



Office of the County Purchasing Agent

COLLIN COUNTY, TEXAS

ADDENDUM No. ONE (1)

RFP No. 02358-09

REQUEST FOR PROPOSAL
FOR
TECHNICAL ASSISTANCE – IPCC ENTERPRISE CVP/IVR AUDIUM
APPLICATION

DATE: MARCH 19, 2009

NOTICE TO ALL PROSPECTIVE BIDDERS:

PLEASE MAKE THE FOLLOWING CHANGES TO THE REQUEST FOR PROPOSAL:

DELETE DUE DATE: 2:00 P.M. THURSDAY, MARCH 19, 2009

REPLACE WITH DUE DATE: 2:00 P.M. THURSDAY, MARCH 26, 2009

ADDED DOCUMENTS: CC NETWORK DIAGRAM 08.PDF
CC NETWORK DIAGRAM 08 – 2.PDF

SEE ATTACHED FOR PRE-PROPOSAL MEETING NOTES

DELETED DOCUMENT: IPCC TECHNICAL ASSISTANCE – 2-12-09.DOC

REPLACE WITH: IPCC TECHNICAL ASSISTANCE – 3-16-09.DOC

ALL OTHER TERMS AND CONDITIONS OF THE PROPOSAL AND SPECIFICATIONS REMAIN THE SAME.

SINCERELY,
FRANKLIN YBARBO
PURCHASING AGENT

SEH

Pre-Proposal Meeting

Technical Services: IPCC Enterprise CVP/IVR/Audium Application – Technical Assistance

10:00 a.m., Thursday, March 5, 2009

General Statements

Collin County is not looking for a vendor who it is going to take full control of the software. The County just needs assistance with issues. The County is looking for vendors with expertise in this area to help troubleshoot issues.

Collin County is looking for knowledge transfer.

Vendors should look at Collin County applications as they are set up currently versus trying to overall the application setup to vendor preferences.

There are 250 Agent Licenses

There are 300 CVP Ports Licensed

Collin County will provide a Visio Diagram of the IPCC Network.

5.11.5 – What is the County looking for with Real Time Management? The County is looking for a Green Light/Red Light scenario.

5.11.6 – This will be changed to be included as optional pricing, not in the basic monthly services.

The County uses Nagio as its Monitoring platform.

5.11.2 – This should be changed from IPCC/CVP Enterprise Specialist to IPCC Enterprise CVP Specialist.

5.11.12 – In reference to this section the County, for example, is looking for vendor to diagnose if the issue is an Exchange issue not a Gateway issue. The County is not looking for vendor to fix issue if it is exchange just diagnose if Exchange issue so that the trouble ticket can move in the right direction.

5.11.12 – SQL Server skills to be added to this section.

5.11.4 – Strike this section in its entirety

Conference Attendees

MGS

Lanette Saetre

Albert Juarez

Melinda Clancy

Jason McCabe

Michalyn Rains

Sara Hoglund

Michael Sanner

Collin County

Collin County

Collin County

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