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ADDENDUM #4

To: Prospective Proposers

From: John Katsorhis, Agency Chief Contracting Officer

A handwritten signature in blue ink that reads "John Katsorhis". The signature is written in a cursive style and is positioned to the right of the "From:" text.

Date: March 16, 2016

Re: Request for Proposals to Provide Contact Center Services (handling of 3-1-1 calls) for the City -
E-PIN: 85815P0003

This addendum is issued for the purpose of amending the requirements of the solicitation for the above specified project, and is hereby made part of the solicitation document to the same extent as though it were originally included herein.

PLEASE TAKE NOTICE OF THE FOLLOWING MODIFICATIONS TO THE RFP:

Modification #1: See revised Pricing Sheets. Nothing has changed to the Pricing Sheets except a correction in the "Footer". Revised Pricing Sheets are now available for download on DoITT's website where the RFP is posted.

Modification #2: Page 36 of the RFP, first paragraph – the following sentence will be revised:
"Although the actual date will be determined by the City, assume for purposes of your plan that commencement of full service for a Class 2 contract begins September 1, 2015 and commencement for a Class 1 or Class 3 contract begins January 1, 2016."

The above sentence shall be replaced and with the following language:

“Although the actual date will be determined by the City, assume for purposes of your plan that commencement of full service for a Class 2 contract begins February 1, 2017 and commencement for a Class 1 or Class 3 contract begins March 1, 2017.”

THE FOLLOWING SECTION LISTS QUESTIONS THAT WERE RECEIVED WITHIN THE PRESCRIBED TIME FRAME IN THE RFP. DoITT’s RESPONSES ARE ALSO INCLUDED:

Question #1: Can companies from Outside the United States can apply for this? (From India or Canada)

Answer #1: Yes. However, it is the City’s preference that a contractor maintains a facility within one hour travel time on public transportation from Lower Manhattan, or will arrange for space within one hour travel time on public transportation from Lower Manhattan, or offers to provide a secondary command and management center that is located within one hour travel time on public transportation from Lower Manhattan, and that would serve as a local staging ground for the City’s own 311 operations management in the event the City’s primary 311 facility becomes unavailable.

Question #2: Must vendors come to the City of New York for meetings?

Answer #2: Yes.

Question #3: Can a vendor perform the tasks (related to RFP) outside USA? (From India or Canada)

Answer #3: Answer: Yes. However, it is the City’s preference that a contractor maintains a facility within one hour travel time on public transportation from Lower Manhattan, or will arrange for space within one hour travel time on public transportation from Lower Manhattan, or offers to provide a secondary command and management center that is located within one hour travel time on public transportation from Lower Manhattan, and that would serve as a local staging ground for the City’s own 311 operations management in the event the City’s primary 311 facility becomes unavailable.

Question #4: Can Proposers submit proposals via email?

Answer #4: No.

Question #5: Are the NYC 311 agents part of a union?

Answer #5: Yes.

Question #6: Given the size and scope of the Project, please provide two weeks from the time of answers until the proposal is due to allow proposers ample time to integrate answers into their solution.

Answer #6: At this time there are no plans to grant extensions to the proposal due date.

Question #7: Please provide more detail regarding the City's in-house 311 Customer Service Contact Center. Specifically, what services does it provide? What impact will it have on call volumes?

Answer #7: 311 provides each caller with information related to government services and events planned or otherwise, in the City. Call volume is directly related to the number of callers seeking information related to government services, as well as, events, planned or otherwise.

Question #8: How do the services provided by the in-house 311 Customer Service Contact Center differ from what will be provided by the Contractor?

Answer #8: There is no difference.

Question #9: What is the City's internal 311 Customer Service Contact Center staffing model?

Answer #9: The 311 Customer Services Center utilizes Supervisors, Call Center Managers as well as Quality Assurance and Training staff to support the call taking activity.

Question #10: How many calls does the internal 311 Customer Service Contact Center receive each month?

Answer #10: Approximately 1.8 million calls per month.

Question #11: Are there any requirements for CSRs to participate in unions?

Answer #11: No.

Question #12: Please provide call reports showing calls by day and by hour for the last year.

Answer #12: Please see attached schedule of arrival pattern for calendar year 2015.

Question #13: Who is the current contractor?

Answer #13: King TeleServices LLC

Question #14: What is the current contractor's staffing model?

