



**CITY OF O'FALLON, MISSOURI**  
***PURCHASING DEPARTMENT***

**100 North Main Street  
O'Fallon, MO 63366**

**T: (636) 379-5527**

**Fax: (636) 978-4144**

<b>RFP NUMBER:</b>	<b>19-026</b>	<b>RFP ISSUE DATE:</b>	<b>02/08/2019</b>
<b>RFP DESCRIPTION:</b>	<b>WATER &amp; SEWER AFTER HOURS EMERGENCY CALL SERVICES</b>		
<b>RFP OPENING DATE:</b>	<b>02/27/2019</b>	<b>RFP OPENING TIME:</b>	<b>2:00 P.M. CST</b>

February 21, 2019

**ADDENDUM #1**

The purpose of this addendum is to answer all questions received on or before 02/21/2019 at 12:00 PM (prevailing central time). The time period for questions is closed.

**Questions:**

1. Why is this out for bid at this time?

Answer: The services financial threshold was met in 2018 requiring the services to be publically bid for this budget year.

2. Do you currently use another vendor to provide these services?

Answer: The services are currently provided by PCPE LLC.

3. What rate do you pay to the current vendor?

Answer: Please make a Sunshine (Public Records Information) Request through the office of the City Clerk or the City's website for this information.  
<https://www.ofallon.mo.us/requests-for-public-information>

4. What improvements are you looking for in a new vendor?

Answer: None

5. What meetings are required, with what frequency, and is attendance via conference call/webex acceptable?

Answer: A kickoff/set up meeting will be required. This can be accomplished via conference call. Additional conference calls with the City may be required to transition between vendors.

6. Will local companies or those who are minority owned receive preference, or are there any location requirements?

Answer: No local requirements however the City does have an ordinance that gives preference to any business that is in the City of O'Fallon whose pricing is within 3% of the lowest best bidder.

7. Please confirm that the 1000 monthly minutes include both the inbound minutes and the outbound minutes associated with resolving/responding to the issue raised during the initial inbound call.

Answer: The 1000 monthly minutes does account for inbound and outbound minutes associated with resolving/responding to issues.

8. Do you maintain a Shut Off List? If so, do you communicate that list to your after hours provider?

Answer: The City does provide a shut off and turn on list to the after-hours provider. Our turnoffs occur every other month, on Tuesdays, over a 4-week period.

9. Will we receive any automated calls and/or alerts from pump stations or systems?

Answer: No, all automated calls and alerts are directed immediately to the on-call personnel.

10. Do you have any specific protocols in the event of a water main break?

Answer: Current practice is that the Answering Service notifies the On-Call personnel, the on-call person will then report to the suspected break to verify the issue. If there is a confirmed break, the information is communicated back to the answering service and the on-call person takes care of calling in additional workforce. Throughout the break, updates are sent out to the Answering Service and City officials from the Water & Sewer Division Management. We do understand that the Answering Service will continue to receive calls regarding a water main break so we make our best effort to keep them updated with information regarding a break. Occasionally the Answering Service will receive calls from the local media, the Answering Service will need to provide contact information to media source or, if possible, transfer the call to the Water & Sewer Division manager on duty for the break. The City will provide as much contact information as possible for our Water & Sewer Division staff.

**Reminder:**

The due date and time remains the same for this project. This is to remind all bidders that sealed proposals for RFP #19-026 Water & Sewer After Hours Emergency Call Services must be submitted by 2:00 P.M. (prevailing central time), February 27, 2019 to:

Julie Moellering, 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](http://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