



REQUEST FOR PROPOSALS

Afterhours Answering Services

PW 20-054

Addendum No. 2

Date: June. 16, 2020

From: Jill Lin, Senior Buyer

Subject: Addendum No. 2 to Solicitation No. PW 20-054

Bid Deadline: June 30, 2020 5:00 p.m. (local time, Phoenix, Arizona)

PURPOSE

This Addendum forms a part of the Contract and clarifies, corrects, or modifies the original Invitation for Bids document prepared by the City of Avondale. Acknowledge receipt of this Addendum in the space provided on the attached "Acknowledgment of Addenda Received" form; this acknowledgement must accompany the submitted bid. Failure to do so may subject the bidder to disqualification.

This Addendum No. 2 consists of Q&A as of 06/16/2020:

Question 1. Could you please provide a sample report per Scope of Work section 16?

Answer Please see Exhibit 1 – Sample Report

Question 2. Could you please provide sample intake form?

Answer We currently don't have one but we will work with the awarded Contractor to develop it during the kick-off meeting.

EXHIBIT 1

TO ADDENDUM NO. 2

SAMPLE REPORT

IN (*FILE*): 2020-06-12 10:28 am ADA
OUT (*FILE*): 2020-06-12 10:32 am STLMS AutoFile

Out File Codes

- | | |
|-----------------------|---------------------------|
| (1) Incorrect form | (5) Ref to call another # |
| (2) Contacted O/C | (6) Solicitor |
| (3) ETA request | (7) Dead air / hang up |
| (4) Duplicate problem | |

Water Report

Caller name: CARRAZA, MARTHA
Phone Number: 623-383-0434
Time / Date: 10:28:25 2020-06-12
Location: 1 W HOLLY LN, AVONDALE, AZ

Description: WATER IS LEAKING FROM THE SIDEWALK IN FRONT OF HER HOME

ADA

***** ACTIVITIES *****

- 1) REVERSE SAVE 06/12/2020 10:32:00 am AGT: ADA
 - 2) EDIT 06/12/2020 10:33:00 am AGT: ADA
 - 3) SMS Submit Success:MANUEL GONZALEZ SMS 06/12/2020 10:33:00 am AGT: *SM
 - 4) SMS Submit Success:MANUEL GONZALEZ SMS 06/12/2020 10:33:00 am AGT: *SM
 - 5) SMS Submit Success:O/C WATER #1 06/12/2020 10:33:00 am AGT: *SM
 - 6) SMS Submit Success:O/C WATER #1 06/12/2020 10:33:00 am AGT: *SM
 - 7) SMS Submit Success:EDDIE AROCHI SMS 06/12/ 020 10:33:00 am AGT: *SM
 - 8) SMS Submit Success:EDDIE AROCHI SMS 06/12/2020 10:33:00 am AGT: *SM
 - 9) Group Dispatch friday group o/c 06/12/2020 10:33:00 am AGT: ADA
 - 10) SMS OK:MANUEL GONZALEZ SMS 16029187629 06/12/2020 10:33:00 am AGT: *SM
 - 11) SMS OK:O/C WATER #1 16237642519 06/12/2020 10:33:00 am AGT: *SM
 - 12) SMS OK:EDDIE AROCHI SMS 16022143472 06/12/2020 10:33:00 am AGT: *SM
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IN (*FILE*): 2020-06-12 01:59 pm XEV
OUT (*FILE*): 2020-06-12 02:00 pm XEV 5

Out File Codes

- | | |
|-----------------------|---------------------------|
| (1) Incorrect form | (5) Ref to call another # |
| (2) Contacted O/C | (6) Solicitor |
| (3) ETA request | (7) Dead air / hang up |
| (4) Duplicate problem | |

Water Report

Caller name:
Phone Number:
Time / Date:
Location:

Description: BILLING ISSUE/REFERRED # FOR WATER BILLING DEPARTMENT

XEV

***** ACTIVITIES *****

No Activities

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IN (*FILE*): 2020-06-12 02:33 pm XEV
OUT (*FILE*): 2020-06-12 02:36 pm STLST AutoFile

Out File Codes

- | | |
|-----------------------|---------------------------|
| (1) Incorrect form | (5) Ref to call another # |
| (2) Contacted O/C | (6) Solicitor |
| (3) ETA request | (7) Dead air / hang up |
| (4) Duplicate problem | |

Water Report

Caller name: KENISON, KATHY / DTR
Phone Number: 623-374-6901
Time / Date: 14:33:35 2020-06-12
Location: 10405 W WINSOR AVE, AVONDALE, AZ

