



MORIN BUILDING  
8570 EXECUTIVE PARK AVENUE  
FAIRFAX, VIRGINIA 22031

April 27, 2021

To: All Prospective Offerors

Issued by: Donald R. Legg, CPPO, Procurement Manager **DRL**

Subject: Addendum # 1, RFP 21-024 – Customer Services Operational Assessment

The purpose of this addendum is to answer questions submitted by the specified deadline.

**I. General**

The deadline for submitting proposals remains unchanged as 2:00 p.m., Tuesday, May 11, 2021. All other terms conditions and specifications remain unchanged.

Change RFP title to read “**Customer Service Operational Assessment**”

**II. Questions and Answers**

See the attached for answers to questions received on this RFP.

**NO OTHER QUESTIONS WERE RECEIVED**

**III. Acknowledgement**

Acknowledge your receipt of, and compliance with, this Addendum by either signing the attached acknowledgement, or referencing its receipt and your compliance, in your bid.

**RFP 21-024**

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM # 1**

I certify that the information contained in the proposal submitted on behalf of the below named firm incorporates any and all changes to the original specification. I further certify by my signature below, that I am fully authorized to acknowledge receipt of the above addendum and also bind the below named firm to the terms, conditions and specifications of the RFP and any changes thereto made by this addendum.

**ACKNOWLEDGED BY:**

**FOR:** \_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Authorized Agent

\_\_\_\_\_  
Printed/typed name

\_\_\_\_\_  
Title

**Questions and Answers  
Fairfax County Water Authority  
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**General**

1. What is the intended budget for this work, including all tasks and deliverables?
  - A. We have sufficient funds to cover any contract award that may result from this RFP.
2. Are we able to use font sizes smaller than 10pt for headers, footers, charts, graphics, and other elements apart from the main body text of the proposal as long as the text is legible?
  - A. Yes
3. Due to the COVID-19 pandemic, our staff work from home part-time to adhere to social distancing guidelines and minimize the spread of the virus. Taking this into consideration, would it be possible to submit our proposal via email in lieu of the hard copies requested?
  - A. Offerors shall submit one original and three hard copies of their proposal. In addition, one PDF version shall be submitted electronically to [dlegg@fairfaxwater.org](mailto:dlegg@fairfaxwater.org) prior to the acceptance date shown on the cover of the RFP. **Note: All hard copy proposals shall be submitted in a sealed container prior to the acceptance date and time.**
4. Can companies from outside the United States submit a proposal?
  - A. Yes
5. Will there be a need for onsite meetings?
  - A. Yes, there may be a requirement for meetings at Fairfax Water facilities.
6. Can the work be performed outside the United States?
  - A. Some work may be performed outside the United States, but some work may not.
7. Can proposals be submitted via email?
  - A. One original and three hard copies of the proposal shall be submitted in a sealed container prior to the acceptance date shown on the cover of the RFP.
8. What is the driver to complete this assessment? Are you responding to a negative public perception/performance or just looking for ways to improve Customer Service?
  - A. FW is looking to see what improvements can be made in staffing, technology, and process so that the highest level of service can be offered to our customers.

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9. Is there flexibility in the 4-month time frame to complete the project?
- A. The final project schedule will be negotiated with the selected Offeror to ensure a comprehensive and high-quality Assessment; however, it is expected that work will be delivered within 20 weeks from Notice to Proceed.
10. What is the regulatory oversight for Fairfax Water being that they are a public, non-profit utility?
- A. FW is governed by a 10-member Board appointed by the Fairfax County Board of Supervisors.
11. Are there specific regulations that Fairfax Water must adhere to?
- A. FW operates pursuant to Virginia Department of Health Waterworks Regulations promulgated to meet the standards established by the federal Safe Drinking Water Act, along with a variety of other federal, state and local regulations. In particular, some Customer Service functions are regulated by Fairfax County Code (plumbing) and Code of Virginia (liens).
12. Are there multiple contact centers or one centralized location?
- A. There is one centralized contact center located in FW headquarters.
13. Is the Customer Service employees Union or non-union?
- A. Non-union.
14. Are the Field Workers Unionized?
- A. No
15. Does FW utilize 3<sup>rd</sup> parties or subcontractors for any field work?
- A. FW uses a third party for annual large meter testing.
16. There is mention of walk-ins. Are these company owned facilities or 3rd party payment centers? How many are there?
- A. There is one centralized contact/payment center located in FW-owned headquarters.

**Questions and Answers  
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17. Are the billing, collections, and new services representatives multi-skilled to take all calls or are they specialized?
- A. The Billing, Collections, and New Services Representatives are multi-skilled and capable of handling all calls.
18. Does the call center utilize integrated voice response (IVR) technology for self serve and call routing? If so what IVR system does FW use?
- A. FW uses Cisco IVR system for self-serve and call routing.
19. In regard to SAP CIC0, the RFP stated that it is a heavily modified version. Was this necessary to meet regulatory requirements or are the customizations to simplify the user interface and provide streamlined processes?
- A. SAP CIC0 has been modified to meet Customer Service process requirements.
20. Does FW currently perform any of their own benchmarking for customer service metrics? Do you perform customer satisfaction surveys?
- A. FW performs its own benchmarking for customer service metrics. FW does not perform customer satisfaction surveys.
21. Does FW perform any of their own benchmarking for the field workers?
- A. FW performs its own benchmarking for field operations.
22. Has FW participated in any Utility Benchmarking Survey/Studies in the past. (AWWA or similar).
- A. FW participates in annual AWWA surveys.
23. Does FW currently maintain documented up to date procedures? How often are these updated?
- A. Many processes are documented. Updates for some of this documentation are performed on an ongoing basis.
24. Are the supervisors and support staff seasoned and knowledgeable of the business processes? Are the supervisors and support staff seasoned and knowledgeable of the business processes?
- A. The supervisory team has numerous years of experience in the water business and is very knowledgeable of the business processes employed by FW.

**Questions and Answers  
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25. Does FW have a bill print vendor or do they print the bills internally?

A. FW contracts with a vendor to print bills.

26. Does FW offer printed materials in multi-languages?

A. No