



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
600 Fifth Street, NW, Washington, DC 20001-2651

**AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT**

1. AMENDMENT/MODIFICATION Amendment No. 001		2. EFFECTIVE DATE (Same as block 17)	
3. ISSUED BY PURCHASING SECTION Office of Procurement and Materials Charmyne Reid – (202) 962-1476		4. ADMINISTERED BY (If other than block 3)	
5. CONTRACTOR NAME AND ADDRESS  (Street, city, county, state, and Zip Code)		6. FORM TYPE (Check only one) <input checked="" type="checkbox"/> Amendment Of Solicitation No. RFI_20170927 Date <u>10/31/17</u> (See block 7)  <input type="checkbox"/> MODIFICATION OF CONTRACT NO. Date _____ (See block 9)	
7. <input checked="" type="checkbox"/> THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS The above numbered solicitation is amended as set forth in block 10. The hour and date specified for receipt of Offers <input type="checkbox"/> extended, <input checked="" type="checkbox"/> is not extended. Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods; (a) By signing and returning <u>1</u> copies of this amendment; (b) by acknowledging receipt of this amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.			
8. ACCOUNTING AND APPROPRIATION DATA (If required)			
9. THIS BLOCK APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS <input type="checkbox"/> This Change Order is issued pursuant to _____ The Changes set forth in block 10 are made to the above numbered contract/order. <input type="checkbox"/> The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data, etc.) set forth in block 10. <input type="checkbox"/> Supplemental Agreement is entered into pursuant to authority of it modifies the above numbered contract as set forth in block 10.			
10. DESCRIPTION OF AMENDMENT/MODIFICATION  This Amendment transmits Clarifications and Interpretations to RFI_20170927.  Except as provided herein, all terms and conditions of the document referenced in block 6, as heretofore changed, remain unchanged and in full force and effect.			
11. <input type="checkbox"/> CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _____ COPIES TO ISSUING OFFICE.		12. <input type="checkbox"/> CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT	
12. NAME OF CONTRACTOR/OFFICE  BY _____ (Signature of person authorized to sign)		15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  BY <u>Monique Anderson</u> (Signature of Contracting Officer)	
13. NAME AND TITLE OF SIGNER (Type or print)	14. DATE SIGNED	16. NAME OF CONTRACTING OFFICER (Type or print)  Monique Anderson	17. DATE SIGNED  16 Nov 2017

**Washington Area Transit Authority (WMATA)  
RFI\_20170927\_ Interactive Voice Response  
Amendment 001**

**Questions**

- Q1.** Has WMATA allocated funding for the Interactive Voice Response (IVR) System yet? If so, through which source (budget, CIP, state/federal grant etc)?
- A.** **WMATA is seeking information from industry at this time. Funding or Budgetary information shall not be provided.**
- Q2.** What is the estimated cost of the Interactive Voice Response (IVR) System project?
- A.** **WMATA is seeking information from industry at this time. Funding or Budgetary information shall not be provided.**
- Q3.** Who responded to RFI (#IT-IVR) for an Interactive Voice Response System released in December 2014?
- A.** **This information maybe requested through WMATA's Public Access to Records Program (PARP).**
- Q4.** Who is the technical contact and/or project manager for the Interactive Voice Response (IVR) System?
- A.** **This information is not required to respond to the RFI.**
- Q5.** Have you had any external assistance preparing this RFI?
- A.** **WMATA did not have external assistance preparing this RFI.**
- Q6.** Has funding been secured for the project already? Does the WMATA have an estimated spend amount?
- A.** **WMATA is seeking information from industry at this time. Funding or Budgetary information shall not be provided.**
- Q7.** The RFI notes that an RFP is expected by April 2018. Is there an anticipated award date, project start date, and project duration?
- A.** **No further details are available at this time.**

**Q8.** The RFI states that the current IVR was developed and implemented by Logic Tree in 2002. Is WMATA still under contract with Logic Tree? If not, does WMATA handle all maintenance and related service itself? Or is there a different vendor contracted for services?

**A. WMATA is no longer under contract with Logic Tree. WMATA does not handle all maintenance and related services, there is a different vendor contracted for these services at this time.**

**Q9.** Is your intention to re-write the existing application as is or are you looking for changes in the call flow? Can you provide a detailed call flow document for the current application and the planned application?

**A. WMATA is interested in the development of a new generation IVR call flow that may include both open-ended and/or mixed dialogue user input. Vendor developed examples of such systems would be appreciated.**

**Q10.** Your existing application appears to support directed dialog speech recognition, or do you want a more “open” and natural language recognition interface. E.g. How can I help you today? Can you confirm if Directed Dialog or true Natural language is required?

**A. WMATA is interested in the development of a new generation IVR call flow that may include both open-ended and/or mixed dialogue user input. Vendor developed examples of such systems would be appreciated.**

**Q11.** What is the existing version of Nuance and license Tier? How many Nuance Licenses do you have?

**A. The existing Nuance version is 8.5 and Vocalize is version 4.0.**

**SN: 2040705001**

<u># num</u>	<u>product</u>	<u>version</u>	<u>expiration</u>
69	sp-chan	8500 8599	31-dec-2035
9	vocalizer	8500 8599	31-dec-2035

**Q12.** Do you use the Nuance address OSDM?

**A. To be answered in a subsequent Amendment.**

**Q13.** How many ports do you have on the existing IVR?

**A. 96 ports.**

**Q14.** Can you provide additional information on what customer data is maintained and required to be ported over?

**A. Bus stops, route descriptions, street name and address voice grammars.**

**Q15.** As per question 20. Can you please provide additional details as to what data and messaging functions are to be supported in a Web based GUI?

**A. To be answered in a subsequent Amendment.**

**Q16.** What is the average call duration for these IVR calls?

**A. The average call duration is 1 minute.**

**Q17.** What is the current Release of Avaya System and Session Manager and Communication Manager?

**A. Version 6.3**

**Q18.** What % of calls are taken during the defined busy hour?

**A. The % in relation to daily volume is approximately 10%. We handle 10% of our daily volumes in a defined busy hour.**

**Q19.** What are the total number of calls taken during the busy hour?

**A. Approximately 500 with an estimated 1/2 going to an agent and the other 1/2 being handled by IVR.**

**Q20.** What is the average length of call?

**A. The average length of a call is 170 seconds.**

**Q21.** Is there ever a time that the caller will get escalated to a live agent?

**A. Yes, there are options to speak to an agent.**

**END OF AMENDMENT 001**