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WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 Fifth Street, NW, Washington, DC 20001-2651
AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION	2. EFFECTIVE DATE
Amendment No. 002	(Same as block 17)

3. ISSUED BY PURCHASING SECTION	4. ADMINISTERED BY (If other than block 3)
Office of Procurement and Materials Charmyne Reid – (202) 962-1476	

5. CONTRACTOR
NAME AND ADDRESS

(Street, city,
county, state,
and Zip Code)

6. FORM TYPE
(Check only one)

X Amendment Of Solicitation No. RFI_20170927
Date ___10/31/17___ (See block 7)

☐ MODIFICATION OF CONTRACT NO.
Date _____ (See block 9)

7. [x] **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 ☐ extended, ■ 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 __1__ 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
☐ This Change Order is issued pursuant to _____
The Changes set forth in block 10 are made to the above numbered contract/order.
☐ 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.
☐ 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

1. This Amendment transmits Clarifications and Interpretations to RFI_20170927;

2. Any technical or administrative questions, please e-mail them to creid@wmata.com no later than close of business, November 24, 2017.

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. ☐ CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS MODIFICATION AND RETURN _____ COPIES TO ISSUING OFFICE.	☐ CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT
12. NAME OF CONTRACTOR/OFFICE	**15. WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**
BY _____ (Signature of person authorized to sign)	BY *Monique Anderson* (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** 21 Nov 2017

Washington Area Transit Authority (WMATA)
RFI_20170927_ Interactive Voice Response
Amendment 002

Questions

Q22. Please provide details on your current telephony environment:

    a. -PBX Make and Model

    b. -Software Version

A. **The current environment is AVAYA version 6.3.**

Q23. Can your current telephony environment support a SIP trunk connection to the new IVR platform?

A. **Yes, it does.**

Q24. Is your current environment in one location or multiple locations?

A. **We have two datacenters. One location will serve as primary and the other location will be the backup.**

Q25. Is your current IVR platform Premise based or hosted?

A. **The current IVR platform is Premise based.**

Q26. What format are the current Nuance Speech Grammars in and is it possible to get a copy?

A. **WMATA's IVR uses Nuance version 8.5. A copy of the Nuance Speech Grammars is not needed to respond to the RFI.**

Q27. The system shall provide trip planning guidance through Simple Object Access Protocol (SOAP) XML interface module. Is the trip planning module currently deployed? Who is providing this module?

A. **Yes, it is deployed. Trapeze Inc. provides and maintains the trip planning module for WMATA.**

Q28. The system shall provide real-time vehicle arrivals through XML interface module. Is the real time arrivals module currently deployed? Who is providing this module?

A. **Yes, it is deployed. The real-time arrivals IVR interface module is provided and maintained by WMATA and the IVR maintenance contractor.**

Q29. The system shall provide answers to FAQs for the customer. Can you provide some additional information on this requirement? Are questions for FAQ structured/defined or is the intent to allow the caller to ask anything? Is there a back end system where will the IVR will access answers to FAQ?

A. **The IVR system applications allow customers to interface by telephone with static and dynamic messages about fares, parking, SmarTrip as well as real-time next bus/train arrival information. Prospective vendors can interact with the current IVR by dialing 202-637-7000. The next generation IVR structure has yet to be determined and depends on the current technical capabilities of vendor systems.**

Q30. The system shall support automated call distribution (ACD)—routing incoming calls to the most appropriate agents. Does the product offer any unique integration capabilities with ACD other than simply passing a call that needs to be routed to an agent? Can you please provide details on your existing call center system? Are you looking to continue to use your current ACD?

A. **The current WMATA PBX make/model and software environment is AVAYA version 6.3. Yes, we will continue to use the current Avaya ACD.**

Q31. Will you be able to demonstrate how the IVR system can be integrated with WMATA's telephony system? If so, what is your approach and what resources do you require? Is a POC a requirement for this RFI?

A. **The current WMATA PBX make/model and software environment is AVAYA version 6.3. The vendor can describe/demonstrate how their IVR system would integrate with our telephone system, if possible. The POC for this RFI is referenced in section 3.1.**

Q32. The system shall integrate with WMATA train management systems for transit information and services. Can you please provide some additional detail on this system? Is it provided by a third party? What options for integration are available?

A. **The system shall provide real-time vehicle arrivals through XML interface module. This system is managed internally by WMATA. Additional details will be provided as the project moves to RFP.**

Q33. The system shall integrate with WMATA fare collection system for customer account information and services. Can you please provide some additional detail on this system? Is it provided by a third party? What options for integration are available?

A. **The fare collection IVR integration module is not currently in place. Additional details will be provided as the project moves to RFP.**

Q34. A subset of existing Customer data must be ported over to the new solution. What technique will be used to transform and map the data to the new platform? Is the data stored in a Microsoft database? Please provide additional details on the current location and format of the customer data.

A. **The vendor should show examples of previous IVR project data migrations, if any. WMATA uses Oracle and Trapeze databases to store customer data. Additional details will be provided as the project moves to RFP.**

Q35. Client References- One Current client of similar services and Two former clients of similar services. Would it be acceptable to use 3 current clients?

A. **It would not be acceptable to use 3 current clients.**

Q36. Do you use the Nuance address OSDM?

A. **No, we do not use the Nuance address OSDM.**

Q37. 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. **The ability to add, review or delete IVR customer facing audio messages. Also, the ability to manipulate/route call transfers through the web based interface.**

END OF AMENDMENT 002