

**ADDENDUM NUMBER 1
 BID NUMBER RFP 23-019**

Customer Service Solution

ISSUED: January 16, 2024

PURCHASING DEPARTMENT
 UNIFIED SCHOOL DISTRICT 500
 2010 N. 59th STREET, ROOM 370
 KANSAS CITY, KANSAS 66104
 (913) 551-3200

Note the following changes to the above-mentioned bid. This information is to be taken into consideration when responding to the original bid document.

1. Response to Bidder Questions:

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| 1 | <p>... asking for further clarification on section 7.5.5. of the RFP</p> <p>It states, "Provide a statement of the Firm's Financial resources and insurance coverage. Include a certification of correctness of the Firm's Statement of financial resources."</p> <p>Could you clarify what we need to include for this section? K12 Insight is a private company and therefore, not able to provide financial information or statements without an NDA.</p> <p>What are you wanting us to include as "Firm Financial Resources"?</p> |
| KCKPS | Please provide a financial statement so that the district can confirm the financial stability of your firm. Please mark "Confidential". The district will agree to sign a non-disclosure agreement and will return the information provided after review. |
| 2 | RFP Section 3: Is it possible to submit an e-copy rather than a hardcopy? If so, what's the best email for delivery? |
| KCKPS | No. Physical proposals (hardcopy) are required. |
| 3 | RFP Section 28: How many contact center agents does the District expect to have to answer incoming calls? |
| KCKPS | One |
| 4 | Is your current Telephony system intended to remain in place, with this Customer Service system as an overlay to your current system? |
| KCKPS | Yes |
| 5 | Who is the District's current PSTN provider? |
| KCKPS | Current provider is AT&T. |
| 6 | What is the District's current Telephony system/platform? |
| KCKPS | Current provider is Mitel. |
| 7 | How many total users do you have on your current Telephony system? |
| KCKPS | 3,500 users. |
| 8 | Do you currently have any call center/ACD/IVR functionality on your current Telephony platform? |
| KCKPS | Yes |
| 9 | What is your CRM application today? |
| KCKPS | There is no existing Customer Relationship Management application. |

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| 10 | Do you manage outbound campaigns or other automated dialing? |
| KCKPS | Yes |
| 11 | Does the District have any preference for Hardware manufacturers (for desktop phones, gateways, etc.)? |
| KCKPS | Mitel, Cisco. |
| 12 | Do you provide callers with a call back assist option? |
| KCKPS | No. |
| 13 | RFP Section 1: Do you need video as a channel? |
| KCKPS | No. |
| 14 | RFP Section 1: Do you want your callers to hit an auto receptionist/IVR before reaching the contact center? How many main numbers will have a unique IVR/auto receptionist that will point to the Call Center? |
| KCKPS | Yes. Please provide your recommendation. |
| 15 | What applications do you intend to integrate with, and what is your Student Information System? |
| KCKPS | The District's Student Information System is Infinite Campus. |
| 16 | RFP Section 1: How many supervisors do you expect to have? |
| KCKPS | 1 |

- Change to Bid Schedule:** The due date for proposals is hereby extended to **January 30, 2024 at 2:00 PM (CST)**. Proposals will be opened and proposers identified on that date.
- No Other Changes:** No other changes or modification are intended by this Addendum. All other terms and conditions of the solicitation remain in effect.

WE HEREBY ACKNOWLEDGE AND UNDERSTAND THE ABOVE NOTED CHANGES TO THE ORIGINAL BID DOCUMENT AND AGREE TO FURNISH THE ITEMS ON WHICH PRICES ARE QUOTED IN ACCORDANCE WITH ALL TERMS AND CONDITIONS PREVIOUSLY LISTED AND ANY ATTACHED SPECIFICATIONS AND AMENDMENTS.

BY: _____ DATE: _____
 TITLE: _____ PHONE: _____
 FIRM _____