Description: WATER LINE BROKE BY THE SIDEWALK, IS FLOODING INTO THE STREET

XEV

***** ACTIVITIES *****

- 1) REVERSE SAVE 06/12/2020 02:35:00 pm AGT: XEV
 - 2) EDIT 06/12/2020 02:36:00 pm AGT: XEV
 - 3) SMS Submit Success:O/C WATER #1 06/12/2020 02:36:00 pm AGT: *SM
 - 4) SMS Submit Success:O/C WATER #1 06/12/2020 02:36:00 pm AGT: *SM
 - 5) SMS Submit Success:LEONARD MORENO SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 6) SMS Submit Success:LEONARD MORENO SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 7) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 8) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 9) SMS Submit Success:EDDIE AROCHI SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 10) SMS Submit Success:EDDIE AROCHI SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 11) SMS Submit Success:MANUEL GONZALEZ SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 12) SMS Submit Success:MANUEL GONZALEZ SMS 06/12/2020 02:36:00 pm AGT: *SM
 - 13) Group Dispatch friday group 06/12/2020 02:36:00 pm AGT: XEV< R>14) SMS OK:O/C WATER #1 16237642519 06/12/2020 02:36:00 pm AGT: *SM
 - 15) SMS OK:LEONARD MORENO SMS 16237642517 06/12/2020 02:36:00 pm AGT: *SM
 - 16) SMS OK:JOHN MENDEZ SMS 16237428264 06/12/2020 02:36:00 pm AGT: *SM
 - 17) SMS OK:EDDIE AROCHI SMS 16022143472 06/12/2020 02:36:00 pm AGT: *SM
 - 18) SMS OK:MANUEL GONZALEZ SMS 16029187629 06/12/2020 02:36:00 pm AGT: *SM
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IN (*FILE*): 2020-06-12 06:15 pm XEV
OUT (*FILE*): 2020-06-12 06:19 pm STLST AutoFile

Out File Codes

- | | |
|-----------------------|---------------------------|
| (1) Incorrect form | (5) Ref to call another # |
| (2) Contacted O/C | (6) Solicitor |
| (3) ETA request | (7) Dead air / hang up |
| (4) Duplicate problem | |

Water Report

Caller name: MAZZA, SUZANNE
Phone Number: 623-330-5556
Time / Date: 18:15:21 2020-06-12
Location: 13122 W CLARENDON AVE, AVONDALE, AZ

Description: MOVING INTO NEW HOME, HAS NO WATER, CALLED MONDAY
06/08/2020, WAS CHARGED AND TOLD WATER WOULD BE ON BY
06/10/2020

XEV

***** ACTIVITIES *****

- 1) REVERSE SAVE 06/12/2020 06:18:00 pm AGT: XEV
- 2) Dial O/C WATER MBL 1 6237642519 valentino 06/12/2020 06:19:00 pm AGT: XEV
- 3) EDIT 06/12/2020 06:19:00 pm AGT: XEV
- 4) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 06:19:00 pm AGT: *SM

5) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 06:19:00 pm AGT: *SM
6) SMS Submit Success:LEONARD MORENO SMS 06/12/2020 06:19:00 pm AGT: *SM
7) SMS Submit Success:LEONARD MORENO SM 06/12/2020 06:19:00 pm AGT: *SM
8) SMS OK:JOHN MENDEZ SMS 16237428264 06/12/2020 06:19:00 pm AGT: *SM
9) SMS OK:LEONARD MORENO SMS 16237642517 06/12/2020 06:19:00 pm AGT: *SM
10) Group Dispatch valentino 06/12/2020 06:19:00 pm AGT: XEV
11) SMS Submit Success:O/C WATER #1 06/12/2020 06:32:00 pm AGT: *SM
12) SMS Submit Success:O/C WATER #1 06/12/2020 06:32:00 pm AGT: *SM
13) SMS Submit Success:LEONARD MORENO SMS 06/12/2020 06:32:00 pm AGT: *SM BR>14) SMS Submit
Success:LEONARD MORENO SMS 06/12/2020 06:32:00 pm AGT: *SM
15) SMS OK:O/C WATER #1 16237642519 06/12/2020 06:32:00 pm AGT: *SM
16) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 06:32:00 pm AGT: *SM
17) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 06:32:00 pm AGT: *SM
18) SMS Submit Success:EDDIE AROCHI SMS 06/12/2020 06:32:00 pm AGT: *SM
19) SMS OK:LEONARD MORENO SMS 16237642517 06/12/2020 06:32:00 pm AGT: *SM
20) SMS Submit Success:EDDIE AROCHI SMS 06/12/2020 06:32:00 pm AGT: *SM
21) SMS Submit Success:MANUEL GONZALEZ SMS 06/12/2020 06:32:00 pm AGT: *SM
22) SMS Submit Success:MANUEL GONZALEZ SMS 06/12/2020 06:32:00 pm AGT: *SM
23) SMS OK:JOHN MENDEZ SMS 16237428264 06/12/2020 06:32:00 pm AGT: *SM
24) SMS OK:EDDIE AROCHI SMS 16022143472 06/12/2020 06:32:00 pm AGT: *SM
25) SMS OK:MANUEL GONZALEZ SMS 16029187629 06/12/2020 06:32:00 pm AGT: *SM
26) Group Dispatch vale tio 06/12/2020 06:32:00 pm AGT: XEV
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IN (*FILE*): 2020-06-12 09:32 pm LES
OUT (*FILE*): 2020-06-12 09:34 pm STL SM AutoFile

Out File Codes

- | | |
|-----------------------|---------------------------|
| (1) Incorrect form | (5) Ref to call another # |
| (2) Contacted O/C | (6) Solicitor |
| (3) ETA request | (7) Dead air / hang up |
| (4) Duplicate problem | |

Water Report

Caller name: WASHINGTON, ZELMA
Phone Number: 602-696-0304
Time / Date: 21:32:52 2020-06-12
Location: 11722 W CHASE LN, AVONDALE, AZ

Description: SHE HAS NO WATER. SHE CHECKED WITH HER NEIGHBOR AND THEY DO.

