

BID ADDENDUM

Name Kristin Beecher

Title Associate Fiscal
Administrative Officer

Telephone Number 860-692-
7743

STATE OF CONNECTICUT

DEPARTMENT OF CORRECTION

FISCAL SERVICES

24 Wolcott Hill Road – 2nd FL

WETHERSFIELD, CT 06109

BID NO:

20DOC0503AA

Bid Due Date:

August 21, 2019

BID ADDENDUM #1 –

Questions and Answers:

1. Has this been awarded before and if it has is how much were you all paying each month for the same exact services listed in the RFP? **YES,**
2. What percentage of calls are Spanish bilingual? **Less than 1%**
3. What is the AHT of the calls? **Average inbound call handle time is approximately 4.5 minutes.**
3. Whether companies from Outside USA can apply for this?
(like, from India or Canada) **Yes, foreign companies may respond.**
4. Whether we need to come over there for meetings? **We do not foresee any, but may be necessary at some point.**
5. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) **I don't know, can you?**
6. Can we submit the proposals via email? **No, the Bid requirement state that a sealed bid needs to be sent.**
7. How many outbound calls / month do you anticipate the contractor will need to make? **Average 100 outbound calls per month at approximately 2 minutes each, most officers prefer text message dispatch (About 750/month).**

This closes the question and answer period.

BIDDERS NOTE:

This Addendum must be *Signed & Returned* with your Bid.

Authorized Signature of Bidder

Company Name

APPROVED Kristin Beecher

Date issued: Aug 19,2019

Associate Fiscal Administrative Officer