



**City of Tacoma  
Live Chat Software  
RFP Specification No. CT20-0290F**

**QUESTIONS and ANSWERS**

All interested parties had the opportunity to submit questions in writing by email to Tad Carlson by 3:00 pm on October 7, 2020. The answers to the questions received are provided below and posted to the City's website at [www.TacomaPurchasing.org](http://www.TacomaPurchasing.org): Navigate to *Current Contracting Opportunities / Public Works and Improvements*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

**Question 1: Whether companies from Outside USA can apply for this?**

Answer 1: The RFP does not limit submittals based on country. Review carefully Appendix B, *City of Tacoma Standard Terms and Conditions*.

**Questions 2: Can we perform the tasks (related to RFP) outside USA?**

Answer 2: The RFP does not specify where the tasks must be performed. Review carefully Appendix B, *City of Tacoma Standard Terms and Conditions*.

**Question 3: Whether we need to come over there for meetings?**

Answer 3: Please refer to page 10 of the RFP. Should interviews be extended to Respondents, interviews would most likely be conducted virtually.

**Question 4: Can the RFP be submitted electronically to the City of Tacoma?**

Answer 4: Refer to page 2 of the RFP. RFP responses shall be emailed to [bids@cityoftacoma.org](mailto:bids@cityoftacoma.org). Maximum file size is 35MB. Multiple emails may be sent for each submittal.

**Question 5: Is the City of Tacoma open to reviewing proposals that are automated chat bots? They enable the system to be open 24/7 so that the Live Chat does not need to be cut off.**

Answer 5: For this RFP, the City is interested in a Live Chat service. Proposals are encouraged to include additional options available from the respondent however the City asks that they be identified as being services beyond the initial scope of these specifications. Such additional capabilities will not necessarily be included in evaluation of submittals.

**Question 6: Is the City of Tacoma going to consider delaying the Submittal deadline a few more days so that Applicants have a few more days to consider the answers to the questions that the City provides?**

Answer 6: Yes. The City of Tacoma has extended the submittal deadline until 11:00am, Pacific Time, Tuesday, October 20, 2020.

**Question 7: Are you asking that the live chat vendor to integrate into backend city software systems like GovQA that the city uses for its 311 system? Or is that a consideration?**

Answer 7: The ability to integrate a live chat software with user accounts, such as Tacoma's 311 or Tacoma Public Utility accounts, is a desired feature. While that feature is not a requirement for the vendor, it has been listed as a "nice to have" feature in the RFP. See page 6 (Section B) where it is listed as the third item under *Agent Interface* and states "*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*".

**Question 8: Are the vendors expected to also manage the call centers?**

Answer 8: No. Vendors will not manage the live chat software and respond to customers. The software is intended for only City staff to utilize when communicating with customers.

**Question 9: Are there any agents currently supporting the departments? If so, what are the call volumes?**

Answer 9: Each department within the City of Tacoma has staff who currently manage customer inquiries through different methods. Call volumes vary by department.

**Question 10: Does the chat window be separate for each department?**

Answer 10: Please refer to Section B, Minimum Requirements. Under the header *Agent Interface* it is identified how each department would need to manage their account, licenses, and customer interactions. However, there is a desire to pass a customer seamlessly from one department to another for service.

**Question 11: Is there a need for AI chatbot to answer the questions before handing over to live agent?**

Answer 11: An AI chatbot is not a requirement for this RFP. Proposals are encouraged to include additional options available from the respondent however the City asks that they be identified as being services beyond the initial scope of these specifications. Such additional capabilities will not necessarily be included in evaluation of submittals.

**Question 12: What is the Single Sign-On (SSO) the system used by the city?**

Answer 12: The software solution does not need to integrate with any existing SSO system.

**Question 13: Can we assume the users will not be required to login?**

Answer 13: Absent the City having a Single Sign-On at this time, users will need to login to the live chat software.

**Question 14: What is the planned budget for this project?**

Answer 14: The budget for this project was originally estimated at \$10,000 but there is not a maximum amount established as the amount will vary depending on how many departments choose to implement a live chat software and how many users they have.

**Question 15: Along with chat application on the website, can we propose external**

**customers can chat by Texting (SMS) with the staff as an option?**

Answer 15: Chat by Texting is not a requirement of this RFP. Proposals are encouraged to include additional options available from the respondent however the City asks that they be identified as being services beyond the initial scope of these specifications. Such additional capabilities will not necessarily be included in evaluation of submittals.

**Question 16: Will the solution need to integrate with an application or software for Report Normalization for Business Intelligence that the intended departments within the City of Tacoma utilize?**

Answer 16: There is no requirement for the solution to integrate with software for report normalization.

Form No. SPEC-230A

Revised: 06/30/2017