LES

***** ACTIVITIES *****

1) REVERSE SAVE 06/12/2020 09:34:00 pm AGT: LES
2) Dial O/C WATER MBL 1 6237642519 06/12/2020 09:35:00 pm AGT: LES
3) EDIT 06/12/2020 09:35:00 pm AGT: LES
4) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 09:35:00 pm AGT: *SM
5) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 09:35:00 pm AGT: *SM
6) SMS OK:JOHN MENDEZ SMS 16237428264 06/12/2020 09:35:00 pm AGT: *SM
7) Group Dispatch DAILY GROUP DISPATCH 06/12/2020 09:35:00 pm AGT: LES
8) MBL: GAVE MSG TO TECH 06/12/2020 09:35:00 pm AGT: LES
9) TECH SAID HE DIDN'T GET THE MSG 06/12/2020 09:43:00 pm AGT: LES
10) FORWARD TO OWN 06/12/2020 09:43:00 pm AGT: LES
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IN (*FILE*): 2020-06-12 09:43 pm LES
OUT (*FILE*): 2020-06-12 09:43 pm STL SM AutoFile

Out File Codes

- | | |
|-----------------------|---------------------------|
| (1) Incorrect form | (5) Ref to call another # |
| (2) Contacted O/C | (6) Solicitor |
| (3) ETA request | (7) Dead air / hang up |
| (4) Duplicate problem | |

Water Report

Caller name: WASHINGTON, ZELMA
Phone Number: 602-696-0304
Time / Date: 21:32:52 2020-06-12
Location: 11722 W CHASE LN, AVONDALE, AZ

Description: SHE HAS NO WATER. SHE CHECKED WITH HER NEIGHBOR AND THEY DO.

LES

***** ACTIVITIES *****

1) REVERSE SAVE 06/12/2020 09:34:00 pm AGT: LES
2) Dial O/C WATER MBL 1 6237642519 06/12/2020 09:35:00 pm AGT: LES
3) EDIT 06/12/2020 09:35:00 pm AGT: LES
4) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 09:35:00 pm AGT: *SM
5) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 09:35:00 pm AGT: *SM
6) SMS OK:JOHN MENDEZ SMS 16237428264 06/12/2020 09:35:00 pm AGT: *SM
7) Group Dispatch DAILY GROUP DISPATCH 06/12/2020 09:35:00 pm AGT: LES
8) MBL: GAVE MSG TO TECH 06/12/2020 09:35:00 pm AGT: LES
9) TECH SAID HE DIDN'T GET THE MSG 06/12/2020 09:43:00 pm AGT: LES
10) FORWARD FROM 1912 06/12/2020 09:43:00 pm AGT: LES
11) SMS Submit Success:O/C WATER #1 06/12/2020 09:44:00 pm AGT: *SM
12) SMS Submit Success:O/C WATER #1 06/12/2020 09:44:00 pm AGT: *SM
13) SMS Submit Success:LEONARD MORENO SMS 06/12/2020 09:44:00 pm AGT: *SM
14) SMS Submit Success:LEONARD MORENO SMS 06/12/2020 09:44:00 pm AGT: *SM
15) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 09:44:00 pm AGT: *SM
16) SMS Submit Success:JOHN MENDEZ SMS 06/12/2020 09:44:00 pm AGT: *SM
17) Group Dispatch DAILY GROUP DISPATCH 06/12/2020 09:44:00 pm AGT: LES
18) SMS OK:O/C WATER #1 16237642519 06/12/2020 09:44:00 pm AGT: *SM
19) SMS OK:LEONARD MORENO SMS 16237642517 06/12/2020 09:44:00 pm AGT: *SM
20) SMS OK:JOHN MENDEZ SMS 16237428264 06/12/2020 09:4 :00 pm AGT: *SM
21) TECH CONFIRMED HE GOT IT WHILE ON THE PHONE 06/12/2020 09:44:00 pm AGT: LES
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>>>>>>>> END OF ALL FORMS <<<<<<<<<

**CITY OF AVONDALE
ACKNOWLEDGMENT OF ADDENDA RECEIVED
REQUEST FOR PROPOSALS**

Afterhours Answering Services

PW 20-054

Addendum No. 2

_____, affirms that ADDENDUM No. 2 has been
(Name of Vendor/Designee)
received and that the information contained in ADDENDUM No. 2 has been incorporated in
formulating the Vendor's Offer.

_____, _____ 2020
Signed Date

Print Name

Title

Company Name

Address

City, State, Zip Code

END OF ADDENDUM No. 2