



## **REQUEST FOR PROPOSALS**

### **VIRTUAL QUEUEING-CALL MANAGEMENT**

**BID NO: 16-16124**

**Addendum 2**

---

---

**PROPOSALS DUE: 30 Nov 16 @ 3:00 PM Central Time**

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

---

---



**QUESTION 10:** How many call centers do you have and if you have multiple do you have one or more switches?

**RESPONSE 10:** One call center.

**QUESTION 11:** I've read through the RFP and just need to ask if the requirement is for the technology for SAWS or is it for the technology and the FTE's to man it as well?

**RESPONSE 11:** An FTE is not required.

**IT IS NECESSARY TO RETURN THIS ADDENDUM 2 AS PART OF YOUR PROPOSAL SUBMISSION**

**All other terms and conditions of the original bid remain unchanged.**