist in the data cleansing of legacy data prior to the data migration into the new system. **We are not planning to migrate old CSR data**
15. Does the City require a need for any Change Management for this solution? **No**
16. What is the preferred training method? **No**
17. How many departments will require training? **The CityLink users will require training as they are the primary users of the application. The remaining users listed above in question 5 will need to be instructed on updating or closing a Service Request ticket.**
18. Will the City provide a list of the departments that will be directly impacted by the implementation? **CityLink is the primary department affected. All other City departments will require 2-3 additional users that will occasionally need access.**
19. What benchmarking or KPI's currently exist to evaluate the efficiency of the City agents? **The city uses a number of performance indicators in evaluating agents. If your solution provides the ability to track agent performance please note this in your response.**
20. Will the City please document SLA's for your cases if they exist, and whether or not you have different SLA's for different request types? **There are a number of different SLA's in use by different departments depending on the type of request. Any system proposed should allow for more than one SLA.**
21. Does multi-lingual capability needed to be provided in the proposed solution? If so, which languages need to be supported? **This capability was listed as optional, not required.**
22. Is the City focused on solutions that are easily customized through drag-and-drop or wizard-based configuration? **Yes. Any configurations used in setting up the system should be easily changeable and be able to be configured by the system administrator.**

Reference	Quote	Question	Answer	Notes
<b>General</b>		Has a project budget been established? If so, how much has been aside for the entire project including start-up plus ongoing operational expenses up to FY 22/23?	No – The purpose of this RFP is to solicit proposals and cost quotes from vendors.	
<b>General</b>		Did an external firm provide any guidance or advice in the development of the RFP? If so, which firm is it, and what role, if any, will they have during the procurement process? Can they be part of a bid team for this RFP?	No the RFP was written by city staff	
<b>RFP p.8</b>	Open requests for work or services by CityLink customer service agents and create assignments for all city departments.	<p>a. Please define “Create assignments for all city departments”? Do assignments included individual work packages, work items, work stages, and progress status across all departments?</p> <p>b. Are all the departments listed in Appendix D the only departments to be considered in this proposal?</p>	<p>a. Open requests for work or services mean to provide the ability for the system to allow the users (CityLink Agent) to create an assignment within a service request for the department to investigate the citizen request. If the department investigates it they in turn might create specific assignment tickets for individual</p>	

# ADDENDUM 1

			<p>who will investigate the service order and update the tickets status.</p> <p>b. Yes</p>
<b>RFP p.8</b>	Run adhoc and canned reporting capabilities for all departmental users	<p>a. How many reports should be considered for the proposal?</p> <p style="margin-left: 40px;">i. How many from each department (specific and/or on average)?</p> <p style="margin-left: 40px;">ii. How many reports for non-department specific reporting needs</p> <p style="margin-left: 40px;">iii. Can you provide a current inventory of reports?</p> <p>b. How many reports will require data from multiple systems to compile a specific report?</p>	<p>The City currently has a large number of Crystal Reports developed in-house. City staff will be responsible for modifying these reports. Access to all CSR databases will be needed. Of interest to us would be the content of the canned reports provided by your solution.</p> <p>b. The City will complete reporting functions.</p>
<b>RFP p.8</b>	Provide historical reporting information.	<p>a. How much historical information (closed records) is expected to be imported into the new solution?</p> <p style="margin-left: 40px;">i. Can you provide an estimate around number of records, attachments, and size of data to be migrated (MB, GB, TB, etc...)?</p> <p>b. If a limited amount of historical data (one year for example) is to be migrated, then is the vendor responsible for creating and maintaining a secondary historical data repository?</p>	<p>a. We are not requiring the migration of existing data, only a recommendation to a solution to migrate historical data. Electing to migrate data would be optional. We are also interested in a solution to transition existing open SR's from the current to new system.</p> <p>b. No. The new solution does not include the migration of existing data. A solution to migrating our existing data is being requested. We will continue to retain historical databases.</p>
<b>RFP p.8</b>	Provide graphical dashboard information and reporting features	<p>a. Please provide examples of current dashboard information for consideration if possible.</p> <p>b. Should individual department dashboards be considered within the scope of this project or will departments be responsible for dashboard creation?</p>	<p>a. See attached</p> <p>b. No</p>