Answer #14: The vendor provides supervisory, managerial, quality assurance and training staff, as well as, an Account executive to support call taking services for the 311 call center as part of a loaded production hour.

Question #15: Please provide the annual rate of call increase for each of the past five years.

Answer #15: From 2010 through 2015: 12.7%, -12.2%, -5.1%, 13%, 1.5%

Question #16: Are there MBE requirements associated with this opportunity?

Answer #16: Based on historical trends for this type of service with the City no subcontracting was anticipated. As such, no requirements have been set. However, the City wishes to vigorously promote the use of minority-owned or woman-owned enterprises. The Department of Small Business Services (SBS) maintains an online list of certified minority-owned and women-owned businesses at www.nyc.gov/buycertified. Contact

SBS to determine if your enterprise qualifies for inclusion in this list. The City encourages all Contractors to use local suppliers whenever possible.

Question #17: Page 12 of the RFP. How is production hours defined for payment purposes compared to “logged hours”?

Answer #17: There is no difference. A production hour is a logged hour.

Question #18: Page 22 of the RFP. What is the current Average Handle Time?

Answer #18: 282 seconds.

Question #19: Page 25 of the RFP. Will the city provide the text messaging system required for Class 1 and Class 3 Contractors?

Answer #19: The vendor is expected to provide the system. 311 will provide the related short code.

Question #20: Question #20: Page 30 of the RFP. May bidders submit a redacted proposal whereby confidential, proprietary or trade secret information is removed for release under any FOIA requests?

Answer #20: Any confidential information within the proposal must be identified as such and will be treated as such. Please refer to Section VI, Paragraph I of the RFP.

Question #21: Question #21: Page 34 of the RFP. Is the information required in the second bullet that begins with “For each relevant client to whom. . .” limited to the relevant 6 clients listed in the previous bullet?

Answer #21: No.

Question #22: Question #22: Page 36 of the RFP. Please correct the dates at the top of the page.

Answer #22: ACCO to revise contract start dates on page 36

Question #23: Question #23: Page 38 of the RFP. Is customization and maintenance of the CSMS a requirement of the Contractor? If not, what is the perceived need for programmers?

Answer #23: No, it’s not. Programmers may be required to develop applications to respond to Campaigns or other initiatives as required by the City.

Question #24: Question #24: Page 39 of the RFP. Please confirm that text messaging and optional services are not included in the price proposal.

Answer #24: Confirmed. The rates for those services are reflected on the rate sheet provided.

Question #25: Question #25: Page 41 of the RFP. Please confirm that vendors do not need to provide electronic copies of the price proposal.

Answer #25: Electronic copies are to be provided. Please refer to Page 41, Section B. of the RFP.

Question #26: Question #26: Are bidders to include the Affirmation that is part of the contract provisions (p 46 of 47) as part of their proposal?

Answer #26: No.

Question #27: Question #27: Please confirm that data entry is included in production hours.

Answer #27: Data entry is not included in logged production hours.

Question #28: Question #28: Please define logged production hours.

Answer #28: Total hours that call takers are logged into the CRM system handling a call or waiting to take calls.

Question #29: Question #29: What is the maximum foreseen capacity needed in the call center in terms of call volume.

Answer #29: Peak day 276,000 calls. Peak 30 day period 3.9 million calls

Question #30: Question #30: Please provide more details concerning CityNet, specifically its regions (e.g., does CityNet include all five boroughs, New Jersey, etc.)?

Answer #30: Citynet is the City's wide area network within the 5 boroughs of New York (Queens, Brooklyn, Bronx, Manhattan, Staten Island).

Question #31: Question #31: The listed CSR Training is 2-6 weeks. That is a very wide range and cost impacting. Can you provide more detail on the variance and a more exact length of new hire training?

Answer #31: Answer: The contractor must conduct initial training for new hires. Training for Tier 1 may vary between two and six weeks as approved by the City. The average duration is 4 weeks.

Question #32: Question #32: RFP states that Vendor has to pay for site visits for 2 NYC personnel. Given the open-ended nature of the request, are there limit on the number of trips/year, limits on maximum cost/trip?

Answer #32: Answer: The City estimates visiting two to three times per week. Cost will vary based on location.

Question #33: Question #33: Is offshore or nearshore a viable option?

