



**1112 Manatee Avenue West**

**Bradenton, FL 34205**

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## **Solicitation Addendum**

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Addendum No.:	1
Solicitation No.:	20-R072665BLS
Solicitation Title:	Telephone Answering Services
Addendum Date:	January 9, 2020
Procurement Contact:	Bonnie Sietman

**ITQ No. 20-R072665BLS is amended as set forth herein. Responses to questions posed by prospective bidders are provided below. This addendum is hereby incorporated in and made part of ITQ No. 20-R072665BLS.**

### **QUESTIONS AND RESPONSES:**

**Q1. What was the previous price for this bid?**

R1. Previous tabulation attached.

**Q2. How many copies are there to be submitted back?**

R2. One copy should be emailed prior to the due date and time (preferred), mailed (must be received by due date and time), or hand delivered to Manatee County Administration Building.

**Q3. I wanted to submit a bid for the Telephone Answering Service (NIGP 915-05) but our corporation is registered in Washington State. Will the agency accept bids from out of state Telephone Answering Service providers?**

R3. Reference Exhibit 2, Minimum Qualification, Item No. 1:

Must be registered with the State of Florida, Division of Corporations to do business in Florida. No documentation is required. The County will verify registration.

**Q4. The pricing matrix (Attachment D) indicates pricing per call, yet we currently bill out clients including Manatee County Public Works by the operator assisted minute. May we assume that per minute pricing is acceptable?**

R4. Attachment D, Quote Form indicates the unit price is per call.

**Q5. What is the anticipated start date?**

R5. Tentative start date is February 2020.

**Q6. What percentage of the calls are Spanish bilingual?**

R6. The percentage of Spanish bilingual calls are not available at this time.

**Q7. Is there an incumbent vendor?**

R7. Our current vendor is Cerida Investment Corporation (AnswerNet).

**Q8. If there is an incumbent vendor, are they FL based?**

R8. Cerida Investment Corporation is registered with the State of Florida, Division of Corporations to do business in Florida and has a registered agent located in Plantation, FL. AnswerNet has a call center located in Sarasota, FL.

**Q9. What is the current annual value of this contact?**

R9. The actual annual spend is \$4,900.

**Q10. What is the average handling time for each call?**

R10. Current agreement is invoiced per call; therefore, length of call is not available at this time.

**Q11. Are the dispatch instructions content listed on page 14 required to be communicated via phone only; Or is there a requirement to send follow-up via ticketing system, or secure email?**

R11. Dispatch instructions are to be communicated in real time via text as the initial method of contact to be followed up with a phone call per instructions in protocol. The information is to be provided via email in reports as outlined in the Scope of Services. There is no requirement to send follow-up via ticketing system or secure email at the time of the call. Reports are generated per protocol and delivered via email.

**Q12. What is the standard format reports are requested in?**

R12. Reports are required to contain the requested information. Respondents are to provide samples of reports with responses to the ITQ.

**Q13. Is there a need, requirement, or preference for bilingual agents or the use of a translation service?**

R13. Bilingual agents are not a requirement but could be beneficial on occasion.

NOTE: Items that are ~~struck through~~ are deleted. Items that are underlined have been added or changed. All other terms and conditions remain as stated in the Invitation to Quote.

**End of Addendum**

**INSTRUCTIONS:**

Receipt of this addendum must be acknowledged as instructed in the solicitation document. Failure to acknowledge receipt of this Addendum may result in the response being deemed non-responsive.

AUTHORIZED FOR RELEASE

**TABULATION**

6/29/2016

		<b>Metropolitan Communication Services, Inc. Melbourne, FL</b>		<b>Quantum Media Communications Indonesia Jakarta, Indonesia</b>		<b>Tech Ambience Orange Park, FL</b>	
<b>Description</b>	<b>Est. Annual Calls</b>	<b>Cost Per Call</b>	<b>Extended Price</b>	<b>Cost Per Call</b>	<b>Extended Price</b>	<b>Cost Per Call</b>	<b>Extended Price</b>
Item 1: Cost per call rec'd by answering service	5,200	\$0.85	\$4,420.00	\$5.60	\$29,120.00	\$1.75	\$9,100.00
Item 2: Cost per call from ans svc to MCG staff	2,250	\$0.85	\$1,912.50	\$10.60	\$23,850.00	\$1.75	\$3,937.50
Item 3: Cost per text msg from answering service to MCG staff	2,250	\$0.00	\$0.00	\$1.50	\$3,375.00	\$0.10	\$225.00
Item 4: Cost per text msg or call rec'd by answering service from MCG staff	5,200	\$0.00	\$0.00	\$2.50	\$13,000.00	\$0.10	\$520.00
Item 5: Cost of daily & monthly reports & emailing (monthly cost)	12	\$0.00	\$0.00	\$1,000.00	\$12,000.00	\$300.00	\$3,600.00
Item 6: Cost of dedicated line for MCG staff to call ans svc (monthly cost)	12	\$0.00	\$0.00	\$1,800.00	\$21,600.00	\$50.00	\$600.00
		<b>TOTAL OFFER</b>	<b>\$6,332.50</b>	<b>TOTAL OFFER</b>	<b>\$102,945.00</b>	<b>TOTAL OFFER</b>	<b>\$17,982.50</b>

		<b>Imagenet LLC Tampa, FL</b>		<b>AnswerNet Sarasota, FL</b>	
<b>Description</b>	<b>Annual Calls</b>	<b>Cost Per Call</b>	<b>Extended Price</b>	<b>Cost Per Call</b>	<b>Extended Price</b>
Item 1: Cost per call rec'd by answering service	5,200	\$2.50	\$13,000.00	\$0.85	\$4,420.00
Item 2: Cost per call from ans svc to MCG staff	2,250	\$2.50	\$5,625.00	\$0.40	\$900.00
Item 3: Cost per text msg from answering service to MCG staff	2,250	\$1.00	\$2,250.00	\$0.00	\$0.00
Item 4: Cost per text msg or call rec'd by answering service from MCG staff	5,200	\$1.00	\$5,200.00		\$0.00
Item 5: Cost of daily & monthly reports & emailing (monthly cost)	12	\$100.00	\$1,200.00	\$25.00	\$300.00
Item 6: Cost of dedicated line for MCG staff to call ans svc (monthly cost)	12	\$100.00	\$1,200.00		\$0.00
		<b>TOTAL OFFER</b>	<b>\$28,475.00</b>	<b>TOTAL OFFER</b>	<b>\$5,620.00</b>