



CITY OF TACOMA
Citywide

ADDENDUM NO. 2

DATE: October 12, 2020

REVISIONS TO:

Request for Proposals Specification No. CT20-0290F
Live Chat Software

NOTICE TO ALL PROPOSERS:

This addendum is issued to clarify, revise, add to or delete from, the original specification documents for the above project. This addendum, as integrated with the original specification documents, shall form the specification documents. The noted revisions shall take precedence over previously issued specification documents and shall become part of this contract.

REVISIONS TO THE SUBMITTAL DEADLINE:

The attached four pages replace the Requirements Response Form (Appendix A) in the original specification. The following requirement has been added as item three on page four of the attached, updated Response Form:

Each department implementing the live chat software has their own account to manage licenses, admin users, and settings. It is independent from other department live chat accounts.

Please return updated form with your submittal.

NOTE: Acknowledge receipt of this addendum by initialing the corresponding space as indicated on the Signature Page. Vendors who have already submitted their bid/proposal may contact the Purchasing Division at 253-502-8468 and request return of their bid/proposal for acknowledgment and re-submittal. Or, a letter acknowledging receipt of this addendum may be submitted in an envelope marked Request for Proposals Specification No. HR20-0290F Addendum No. 1. The City reserves the right to reject any and all bids, including, in certain circumstances, for failure to appropriately acknowledge this addendum.

cc: Jennifer Ward/Planning and Development

Requirements Response Sheet

	Must Have	Nice to Have		Out of the Box	Customizable	Not Available
Customer Interface						
Chat icon indicates if accepting chats. Message automatically changes when not accepting chats	X					
Customer has ability to leave a message or email when chats are not being accepted		X				
Ability to customize the appearance of the chat window:	X					
i. Customizable statements	X					
ii. Customizable questions	X					
iii. Ability to make questions required or not required before the chat session begins	X					
iv. Customizable chat window appearance with City logo, department name, color/theme, messages, etc	X					
Name of agent is visible to customer	X					
Customer may request a transcript of the conversation	X					
Customer can rate the agent with:						
i. Scale rating system		X				
ii. Leave written feedback on experience		X				
Once customer initiates the chat, some type of indicator is provided to let them know they are in a queue before the agent responds. An estimate of wait time, or number in the queue, is provided	X					

Customer is able to see that the agent is typing		X				
Ability for both customers and agent to send both URLs and attachments via the chat. Attachments may include PDFs and images.	X					
Mobile device compatible	X					
Compatible across operating systems iOS, Windows and Android	X					
Agent Interface						
This is a Software as a Service (SaaS) product. It is centrally hosted by the firm with no requirements for any onsite hardware (with the exception of computers used by the agent for chatting with the customer).	X					
Provides full integrations with major website platforms (examples such as WordPress, Drupal, Joomla, etc) as well as the ability to build custom website integrations when a “full-integration” is not supported by the website platform.	X					
Integration through APIs to pass information from user accounts into the chat so the agent knows applicable account information for who they are chatting with		X				
User interface is clean and organized. Easy to navigate through chat statuses and know which ones have been selected by other agents for response and which ones are waiting for response	X					
Ability for agent to see the number of customers in the queue and the wait time for each. Also view the ongoing chat time for active chats	X					
Ability for agent to initiate a chat with a customer who is browsing the website		X				

Ability to create groups for auto assignment for specific chat topics (based off of customizable question for the customer at the beginning of the chat session)	X				
Ability to search historical chats (example by keyword, customer name, email address...)	X				
Ability for agent to enter notes into the chat without the customer seeing them. Notes are then saved with the chat for future conversations with the same customer. Other agents responding to future chats can see the notes.	X				
If the same customer uses the chat more than once, the previous chat string(s) is visible only to agent	X				
Chat history is retained indefinitely	X				
Ability to create and save canned, or standard responses	X				
Ability to translate incoming chats from customers. Agent can translate the chat to English, respond in English, and push out the response in the customer's language	X				
Ability to set admin roles versus user roles	X				
Ability to easily manage and create user logins by admin	X				
Admin have access to reports and metrics for data such as: number of chats in a given time period, chat metrics broken down per agent, customer ratings for agents, average and total time spent in chat sessions, and ability to review all chats from a time period for training purposes	X				
Ability for agent to transfer the chat history to other agents who may not be in the chat application. Example by agent being able to generate a transcript and send it by email.	X				
Allow multiple agents to enter into the same chat with a customer		X			

Allow each agent to manage multiple chats at one time	X				
Ability for supervisor or manager to view ongoing live chats without the agent's knowledge	X				
Each department implementing the live chat software has their own account to manage licenses, admin users, and settings. It is independent from other department live chat accounts.	X				
Ability for different departments to each have a separate chat account; however, have the ability to transfer customers across the accounts should they need to speak with a different department. Example: Tax & License has a chat account which is not visible to any other department but themselves. If they receive a customer chat that needs to be transferred to Planning & Development Services' chat account, they can do so and make it appear seamless to the customer.		X			
Mobile device compatible	X				
Compatible across operating systems iOS, Windows and Android	X				