

BID ADDENDUM
SP-18 Rev. 11/17/16
Prev. Rev. 3/13/14
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STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT DIVISION
450 Columbus Boulevard, Hartford, CT 06103

BID NO.:
18PSX0246

Bid Due Date:
18 December 2018

Date Addendum Issued:
29 November 2018

PLEASE NOTE:

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the bid that are contained in this Addendum.

BID ADDENDUM #1

DESCRIPTION:

Answers to Questions Received by Noon Eastern Time on November 21, 2018.

FOR:

Literature Warehousing and Distribution Services for the Connecticut Office of Tourism

BIDDERS NOTE:

1. Is the CT Office of Tourism supplying all the materials or is there an opportunity to print as well as warehouse and fulfill orders?
Answer: No. This contract is only for warehousing and fulfillment.
2. The prior contract focused on having a call center, the new contract focuses on having a secure web-based ordering system – does the supplier need to have an active call center available to process the tourist orders?
Answer: Yes. In Section 1.1.7 of Exhibit A it states;
"The Contractor shall respond to tourist incoming telephone calls, web, mail and Welcome Centers requests within two (2) business hours after receipt of a request and fulfilled tourist and Welcome Centers inquires within one (1) day".

However, the Connecticut Office of Tourism is transitioning to on-line request from tourist.

3. Do you still anticipate the incoming calls from tourists to be around 1,500 annually?
Answer: Yes. However, this is an estimated amount which is currently handled by the Connecticut Office of Tourism. The Connecticut Office of Tourism is transitioning to on-line request from tourist.
4. Will the supplier be required to man the State of CT booth at the Big E each September?
Answer: Yes.

How about other state fairs and trade shows?

Answer: No.

5. What portion of the orders are from outside the country?
Answer: Estimated 20%.
6. Would you consider giving a CT Certified Woman Owned Small Business the same bidder preference as your defined Veteran micro business preference?
Answer: No.