



Financial Management  
Department  
Purchasing Division  
1112 Manatee Ave W Suite 803  
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Phone: (941) 745-3730

**June 8, 2016**

**TO: All Interested Quoters**

**SUBJECT: ADDENDUM #2- RFQ #16-1734CB - Telephone Answering Service**

**This information is issued to modify, and/or clarify the request for quotation document.**

**Cover Page (Page 1) – Last Paragraph (clarification),**

The awardee must be registered to do business within the State of Florida, U.S.A. Go to [http://form.sunbiz.org/cor\\_fc.html](http://form.sunbiz.org/cor_fc.html) and <http://www.sunbiz.org/index.html> for more information.

**Q1: What are your peak calling seasons (months/days/times), per page 11, Section D of the RFQ?**

**A1:** The call volume is based on conditions encountered within the community. When there are times of inclement weather such as a tropical storm or periods of heavy rain, the call volume may increase. Due to the nature of line breaks occurring unexpectedly, it isn't something that can be grouped into a season or specific time of year when more occur. Of course with answering service calls, the majority of them will be in the evenings with some being in the overnight hours. It might be said that we have a higher population from September to April when the northern residents return to their summer homes. However, as already indicated, this is not necessarily an indicator of increased call volume.

**Q2: In cases of emergency, will the vendor need to field text conversations also with customers (page 9)?**

**A2:** No.

**Q3: Would you prefer Manatee County makes the emergency recordings or would you prefer the vendor makes them (page 10)?**

**A3:** It would most likely depend upon the circumstances surrounding the emergency. If it is something that is major and unanticipated, it may be that the vendor will have the resources to create the recording whereas staff may not. If it is something along the line of a water off/precautionary boil water notice, staff might be able to provide the message. This is not something that has ever occurred or has not occurred in a very long time.

**Q4: Will any sort of email management be required?**

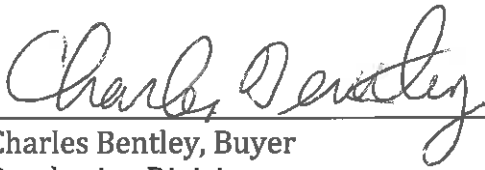

**A4:** Not exactly sure of the genesis of this question. There will be some email correspondence from County staff pertaining to billing and/or service issues. The reports are provided via email and the after hour contact list will be provided via email to the awardee vendor. There is no email communication from the vendor to our technicians on call or from any of our citizens.

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Q5: Where on the Quotation Form should we document any set up fees that may be required (page 13)?

A5: There is not an appropriate location on page 13 (Quotation Form) for the inclusion of set up fees. I suggest including a separate sheet that includes the information on page 13 as well as the additional set up fee.

   
Charles Bentley, Buyer Date  
Purchasing Division