COUNTY OF ALAMEDA

ADDENDUM No. 1

to

RFP No. 902168

### for

**HOSTED CONTACT CENTER SELECTION AND MIGRATION SERVICES**

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| --- |
| **This County of Alameda, General Services Agency (GSA), RFP Addendum has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Addendum will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.** |

**\*\*REVISED CALENDAR OF EVENTS\*\***

**PLEASE NOTE THAT BID RESPONSES ARE NOW DUE ON**

**December 20, 2022 BY 2:00 P.M.**

Alameda County is committed to reducing environmental impacts across our entire supply chain.

If printing this document, please print only what you need, print double-sided, and use recycled-content paper.

**The following Section has been modified to read as shown below.** Changes made to the original RFP document are in **bold** print and highlighted, and deletions made have a ~~strike through~~.

Page 3 of the RFP, CALENDAR OF EVENTS, has been revised as follows:

**CALENDAR OF EVENTS**

**REQUEST FOR PROPOSAL No. 902168**

**Hosted Contact Center and Migration Services**

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Request Issued** | **October 25, 2022** |
| **Networking/Bidders Conference** | **November 1, 2022 at 11:00 a.m. (PST)*****TO ATTEND ONLINE*:** Microsoft Teams meeting **Join on your computer, mobile app or room device** [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_MWIwZWM5N2UtODUzZC00OWM0LWIwMGItNzBmOTc5MWFmNjdl%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%226f78d01f-d251-41b6-93f2-62b14e61db23%22%7d) Meeting ID: 258 158 547 681 Passcode: UFmhsg [Download Teams](https://www.microsoft.com/en-us/microsoft-teams/download-app) | [Join on the web](https://www.microsoft.com/microsoft-teams/join-a-meeting)**Or call in (audio only)** +1 415-915-3950,,181618646#   United States, San Francisco Phone Conference ID: 181 618 646# |
| **Written Questions Due via Email:****Bukol.Gbadamosi@acgov.org** | **November 2, 2022 by 5:00 p.m. (PST)** |
| **List of Attendees** | **November 3, 2022** |
| **Q&A Issued** | **~~November 16, 2022~~; November 23, 2022** |
| **Addendum #1 Issued**   | **November 16, 2022** |
| **Response Due and Submitted through**[**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/) | **~~November 30, 2022~~; December 20, 2022** |
| **Evaluation Period** | **~~November 30, 2022-January 9, 2023~~; December 20, 2022– January 30, 2023** |
| **Vendor Interviews**  | **~~Week of December 27, 2022~~; Week of January 16, 2023** |
| **Notice of Intent to Award Issued** | **~~January 10, 2023~~; January 30, 2023** |
| **Board Consideration Award Date** | **~~February 7, 2023~~; February 28, 2023** |
| **Contract Start Date** | **~~February 15, 2023~~ March 16, 2023** |

***NOTE: All dates are tentative and subject to change.***

**The following Section has been modified or revised as shown below.** Changes made to the original RFP document are in **bold** print and highlighted, and deletions made have a ~~strike through~~.

**Page 6 of the RFP, Section C (BIDDER QUALIFICATIONS), Item 1(C), has been deleted.**

1. **BIDDER Minimum Qualifications**

 ***~~c.~~* ~~Bidder must be a certified Avaya partner to provide required expertise on legacy platform. Please describe in the proposal.~~**