



REQUEST FOR PROPOSALS

Afterhours Answering Services

PW 20-054

Addendum No. 1

Date: June 11, 2020

From: Jill Lin, Senior Buyer

Subject: Addendum No. 1 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. 1 consists of Q&A as of 06/11/2020:

Question 1. Do you currently have a service? Are you able to share what you are currently paying, is it a matter of public record? Can you share what your peak months are?

Answer Current contract price list

DESCRIPTION		FLAT RATE UNIT PRICE FOR 30 DAY PERIOD
Tier One	0-400 Minutes	\$ 394.25
Tier Two	401-900 Minutes	\$ 863.69
Tier Three	901-1300 Minutes	\$ 1,239.24
Tier Four	1301-1600 Minutes	\$ 1,520.90
Tier Five	1601-2000 Minutes	\$ 1,896.45
Tier Six	2001-2400 Minutes	\$ 2,272.00
GRAND TOTAL		\$ 8,186.53

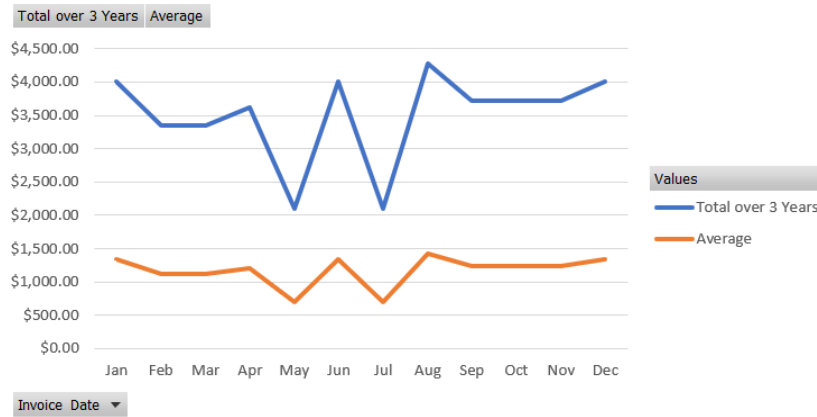
ADDITIONAL RATES

Monthly percentage discount provided to City of Scottsdale if total call average exceeds 2.5 minute requirement: 5%

Per minute rate for special request answering services provided during business hours: Included per minute.

NOTE: In the event of a mathematical error, the Unit Prices listed will prevail.

Answer Total usage over the past three (3) years by months with average by month.



Question 2. Will the chosen vendor be required to use and log into the City of Avondale phone system during after hours? Will Avondale be providing incremental details on calls and when they might be coming in?

Answer The phone line will be forwarded to the vendor, the vendor will not be logging into City's phone system

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

Afterhours Answering Services

PW 20-054

Addendum No. 1

_____, affirms that ADDENDUM No. 1 has been
(Name of Vendor/Designee)
received and that the information contained in ADDENDUM No. 1 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. 1