

**ARLINGTON COUNTY, VIRGINIA GOVERNMENT  
OFFICE OF THE PURCHASING AGENT  
ARLINGTON COUNTY, VIRGINIA**

**REQUEST FOR PROPOSALS NO. 21-295**

**ADDENDUM NO. TWO (0002)**

**Arlington County Request for Proposal No. 21-295, entitled, "Manage, Operate Arlington County's Para-Transit Call Center Program (Specialized Transit for Arlington County Residents) STAR", is hereby amended to provide responses to questions submitted on or before September 25, 2020.**

**ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAIN UNCHANGED.**

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**RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:**

**OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER One (0001)**

**FIRM NAME:** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**ARLINGTON COUNTY GOVERNMENT**

**REQUEST FOR PROPOSALS NO. 21-295**

**Deadline for Question Submission: September 25, 2020**

**THE FOLLOWING ARE COUNTY RESPONSES TO QUESTIONS RECEIVED:**

**Question No. 1** – The RFP specifies the Contractor is required to perform field checks, observe and monitor the Para-Transit Service Providers. This is change from the current Scope of Work. Please confirm the Call Center is to perform Road Supervision duties of the Para-Transit Service Providers.

**Response No. 1** – Confirmed.

**Question No. 2** –Is a Performance Bond required? If yes, please provide the amount of the Performance bond.

**Response No. 2** – No Bond is required.

**Question No. 3** – The RFP states the Contractor is responsible to install, provide and facilitate internet services, which is a change from the current contract. Please confirm the Contractor is responsible for providing internet services.

**Response No. 3**– Arlington County provides internet access in support of the County provided Desktop Computers, telephone system, Call Center software in the Call Center Central Office. The Contractor is not responsible for providing internet services.

**Question No. 4** – Page 29 of the solicitation has “state page limitations”; however unable to determine the page limitation requirement.

**Response No. 4** – Page limit is Twenty-Five (25) pages front and back.

**Question No. 5** – It appears the current technology is outdated. Does Arlington County prefer to have an updated version of their current technology or would the County prefer utilization of a different technology.

**Response No. 5** – See Attachment B.

**END OF RESPONSES**