Answer #33: Answer: The City does not restrict the geographic region for proposers. However, it is the City's preference that a contractor maintains a facility within one hour travel time on public transportation from Lower Manhattan, or will arrange for space within one hour travel time on public transportation from Lower Manhattan, or offers to provide a secondary command and management center that is located within one hour travel time on public transportation from Lower Manhattan, and that would serve as a local staging ground for the City's own 311 operations management in the event the City's primary 311 facility becomes unavailable.

Question #34: Is work-at-home viable?

Answer #34: This is an exception for Class 2 vendors only subject to the terms and conditions in the RFP.

Question #35: Can you provide call arrival patterns by 15-30 min, inclusive of day, week, and month? This is critical for scheduling and staffing plan. Is there seasonality on voice side? (Arrival patterns encompassing 12-24 months would care for this request)

Answer #35: Please see arrival pattern for calendar year 2015 attached.

Question #36: What % of calls today (21.2M) are handled completely by IVR? Of those that aren't fully completed in IVT, what % of calls are handled by internal 311 center and the outsourced partner?

Answer #36: The range of calls completely handed by the IVR varies from 50% - 71% depending on numerous factors (seasonality, weather, campaigns). Of the remaining calls, 58% are handled by the City and 42% are handled by the outsourced vendor.

Question #37: Can you outline proposed interconnection and call architecture (ACD provisioning, circuit requirements)

Answer #37: Please refer to Appendix E of the RFP which describes the technical requirements for the Network, Telephony, Siebel, Impact 360 and NICE Quality Management system.

Question #38: There is mention of storage of recordings, yet it appears we are leveraging the NYC 311 platform? What is the proposed methodology for storage? What format and for how long?

Answer #38: Please reference pages 16 and 17 of the RFP.

Question #39: Can you provide more clarity on the forecasting protocol and corresponding financial commitment from NYC 311?

Answer #39: Please reference page 18 of the RFP.

Question #40: Transfers - Would we need to add the referenced 16% into our workload calculations (not part of the volumes provided)? Do we have an average AHT for transferred or Tier 2 calls?

Answer #40: Tier 2 calls are included in the call volumes provided and AHT of 282 seconds includes Tier 2 Calls.

Question #41: Refresher Training - There is mention of 2-6 hours per release. Typically, how many releases are there per-year and about how many agents would need remediation per month?

Answer #41: We currently experience 4 to 6 releases per year and all reps require training on these releases.

Question #42: Appendix H - Sample Campaign - There are numerous requirements required for scoping & pricing that are missing. Some include; 1) how many calls will be handled completely in IVR?, 2) What is AHT? 3) Hours of operation?, 4) Training length for agents, 5) Required SLA Can we receive those?

Answer #42: Campaigns are unique and cannot be determined in advance. Details related to a typical campaign are provided on pages 27-28 of the RFP to assist in the development of your proposal.

Question #43: Would the staff handling voice calls, key/data entry, texts, and campaigns need to be separate? Or could agents be universally trained and multi-skilled?

Answer #43: No. Agents can be universally trained and multi-skilled.

Question #44: Pricing Sheet - There appears to be only 1 rate for CSR Hourly Production, yet there are multiple skill levels outlined. Specifically, Tier 1 and Tier 2, and also Bilingual Spanish/English, Overnight support. Should proposers provide multiple price points for each?

Answer #44: No.

Question #45: Are Class 1 and 2, or Option 1, reflective of a 70/30 call split?

Answer #45: Yes. Please reference page 6 of the RFP.

Question #46: At the bottom of page 36, can you elaborate on what is meant by, "Address Proposed Activities related to the Workforce Management system" ?

Answer #46: Proposals should include activities related to the Contractor's use of that system.

Question #47: Can CityNet accept multiple vendor circuits in one of their facilities if the vendor is servicing the calls outside of NYC?

Answer #47: Yes

Question #48: In the case the vendor is handling the traffic on their ACD because the NYC network is down, does the vendor need to provide an IVR?

Answer #48: Yes.

Question #49: Does that IVR need to have speech recognition or can it be DTMF?

Answer #49: It can be DTMF.

Question #50: Does the IVR need to work in all languages supported?

Answer #50: No.

Question #51: What is the anticipated level of functionality for this IVR to determine the capacity needed for 96 simultaneous IVR calls.?

