



CITY OF O'FALLON, MISSOURI

PURCHASING DEPARTMENT

100 North Main Street

O'Fallon, MO 63366

T: (636) 379-5527

RFP NUMBER:	24-034	RFP ISSUE DATE:	03/15/2024
RFP DESCRIPTION:	WATER & SEWER AFTER HOURS EMERGENCY CALL SERVICES		
RFP OPENING DATE:	03/28/2024	RFP OPENING TIME:	12:00 P.M. CDT

March 21, 2024

ADDENDUM #1

The purpose of this addendum is to address questions received on or before 03/20/2024 at 12:00 P.M. CDT. The time period for questions is closed.

Questions / Clarification:

1. What is the anticipated start date of the contract?

Answer: May 1, 2024.

2. What percentage of calls are a language other than English?

Answer: Unknown.

3. Can you provide any call arrival patterns (daily, weekly, monthly)?

Answer: Unknown.

4. Will you need additional language support beyond English?

Answer: It is not a requirement, but if this is something you provide, feel free to include it in your proposal.

5. Can you break given call volume down to average number of calls and average handle time?

Answer: Unknown.

6. What time of year or season does that 30% call increase happen?

Answer: Unknown.

7. What is the average handle time for calls?

Answer: Unknown.

8. Is work from home acceptable?

Answer: Yes.

9. Are responses to customers scripted? If so, who is responsible for the upkeep of the database utilized?

Answer: No.

Reminder:

The due date and time remain the same for this project. This is to remind all respondents that sealed proposals for RFP #24-034 Water & Sewer After Hours Emergency Call Services must be submitted by 12:00 P.M. CDT, March 28, 2024, to:

Christine Grabin, Purchasing Agent
City of O'Fallon, Missouri
100 North Main Street
O'Fallon, Missouri 63366

Addendum information will be available over the Internet at www.ofallon.mo.us. Adobe Acrobat® Reader may be required to view this document. We strongly suggest that you check for any addenda a minimum forty-eight hours (48) in advance of the bid deadline. Due to revisions, the bidders must acknowledge the Addendum(s) on the bid form.

END OF ADDENDUM #1