



Date: February 2, 2016

RE: Addendum No. 1
RFP 10082
Project Name: Hotline Services
Lower Colorado River Authority

Dear Offeror:

This notice shall serve as Addendum No. 1 to the aforementioned Request for Proposal ("RFP") and shall for all purposes become part of the original Hotline Services RFP 10082. This Addendum must be included in your Proposal Submittal to the LCRA by the proposal submittal date.

Please note the following:

- **Questions and answers are as follows:**

1. Is there an expected budget for this project?
The budget will not be posted for this project.
2. Do you have an incumbent? If so, who is the vendor?
The current system is provided by The Network.
3. Why are you going to RFP?
LCRA sets up long term contracts for repetitively necessary goods and services. The current contract comes to an end in the near future and it is customary to let an RFP for future service needs.
4. Please clarify your expectations of hosting the reporting tool on your website, per page 5 of the SOW.
The tool shall still be hosted by the Contractor, however a link to the tool will be listed on LCRA's website for employee access.
5. The RFP asks for audited financials. Is that a pass/fail? Would you accept the financial information provided under separate cover?
Audited financials are optional submissions.
6. Please confirm that bidders are not required to answer the engineering questions in the Supplier Response Template.
Since this is not an engineering project, these questions are not applicable.
7. How will LCRA provide the follow up questions, per page 2 of the SOW?
Once the initial report has been taken by the Contractor, LCRA will receive the initial report and provide any follow-up questions to the Contractor, preferably through the tool, but by email would be acceptable as well. Follow-up questions will be provided by the designated LCRA investigator, which will be situationally dependent.

8. Must bidders submit an SSAE 16 report? Must bidders be SSAE 16 certified?
Per the SOW, if LCRA requests an SSAE 16 report, the Contractor shall provide it. While LCRA does not require SSAE 16 certification, LCRA will require the SSAE 16 report for the selected system if requested.
9. Please provide your Supplier Diversity Guidelines. The link supplied in the RFP instructions isn't working.
The corrected link is listed here: <http://www.lcra.org/about/business-opportunities-with-lcra/Pages/default.aspx> the small and diverse supplier program summary is listed under "Helpful Information."
10. Please provide a copy of the Terms and Conditions you would like bidders to redline.
The Terms and Conditions are added to the documents with this Addendum.
11. How will you inform the vendor of the incident resolution status?
Preferably through the tool, but by email if necessary. Please state in your proposal the methods you propose to use.
12. How should resolution status be noted on the report?
Please note in your proposal the methods your tool allows.
13. Please confirm whether the following are mandatory functions of the reporting tool: assigning incident codes to each report, providing a graphical interface, capability to ask the callers additional questions when they call back, capability for those who place a report online to log back into the portal using the case number they receive and add further information to their original report.
Minimum requirements are as stated in the SOW. Any item listed with the word "shall" is considered a mandatory minimum requirement. Additional features available with your product should be included in your proposal.

The due date for proposals has been extended to February 9, 2016 at 3 PM CT.

If you have any questions, please contact paige.mcdonald@lcra.org.

Sincerely,
Paige McDonald
Category Manager

Date

Signature

Company Name

Address

City/State/Zip Code

Phone No.

Fax No.