Answer #51: The contractor's IVR should at a minimum be able to handle 96 simultaneous IVR calls

and approximately 200 simultaneous voice calls. Please describe the additional IVR capabilities that the contractor can make available to the City.

Question #52: In the class 3 option, will the agents utilize the NYC ACD (assuming the NYC Telephony network is functioning)?

Answer #52: Yes

Question #53: On average how many outages do NYC experience monthly and what is the average duration?

Answer #53: Scheduled telephony maintenance occurs once every two months for a duration of seven hours. However, we do experience planned and unplanned outages with our CSMS system multiple times yearly. Outages range from two to eight hours.

Question #54: How many maintenance activities that take down your telephony network, are performed on average monthly?

Answer #54: Scheduled maintenance occurs once every two months.

Question #55: Question #55: On average what is the volume of calls during these maintenance activities?

Answer #55: Answer: On average, 8,000 calls per maintenance window.

Question #56: Can NYC provide a list of equipment you will need to place in the Vendor's network for each class?

Answer #56: Answer: Please reference pages 14 – 17 as well as appendix E of the RFP. The City intends to provide screen loggers at the vendor's location, unless where noted otherwise.

Question #57: What percentage of the calls are fully automated in the IVR?

Answer #57: The range of calls completely handed by the IVR varies from 50% - 71% depending on numerous factors (seasonality, weather, campaigns).

Question #58: In Appendix H, what information is NYC expecting the potential vendors to supply?

Answer #58: Please refer to pages 27-29 of the RFP which describes the Campaigns.

Question #59: The RFP refers to interpreter service being available to the contractor by telephone link, how does this service work today?

Answer #59: This service operates via a conference call.

Question #60: May we please obtain a copy of the Agency's Citywide IT security standards which are available upon request as stated on pg.23 of the SOW?

Answer #60: <http://www1.nyc.gov/site/doitt/business/it-security-requirements-vendors-contractors.page>

Question #61: Do you require regulatory compliance to ISO27001, PCI DSS or any other standard?

Answer #61: It is expected that some campaigns may require this compliance.

Question #62: What type of data will we be transmitting, processing or storing?

Answer #62: Data is expected to include sensitive and non-sensitive information.

Question #63: For possible services included in campaigns that pertains to Collections: Is there any transmitting, processing or storing of credit card data or other PII when “securing recovery of funds due” and/or making “payment arrangements”?

Answer #63: The City will discuss the security requirements of each campaign as required with the proposer selected to provide the services.

Question #64: If in scope for PCI, is the payment application PCI DSS certified?

Answer #64: Answer #65: The City will discuss the security requirements of each campaign as required with the proposer selected to provide the services.

Question #65: Is there start/stop functionality or other means of obscuring or encrypting full credit card numbers within NICE for call recordings and screen captures?

Answer #65: Answer #65: The City will discuss the security requirements of each campaign as required with the proposer selected to provide the services.

Question #66: If CVV codes are obtained, are they stored post authorization?

Answer #66: The City will discuss the security requirements of each campaign as required with the proposer selected to provide the services.

Question #67: Are there any other job roles to be supported other than agent/call taker, supervisor, manager, and quality assurance staff?

Answer #67: No other job roles are included in this solicitation. However, any proposer that wishes to include additional support roles should do so in its proposal.

Question #68: What software will the job roles need other than your CSMS system, NICE (call-recording system), Impact 360 (Workforce Management System) and CCMA (contact center management application)?

Answer #68: These are the primary systems that are utilized.

Question #69: Will agents need internet access?

Answer #69: Yes.

Question #70: Do you require CCTV?

Answer #70: No requirement for CCTV is included in this solicitation. However, any proposer that wishes to include this should do so in its proposal.

Question #71: Do you require two factor authentication for remote access?

Answer #71: All contractor's will be required to connect to and be configured on Citynet (the City's wide area network) to obtain the required permissions to access the 311 systems.

Question #72: Taking full service operations' dates into account (February and March 2017), will both Class 1 and Class 2 continue to operate concurrently or will Class 2 be used on an "as needed basis"?

Answer #72: Concurrently.

Question #73: Can the City provide examples of Tier 2 escalations and its "legacy" systems used to handle Tier 2 calls?

Answer #73: Calls may be transferred from a Tier 1 call taker to a Tier 2 call taker specialized in handling a specific call type such as a call requiring detailed information which can only be obtained from a legacy system.

