

October 2, 2018

## CLARIFICATIONS

Re: Solicitation No. 8005251 Customer Experience Communications Application

Please be advised of the following clarifications to the above referenced Solicitation.

1. Proposal Instruction and Requirements section 7.2.4.3.2, page 13

Our company currently prepares financial statements for its investors and banker but does not have audited financial statements. What other documents can we submit to meet this requirement?

***The airport will waive the requirement for financial statements.***

2. Proposal Instruction and Requirements section 7.2.4.7.3, page 14

Our company software solution is supported by a team of sixty. We would expect that a team of approximately twenty would be directly involved in supporting DFW. Would it be sufficient for us to limit this list of resumes to just key executives overseeing the work?

***Yes***

3. Proposal Instruction and Requirements section 7.2.4.7.4, page 14

It would be helpful to know the number of the staff that would be using and overseeing the customer interaction solution (users, managers and administrators anticipated). Are you able to provide us with these numbers?

***We will have approximately 20 staff members monitoring the Customer Service Communication Application.***

4. Proposal Instruction and Requirements section 7.2.4.11.3, page 16

Our company serves a large ongoing active customer base nearing a few thousand clients. Many of those customers have clauses in our agreement with them that don't allow us to disclose their names without their prior written approval. Given the tight timeline of the DFW process, it may be difficult for us to get a full list of these names in this time period. Is there a way that we could scope this list to a small number of large accounts (qualified possibly by

our annual monetary value of the account) or scope based on clients that require our services to be customized? The majority of our company's clients contract our services without customization, and thus do not require significant company resources to implement our service at their organization.

***Yes, this list can be narrowed down to two projects***

5. Proposal Instruction and Requirements section 7.2.4.11.4, page 16

Our company serves a large customer base of sometimes very small engagements (small hotels and the like). For the purposes of meeting the RFP timeline would it be possible to restrict this list to client with contracts of a certain annual monetary value or customization? The majority of our company's client agreements do not require a long-term commitment - and allow the client to terminate with 30-day's notice. In this request, are you inquiring on clients that elect to exercise this contractual, right?

***This question is referring to contracts that were terminated early due to a material breach of contract or poor performance.***

6. Proposal Instruction and Requirements section 8.2, page 16

We noticed the number of copies of the proposal required is left blank. We would be delighted to send any number that you need. Can you please let us know how many copies would be useful?

***Four (4) exact copies are requested.***

7. Specifications / Scope of Work section 3.1.1 / 3.2.1, page 24

The RFP specifically outlines SMS text as a requirement, in addition, section 3.2.1 (without having to download any online applications) outlines that a customer be able to communicate with DFW Airport staff on a mobile device, tablet, or computer system. To communicate on a tablet or computer system our company would like to include additional communication channels such as live web chat for DFW's web site, live chat integrated with DFW's wi-fi, Apple Business Chat and other digital messaging channels. Would these additional communication channels be contemplated for use during the contract period?

***Yes, DFW will consider additional communication channels if included in the providers proposal. The scope of work included in the RFP are DFW's minimum acceptable standards for our Customer Service Communication Application.***

**NOTE:** A copy of this questions and clarifications shall be acknowledged by appropriate signature and attached to the submitted proposal.

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Company Name

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Signed

Date

If you have any questions regarding this matter, contact during normal working hours (8:00 AM to 4:30 PM, Monday through Friday) at 972-973-5620 (p), or at the email address of [shamilton@dfwairport.com](mailto:shamilton@dfwairport.com).

Sincerely,

*Shannon Hamilton*

Mr. Shannon Hamilton  
Procurement and Materials Management Department