



**TO: RESPONDENTS – BID NO: RFP – ANSWERING SERVICES – ASC**

**SUBMITTAL DATE: OCTOBER 26, 2020**

From: CITY OF HOT SPRINGS  
DORETHEA YATES, FINANCE DIRECTOR

Date: October 21, 2020

**RE: CLARIFICATION / ADDENDUM #1**

**#1\*\*\*\*\***

**THIS IS CLARIFICATIONS/ADDENDUM TO THE BIDS FOR RFP – ANSWERING SERVICES – ASC**

THIS IS THE QUESTIONS AND ANSWERS FOR THE RFP ON ANSWERING SERVICES ANNUAL SUPPLY CONTRACT.

1. How much time is allowed to elapse between 2-hour check ins before we reach out to the employee? (ie 5 min, 10 min, etc.) If employee has not reported in within 15 minutes of 2-hour check in the Answering Service is to contact supervisor listed on call flow chart that will be provided upon award of contract.
2. Is your current solution allowing you edit your on-call through the web? We are not able to make changes to on-call schedule through web only by email
3. Are there any language requirements outside of English? No language requirements other than English
4. What is your current annual budget for this program? \$10,000 annually  
What are you currently paying for this service? Do you have a budget for this service? Average monthly cost is \$750.
5. Is your priority for this RFP economic in nature or are you looking for a better quality service? Neither Economic or Quality of Service – dictated by law and city policy

6. Who is your incumbent vendor? Do you know which system they currently use to process calls? (might be notated on the reports you receive) *Communication Business Service Inc. – system they are using is unknown*
7. Is the winning contractor required to be registered as an entity of Arkansas? Are out of state entities permitted? *Out of state entities are allowed.*
8. Is there any call volume history that can be provided to potential vendors? *Average monthly minutes used is 1050*
9. What is the duration call date, to include recorded calls, need to be maintained? *Record of calls must be archived and available for term of contract.*
10. With regards to delivery performance location; is there an expectation for the winning provider to work in Hot Springs? *No*

**Thanks for your interest in this project and I apologize for any inconvenience.**