# ADDENDUM 1

RFP p.8	Allow the ability to attach photos or other documents to service request tickets.	<p>a. Do attachments need to be consumed and/or shared by any other systems?</p> <p>b. Does a document/image management system exist today and if so, how is it used for service requests?</p>	<p>a. No</p> <p>b. yes. It does not interface with CSR</p>	
RFP p.8	Provide functionality to monitor the status or review tasks and track their completion against scheduled due dates and other service level objectives.	<p>a. Do individual departments have specific status levels for individual service requests or is there a general status set for all service requests (open, in-progress, closed for example)</p> <p>b. Assumption: SLO's/SLA's are different across departments and service request types.</p>	Departments have specific priority levels and different service level objectives they attempt to meet. Identifying call types by department and prioritizing service requests based on these criteria would be preferred.	
RFP p.9	GPS capabilities that include the ability to locate and identify assets such as hydrants, signs, lights, etc...	<p>a. Is asset specific information already known (for example, the coordinates, and attributes of a specific fire hydrant)? If so, where does this information exist today?</p> <p>b. Please provide a scenario that demonstrates how the ability to locate and identify such assets would be used.</p>	ESRI ArcGIS address geocoding is supported and used for this currently. Identifying intersections for hydrants, water mains, streetlights based on call descriptions and identifying duplicate calls for the same problem using queries of the locations. Users are presented with a map that shows SR's and assets which allow them to easily see duplicate calls about the same request.	
RFP p.9	<p>2. Contains Single Sign-on capability via Active Directory via LDAPS</p> <p>3. Ability to interface with the city's MS Office 365 email system</p>	Does WS already have AD to Office 365 account synchronization in place?	Yes AD and OS365 are integrated using ADSF. To send email from an application the city uses standard SMTP mail messages that are forwarded by an exchange server.	
RFP p.9	<p>4. Ability to interface with selected city applications or databases including:</p> <ul style="list-style-type: none"> <li>• CityWorks version 15</li> <li>• ESRI ArcGIS version 10.5 or higher</li> <li>• Calabrio (UCCX) version 11.5</li> <li>• Cisco Social</li> </ul>	Please provide data descriptions and current volumes.	Currently there is 2-way communication between CityWorks and CSR and between Perconti CDPlus and CSR. Specific data elements are passed back and forth which create and close Service Requests in CDPlus and in CityWorks based on information provided by the CSR system. The City is responsible for maintaining this AppHub.	

# ADDENDUM 1

	<p>Miner Chat Services</p> <ul style="list-style-type: none"> <li>• Perconti CDPlus version 5.2.0.26</li> </ul>			
<b>RFP p.9</b>	<p>13. Ability to generate text alerts or email messages to employee field workers and/or citizens</p>	<p>Does WS have existing SMS Gateway provider to support "text alerts"</p>	<p>No. Please use your experience and expertise to recommend an SMS gateway provider.</p>	
<p><b>RFP p.9</b> <b>RFP p.16</b> <b>RFP p.22</b></p>	<p>14. Accessible through social medil platforms</p> <p>10. Describe how your solution interacts with social media platforms both incoming and out-going.</p> <p>34. Ability to integrate with Social media applications</p>	<p>Which social platforms are required to be supported? Please provide a usecase of how social media is desired to be used.</p>	<p>Please provide the social media platforms that your application will interact with and how the interaction works both incoming and out-going.</p> <p>Social media would be used to provide additional means of communicating with the City's CityLink agents in addition to phone, web portal, or the City mobile app.</p> <p>A incoming use case would be allowing citizens the ability to report potholes, missed trash pickup or streetlight outages via the City's Facebook page. An outgoing use case would be allowing CityLink to post Facebook with street lights out in a section of the city and then reposting a message to the City Facebook page when service returns to normal.</p>	
<b>RFP p.9</b>	<ul style="list-style-type: none"> <li>• GPS capabilities that include the ability to locate and identify assets such as hydrants, signs, lights, etc...</li> </ul>	<p>Does WS currently have this data loaded into Layers in your ArcGIS platform?</p>	<p>Yes</p>	
<b>RFP p.9</b>	<ul style="list-style-type: none"> <li>• Ability to track call stats such as length of call, hold time, etc.</li> </ul>	<p>This type of data is tracked and owned by your PBX and ACD system. Is this requirement an additional integration where you want your PBX and ACD platforms to write this information into the new CRM platform?</p>	<p>This is not a requirement. It is an optional feature that would be nice to have available if the solution were capable of providing.</p>	
<b>RFP p.9</b>	<p>Multi-lingual functionality</p>	<p>Which specific languages must be supported?</p>	<p>Multi lingual is an optional feature. The language that must be supported is English.</p>	

