
SAN ANTONIO WATER SYSTEM PURCHASING DEPARTMENT

Issued By: Yvonne Torres
BID NO.: 17-1546

Date Issued: October 24, 2017

**FORMAL INVITATION FOR BEST VALUE BID (BVB)
FOR SAWS ETHICS HOTLINE SERVICE (FIVE YEARS)
ADDENDUM NO. 1**

Sealed bids, one (1) Original and seven (7) copies, addressed to the Purchasing Director, San Antonio Water System, 2800 US Hwy 281 North, Administration Bldg., 5th Floor, San Antonio, TX 78212 will be received until **3:00 p.m., October 31, 2017** and then publicly opened and read aloud for furnishing materials or services as described herein below,

The San Antonio Water System Purchasing Department is willing to assist any bidder(s) in the interpretation of bid provisions or explanation of how bid forms are to be completed. Assistance may be received by visiting the Purchasing Office in the SAWS Main Office, 2800 US Hwy 281 North, San Antonio, TX 78212, or by calling (210) 233-3819.

This invitation includes the following:

Invitation for Best Value Bids
Terms and Conditions of Invitation for Bids

Specifications and General Requirements
Price Schedule

The undersigned, by his/her signature, represents that he/she is authorized to bind the Bidder to fully comply with the Specifications and General Requirements for the amount(s) shown on the accompanying bid sheet(s). By signing below, Bidder has read the entire document and agreed to the terms therein.

Signer's Name: _____ Firm Name: _____
(Please Print or Type)

Address: _____

Signature of Person Authorized to Sign Bid _____ City, State, Zip Code: _____

Email Address: _____ Telephone No.: _____

Fax No.: _____

Please complete the following:

Prompt Payment Discount: _____% _____ days. (If no discount is offered, Net 30 will apply.)

Please check the following blanks which apply to your company:

Ownership of firm (51% or more):

Non-minority Hispanic African-American Other Minority (specify) _____

Female Owned Handicapped Owned Small Business (less than \$1 million annual receipts or 100 employees)

Indicate Status: Partnership Corporation Sole Proprietorship Other (specify) _____

Tax Identification Number: _____

To report suspected ethics violations impacting the San Antonio Water System, please call 1-800-687-1918.

Addendum 1 is issued to provide the questions asked, and the responses to those questions.

1. Total number of employees

Response: SAWS has approximately 1,730 employees, see page 13 of the Best Value Bid.

2. Do you have any employees working outside North America (US/Canada/Mexico)? If so, please list countries and number of employees in each.

Response: No.

3. Do you currently have a hotline in place? If so, is it in-house or outsourced and about how many reports are submitted to the hotline per year?

Response: Yes, it is outsourced. The fewest number of annual reports has been 92 and the highest has been 114/year.

4. Intended use of the hotline

Response: The intended use of the hotline is to provide an anonymous tool to report unethical activity involving SAWS, including any activity or behavior by SAWS employees that may not conform to the principals of professionalism and ethical standards which govern the conduct of all SAWS employees.

5. Whether companies from Outside USA can apply for this? (like,from India or Canada)

Response: Bid responses will be evaluated in accordance to the Minimum Requirements and Evaluation Criteria as specified in the bid. Bid responses that meet the requirements of the bid will be evaluated. For example, the bid requires that that representatives are available to speak both English and Spanish.

6. Whether we need to come over there for meetings?

Response: There is no requirement for on-site meetings.

7. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Response: Bid responses will be evaluated in accordance to the requirements of the bid.

8. Can we submit the proposals via email?

Response: No, e-mailed responses are not acceptable.

9. Page one of the invitation calls for 1 original and 7 copies. Page 19 says 1 original and 5 copies. Which is correct?

Response: 1 original and 5 copies are required.

10. There is also mention of an electronic copy. May we include the proposal and the pricing on the same flash drive?

Response: Yes

11. Where can we obtain the SAWS Software as a Service Provider Information Security and Privacy Assessment Questionnaire for Attachment G?

Response: It has been posted to our website.

12. Attachment C allows for the possibility of reports beyond 100. Each is a variable cost, per report, so those costs may or may not be incurred. Should these be reflected in the extended price column since doing so is speculative?

Response: Yes. SAWS will compare pricing from all bidders against the same requirement.
a. If so, how is the speculative pricing factored into the point system? For example, if a bidder has the lowest price when considering only the 100 base reports, but the highest price if factoring variable costs for reports beyond the first 100, will that bidder get the most points based on price or the least points based on price?

Response: Total price will be used for evaluation purposes.

13. May phone answering be done by IVR outside of regular business hours?

Response: No. SAWS requires a live telephone operator to answer all calls 24/7

14. Who is the current ethics hotline vendor?

Response: Report it.

15. Does SAWS, or the current ethics hotline vendor, use a hosted software solution now? If yes, what is the name of the solution?

Response: The current ethics hotline vendor has its own online case management system.

16. What is the average handle time per incident? (Start to Finish)

Response: It varies depending on the type of report.

17. What are the average numbers of calls per month?

Response: SAWS cannot distinguish calls vs. online reporting

18. What are the average numbers of contacts per month, including website, IVR and live operator?

Response: In 2016, the average number of monthly reports was 9.5.

19. Is there a current questionnaire or script for live operators to utilize?

Response: SAWS did not provide a script to the current ethics hotline vendor.

20. What is your budget for this project?

Response: SAWS has adequate budget to cover the costs of the Ethics Hotline Services contract.

21. What is the current Hotline situation, status, and or structure of SAWS?

Response: SAWS currently has an ethics hotline run by an independent third party

22. How many reports does SAWS currently receive annually?

Response: It varies. In 2016, SAWS received 114 ethics reports

23. Can a different pricing schedule structure other than what is listed in Attachment C, Pricing Schedule be submitted?

Response: Pricing must be submitted as requested.

24. Will the hotline be marketed/promoted to the public?

Response: Yes.