

Date: October-19-18  
To: Bidders for Norfolk County Bid No. PW-PWAS-18-04  
After Hours Answering Services  
From: Angie Smuck, Administrative Supervisor, Public Works  
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Subject: Addendum No. 01 (2 page(s))

## **ADDENDUM No. 01**

This Addendum shall form part of the Contract Documents.

**The Bidders should acknowledge receipt of this Addendum on the Submission Form – Appendix A.**

1. Question: Whether companies from Outside Canada can apply for this? (eg. From India or USA).

Would you accept a bid from a call center based in the United States?

Answer: Bid submissions will be accepted from companies outside of Canada, all submissions should be in Canadian Funds.

2. Question: Would the successful bidder need to come to the bid requestor's location, Norfolk County, for meetings?

Answer: Yes the successful bidder would be required to attend meetings at the bid requestor's location in Canada.

3. Question: Can tasks be performed (related to the bid request) from outside Canada?

Answer: The Scope of Work and Deliverables are outlined on Page 44 Appendix G – Bid Request Deliverables. All items listed in Appendix G need to be met by the successful bidder regardless of location.

4. Question: Can we submit proposals via email?

Answer: Please refer to Page 3 Bid Call for bid submission details.

5. Question: We understand that you have approximately 410 calls per month. Can you tell us the average call duration or total minutes per month?

Answer: In 2018 the approximate average minutes per month is currently 690 minutes.

6. Question: Can you clarify the circumstances under which a bid deposit would be forfeited? Will the deposits be held in escrow?

Answer: Please refer to Page 9 Section 2.2.4 Bid Deposit which outlines how a bid deposit is handled.

The County does not pay interest on any Bid deposits. The County is authorized to cash and deposit, without notice, any Bid deposit in the County's possession that is forfeited as a result of non-compliance with any of the terms, conditions and/or specifications of a Bid.

End of Addendum