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Addendum

Solicitation Name	After Hours Answering Services Q2001	Addendum Number	1	Date	09/17/2019
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This addendum answers questions raised about this solicitation. To aid in readability, the questions are in black, the answers are in **bolded blue**, and the answers follow immediately below.

Q1	What is the current monthly fee being paid for the same exact services that are listed in these bid documents?
	Cost per month: \$425.00 Cost to add additional sites: \$25.00 each Patch services for KCDC high rises: \$0.50 each
Q2	What percentage of calls are Spanish bilingual?
	This data is not available from our current provider.
Q3	What is the anticipated start date?
	Approximately November 1, 2019.
Q4	Can companies from outside USA apply, such as India or Canada?
	Yes.
Q5	Do we need to come over there for meetings?
	We do not anticipate this will be necessary.
Q6	Can we submit the proposals via email?
	As noted on page 1 of the solicitation document, yes.