Question #74: In reference to the Manual Key/Data entry for service requests, which SLA bucket will this fall into - AHT?

Answer #74: Please refer to pages 24-25 of the RFP for anticipated service level.

Question #75: What type of training format does the City employ when prescribing training documentation?

Answer #75: Please refer to pages 19-21 of the RFP for City's training format.

Question #76: Will the City consider a force majeure clause?

Answer #76: Please reference section 10.04 of Appendix A within the RFP.

Question #77: Pricing Templates - In the .pdf RFP overview, there are three pricing schedules (one for each Class), yet in the actual spreadsheet templates downloaded there seem to be additional tabs. These additional tabs are labeled, "Schedule 2" and "Summary." Do these need to be completed as well? Many of these seem to be out of scope. Please advise.

Answer #77: Yes. Those schedules should be updated.

Question #78: Would the City be amenable to a two-week extension of the bid due date?

Answer #78: As stated at the Pre-proposal conference, there will not be an extension of the due date.

Question #79: What are the busy hour and normal daily distribution of call volume by hour?

Answer #79: Please see attached arrival pattern for calendar year 2015.

Question #80: Will the required reporting analytics be based on what analytics that the current 311 platform can provide, or is it anticipated that the bidder provide software/hardware to provide required reports?

Answer #80: Day to day reporting is currently provided by the 311 systems. Contractor reporting will be required if the contractor utilizes any of its systems independent of the 311 systems.

Question #81: Does the City provide some Tier 2 agents or are all Tier 2 agents the responsibility of the contractor(s)?

Answer #81: The city will provide some Tier 2 agents.

Question #82: Are the 16% of transfer calls to Tier 2 agents included in the Estimated Workload Volumes of the RFP or are they simply an additional 16% above the numbers shown?

Answer #82: Yes.

Question #83: Can you provide AHT for Tier 2 calls?

Answer #83: The AHT of 282 seconds includes Tier 2 calls.

Question #84: How should the contractor propose pricing the backup Telephony Equipment requirements in Section III B (starting on page 15)? Attachment E in the RFP only provides for Labor Rates.

Answer #84: The contractor should present their best pricing within their proposal for consideration.

Question #85: Agent to Supervisor ratio and Annual Call-Taker Attrition Rate are listed as Contractor Metrics – Can the City provide targets for each metric?

Answer #85: The contractor should present their best proposals including staffing for consideration.

Question #86: Tier 1 training duration is specified as 2-6 weeks, which is a large spread. Can the City more clearly define the training length and also provide the training length for Tier 2 agents?

Answer #86: To clarify, the contractor's training duration of a Tier 1 agent may vary between two weeks and six weeks as approved by the City. Tier 2 agents may be trained within two – three weeks.

Question #87: Appendix D shows the 3-1-1 Org Chart with the Contact Center Director reporting straight to the Deputy Commissioner...will Verizon be fulfilling that post or is that an existing position at the City of NY?

Answer #87: It refers to an existing position with the City of New York.

Question #88: Can we define “hour” in the hourly rate we need to provide? Will it be staffed (all the paid time that a CSR is at work) or productive (only the time paid while a CSR is available to take a call)?

Answer #88: A 60 minute period of time when a call taker is logged into the system waiting for a call or engaged in handle time. Please reference page 12 of the RFP.

Question #89: RFP states a December 1 award date with go live in February or March (depending on the class of contract) of 2017. For this transition, will the contractor need to have all CSRs required for day one operations or will there be a “phase in” period as the City transitions from the incumbent to the contractor? If there is a “phase in” period, what time period will the contractor need to have all CSRs operational?

Answer #89: The period between the award date and the go live date is the phase in period for the contractor. The City expects to have the contractor go live on the full services dates listed.

Question #90: What was the total spend over the past 5 years with the incumbent vendors?

Answer #90: Please refer to the City’s NYC Checkbook portal at <http://www.checkbooknyc.com/> for financials.

Question #91: What was the total spend for the full year 2015 with the incumbent vendor?

Answer #91: Please refer to the City’s NYC Checkbook portal at <http://www.checkbooknyc.com/> for financials.

Question #92: Would the existing off-site facility be available for use by a new provider?

Answer #92: Answer: No.

Question #93: Can you provide anticipated need for the “Special Initiatives” listed on Schedule 2 of the pricing spreadsheets?

