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## ADDENDUM #2

Request for Proposals  
Work Order Answering Services  
Solicitation No. 2023-1032

Originally Issued October 17, 2023

### Addendum 2 – Issued November 1, 2023

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror's proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

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### QUESTIONS:

1. Referring to “2.0 Economic Inclusion Participation”, please specify whether the provided MBE/WBE and Section 3 goals are mandatory for the vendor to bid on this contract or not.  
**Goals are not mandatory.**
2. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct?  
**Yes. Please refer to Scope of Work section 1.1.7.**
3. Is there a certain number of employees to have for this? Or is it the contractors discretion?  
**Please refer to Scope of Work section 1, tenth bullet.**
4. What phone equipment is needed to successfully get the contract and to get and answer the rolling calls? Is there equipment for purchase from you all or do you have a vendor i could buy the equipment from?  
**Proposer must have the equipment necessary to complete the scope of work. There is not required equipment.**

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5. Will this proposal have more than one contractor awarded?  
**Please refer to Scope of Work section 2.0.**
  
6. How many employees typically does a company have to successfully do this contract?  
**Please refer to Scope of Work section 1, tenth bullet.**
  
7. Do you all have used equipment that can be purchased for the actual phone service or is it a muti line phone system.  
**No. Proposer must have the equipment necessary to complete the scope of work. There is not required equipment.**

\*\*\*END OF ADDENDUM TO DATE 11/1/23\*\*\*