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## **ADDENDUM #2**

Request for Proposals  
Reception Services  
Solicitation No. 2025-1010

Originally Issued March 27, 2025

### **Addendum 2 – Issued April 28, 2025**

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. Should pricing be submitted strictly on a per-call basis, or will per-minute, per-agent? Or are we open to suggest another payment model? **Pricing must be submitted using the Fee Submission Form in the proposal packet. Per-call pricing is required.**
2. Is there a monthly minimum volume guarantee for invoicing purposes? **No.**
3. What is the timeline for award decision and expected contract start date? **June 2025.**
4. Will contractors in the pool receive guaranteed minimum assignments, or will work be distributed solely based on availability and past performance? **Please refer to Attachment A Scope of Work section 2.2.**
5. Please provide all background check requirements. **Please refer to Attachment B Terms and Conditions section 19.1.**
6. Please provide pre employment drug testing requirements. **Please refer to Attachment B Terms and Conditions section 19.1.**
7. What are the hours of operation? **This service is required 24 hours, 365 days per year.**

\*\*\*END OF ADDENDUM TO DATE 4/28/2025\*\*\*

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