



ADDENDUM NO. 2

**TO
HOSTED WATER UTILITY BILLING
PAYMENT IVR SYSTEM
in
Antioch, California
BID NO. 209-0916-14A**

**ISSUED
AUGUST 25, 2014**

SEE ATTACHED ADDENDUM ITEMS

Prepared By: _____
ALAN BARTON
Director of Information Systems

BIDDER'S CERTIFICATION

I acknowledge receipt of this Addendum No. 2 and accept all conditions contained herein.

Bidder

By:

Page 6 point 29: Give more details on the surety bond. When do we submit surety bond?

A surety bond is not required for this RFP

Page 10 Section B: Can you provide the Edify IVR system call flow and functionality details?

Call comes in, the caller can access account info and make a payment, or they can transfer to a CSR for additional help.

Page 11 Section 6: Are you open for remote web based training?

Yes

Page 11 Section 6: Do you have any SLA for support? Do you need 24 * 7 support or during the day time support?

Provide pricing for both 24X7 and 8X5 support.