



REQUEST FOR PROPOSALS

VIRTUAL QUEUEING-CALL MANAGEMENT

BID NO: 16-16124

Addendum 4

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.**

******* This Addendum 4 is issued to make the following changes to RFP 16-16124:**

1. Provide an updated response to QUESTION 3 below, which supersedes the original response provided via Addendum 3.

QUESTION 3: Would SAWS consider a customer first solution? Or only agent first model?

RESPONSE 3: An agent first model is the solution that SAWS is seeking consistent with the Scope of Services in the RFP.

IT IS NECESSARY TO RETURN THIS ADDENDUM 4 AS PART OF YOUR PROPOSAL SUBMISSION

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