



MANATEE COUNTY

May 16, 2011

TO: ALL INTERESTED PROPOSERS

**REFERENCE: REQUEST FOR PROPOSAL #11-1067-DW
Professional Tourism Inquiry And Fulfillment Services**

ADDENDUM No. 1

Proposers are hereby notified that this Addendum shall be acknowledged by them within their proposal and shall be made a part of the above named Proposal and Contract Documents.

The following items are issued to add to, modify, and clarify the Proposal and/or Contract Documents. These items shall have the same force and effect as the original Proposal and /or Contract Documents. Proposals are to be submitted on the specified date and shall conform to the additions and revisions listed herein.

1. Question: Are you accepting proposals from Providers located outside of the State of Florida?

Answer: The County is soliciting proposals from all individuals, corporations, partnerships, and other business entities authorized to do business in the State of Florida.

2. Question: What types of products are being shipped?

Answer: Visitor Guides.

3. Question: Please describe any fluctuations to inventory levels based on seasonality?

Answer: More are shipped during high tourist months.

4. Question: If available, please provide call inquiry volumes for the average call length for inbound calls?

Answer: Two minutes.

5. Question: If available, please provide fulfillment volumes for the average number of line items and units for each fulfillment order?

Answer: 25,000 per month.

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Financial Management – Purchasing Division
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6. Question: How many different products do you maintain inventory?

Answer: Five.

7. Question: How many total inventory units are maintained in inventory as an average?

Answer: The minimums shall be set by the successful Proposer.

8. Question: Are there individual orders as well as bulk orders?

Answer: Yes.

9. Question: Are you able to produce reporting for call activity by hour during the 24-hour period?

Answer: Call activity varies by seasonality.

10. Question: What is your vision for training call center on specific product knowledge?

Answer: Call center staff shall be fluent in knowledge of the Destination.

All other terms and conditions of the original Request For Proposal remain unchanged.

If you have submitted a proposal prior to receiving this addendum, you may request in writing that your original, sealed proposal be returned to your firm. All sealed Proposals received will be opened on the date stated.

Sincerely,

MANATEE COUNTY



Dennis W. Wallace
Contract Negotiator