Answer #93: Please reference pages 27-28 of the RFP. The City anticipates one to five campaigns annually.

Question #94: Can the City provide historical data or expectations for each of the cost items on the Schedule 2 tab of the pricing worksheet, also described in Section III B, Campaigns (beginning on page 27) of the RFP document?

- Expected volume (daily, weekly or monthly)
- Expected handle time
- Any additional materials or equipment the contractor would need to provide (our assumption will be the City will provide all materials and technology unless directed otherwise)

Answer #94: Other than what has been identified in the RFP, the City has no additional historical information to offer

Question #95: For the command center sizing, how many and what type of NYC staff will potentially be housed at the command center? Are there any other specific requirements for the command center?

Answer #95: 311 Operations Management staff (Managers, Support Staff and Executive Staff) of up to 10 individuals at peak 24 hours daily 7 days per week.

Question #96: For any of the three classes of contracts, is it a requirement of this RFP that all the outsourced agents be housed in a location within one hour public transportation commute of lower Manhattan?

Answer #96: It is the City's preference that a contractor maintain a facility within one hour travel time on public transportation from Lower Manhattan, or will arrange for space within the one-hour travel time on public transportation from Lower Manhattan, or offers to provide a secondary command and management center that is located within the one-hour travel time on public transportation from Lower Manhattan, and that would be suitable to serve as a local staging ground for the City's own 3-1-1 operations management in the event that the City's primary 311 facility becomes unavailable.

Question #97: Is there any requirement for City of NY employees (agents) to take calls from the winning proposer's call center?

Answer #97: No.

Question #98: Page 6 of the RFP. NYC 311 has stated that the use of Siebel may be discontinued in favor of a new CRM tool. Can additional information be provided around what type of CRM solution(s) the City is considering?

Answer #98: No additional information can be provided at this time.

Question #99: Page 29 of the RFP. What are the average yearly number of SMS messages (inbound and outbound) sent per year?

Answer #99: For calendar year 2015: Inbound 127,067; Outbound 174,528

Question #100: Page 29 of the RFP. Is two-way SMS chat the only form of SMS communication? Are there any campaigns?

Answer #100: Answer: No. SMS customer satisfaction surveys are conducted annually.

Question #101: Page 29 of the RFP. How many agents are doing SMS conversations? Anticipated seat number?

Answer #101: Currently, up to three dozen agents are involved in handling SMS conversation. Please provide your best proposal regarding seats required.

Question #102: Page 29 of the RFP. If SMS campaigns, how many records does NYC 311 have that have expressed consent to send an SMS message (campaign).

Answer #102: Every customer record has expressed consent to receive messages from 311.

Question #103: Page 28-29 of the RFP. Of the number of inbound calls NYC 311 receives, what percentage of those calls results in an outbound call back? How many agents are used for outbound calling?

Answer #103: Customarily, less than 1%. Approximately 40 agents.

Question #104: Page 28-29 of the RFP. Can you provide an outbound survey sample?

Answer #104: We have no outbound survey sample to share.

Question #105: Page 28-29 of the RFP. What is the call volume and average minute length for an outbound survey?

Answer #105: Call volume could vary based on the type of campaign. For planning purposes, the anticipated range is between 40,000-80,000 calls per campaign, with an average length of 3-4 minutes per call.

Question #106: Question #106: Page 28-29 of the RFP. Are outbound collections calls part of this RFP – it shows optional? If so, how many are done on average (volume) in a year and what is average length of call?

Answer #106: Outbound calls are listed as a possible service for campaigns. We estimate one to five campaigns from those listed within the RFP annually, with an average length of 3-4 minutes per call.

Question #107: Question #107: Page 29 of the RFP. What is the expected volume for outbound telemarketing calls and what is length of average telemarketing call (in minutes)?

Answer #107: To date, no telemarketing campaigns have been conducted. There are no established metrics to share.

Question #108: Page 29 of the RFP. How many outbound telemarketing campaigns are executed each year?

Answer #108: To date, no telemarketing campaigns have been conducted. We estimate the need for one to five campaigns, of any listed within the RFP, over the course of one year

THIS ADDENDUM MUST BE SIGNED BY ALL PROPOSERS AND ATTACHED TO THEIR PROPOSAL.

Company Name

Authorized Signature

Print Name of Authorized Signature

Title of Authorized Signature