# ADDENDUM 1

<p><b>RFP p.10</b> <b>RFP p.16</b></p>	<p>communication with the CityLink call center include an online chat feature which provides citizens a web chat interface to the CityLink agents (Cisco Social Miner Chat Services)</p> <p>Also please indicate if a replacement chat feature will be available in the solution.</p>	<p>online chat is current as-is, but is not listed as requirement above.</p> <p>Is WS wanting to keep using your existing Cisco system? Or expecting a new online chat solution as part of the RFP?</p> <p>Does WS prefer to keep or replace Cisco Chat?</p>	<p>The City has a chat feature with Cisco Social chat services. It does not interface with our CSR system it only provides a way for citizens to communicate with CityLink agents. A chat feature is not a requirement of the RFP. If your CSR solution has a chat feature, please elaborate.</p>	
<p><b>RFP p.11</b></p>	<p>The call center is presently manned with an average of 22-23 active agents per month</p>	<p>How many Winston-Salem staff across all departments, in addition to the 23 call center agents, will use the solution?</p>	<p>Approximately 100 city employees will require access on an infrequent basis. They update ticket status, run occasional reports and reference specific ticket information.</p>	
<p><b>RFP p.11</b></p>	<p>Off hours [calls] are handled by Call Experts, a contract firm from Charleston, South Carolina</p>	<p>Will Call Experts staff create service requests in the solution in response to calls received? If so, how many Call Experts staff will require access to the solution?</p>	<p>The firm contracted by the city to answer phone calls during weekend hours will require access to create CSR service requests. We will need to provide a solution to allow the creation of new tickets by the contracted firm. We look for you to recommend a process to provide this access.</p>	
<p><b>RFP p.11</b></p>	<p>reports are written in Crystal Reports...These reports will need to continue to access any CSR replacement database to obtain the necessary information required to build these types of reports.</p>	<p>Does this RFP include effort to change all existing Crystal Reports reports due to a whole new schema being implemented by new system? Or will WS be responsible for all updates to existing Crystal Reports reports.</p>	<p>The RFP does not include the effort to change existing city created Crystal reports. The city will change these reports.</p>	

# ADDENDUM 1

<p><b>RFP p.12</b> <b>RFP p.16</b></p>	<p>creates service requests in CityWorks and CDPlus.</p> <p>8. Statement that the proposed solution is compatible with CityWorks version15 and with Perconti CDPlus version 5.2.0.26.</p>	<p>Is WS open to migrating actual SR management from CityWorks abd CDPlus to the newly proposed CRM system. All contemporary CRM systems excel at SR and Work Item management - built in.</p>	<p>No we are not planning to migrate actual SR management from CityWorks or CDPlus to the new CSR solution.</p>
<p><b>RFP p.16</b></p>	<p>11. Statement indicating that the product solution is compatible with the City's "Cisco Social Chat Services" application. Also please indicate if a replacement chat feature will be available in the solution.</p>	<p>As there are licensing impacts for any chat solution, what is WS's preference: Keep Cisco, or include an alternative in the proposal.</p>	<p>The City prefers to use Cisco Social Chat. If your solution is delivered with a chat feature already integrated in it please provide details.</p>
<p><b>RFP p.22</b></p>	<p>32. Ability to create and assign pre-defined FLEX questions to specific call types</p>	<p>Please provide information and examples of a "FLEX" question.</p>	<p>Selected questions are provided by departments and often based on the call type. They are created so each agent collects similar and relevant information from callers.</p> <p><b>Flex Notes</b>  Type of Service  What is the nature of your complaint?  Is it risk related?  Would you like a manager to contact you to discuss this?  Best time to contact you  Describe the problem  Is this on Public or Private Property?  Is the Traffic signal flashing?  Is this a safety issue?  Is the concern tall grass or overgrown bushes?  Please provide the name of the nearest intersection or crossing street</p>

# **ADDENDUM 1**

<b>RFP p.9</b>	<b>ADA compliant user features</b>	<b>Would WCAG 2.0 AA meet your ADA compliance needs?</b>	<b>If your solution contains WCAG2.0 features then please describe some of these features. ADA compliance is not a requirement but is an optional feature we are interested in if available.</b>
<b>RFP p.23</b>	Appendix D – Valid Call Types used by the City of Winston-Salem	Can you provide a number of tables/entities and fields that should be migrated from the old system? Also total number of records	We are not planning to migrate old data from the current CSR system. Service tickets that are open at the time of cut over will need to be carried over. A solution will need to be provided for this at the time of cut-over.