

CHATHAM COUNTY PURCHASING & CONTRACTING DEPARTMENT

ADDENDUM NO. 3 TO RFP NO. 21-0129-3

FOR: APPOINTMENT CALENDAR AND QUEUEING SYSTEM

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PLEASE SEE THE FOLLOWING FOR ADDITIONS, CLARIFICATIONS AND/OR CHANGES:

1. **QUESTION: Page 18, Section 5.15** – “The software should offer one login, one dashboard with access to all service areas and classes subject to rights and roles designate\ed by court managers.” Can you clarify what this means?

RESPONSE: To Probate Court this means that a staff member will log in at a dashboard and through that one dashboard have access to calendars and queues to which onsite staff have granted rights and roles. Probate Court does not want staff or public to have to enter into multiple dashboards to access a variety of calendars and queues.

2. **QUESTION: Page 15, Section 4.4.5:** “In order to price your solution, vendors need to understand:
- What is your average daily volume of visits.
 - How many total users will need to access the queuing system? This includes staff, managers, system administrators.


○ Of the total number of users, how many will summon customers up for service

RESPONSE: The average total number of visitors per day would be a maximum of 150. Total users up to 25 but currently 22. Probate Court would want all staff to have the ability (if granted permission by onsite administrator) to summon customers for service.

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THE RFP DUE DATE REMAINS 5:00PM, NOVEMBER 19, 2021
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THE BIDDER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

11-15-21
DATE



MARGARET H. JOYNER, PURCHASING DIRECTOR
CHATHAM COUNTY, GEORGIA