



**ADDENDUM
PURCHASING OFFICE
CITY OF AUSTIN, TEXAS**

Solicitation: RFP 1100 EAL3014

Addendum No: 2

Date of Addendum: 07/27/2020

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Questions:

Q1: Does the notary on the FACTA Affidavit have to be in Texas?

A1: The FACTA Affidavit will need to be notarized but it does not have to be in the State of Texas.

Q2: Why does the Contractor have to have an on-site call center versus being able to subcontract out this service?

A2: Having a Contractor that has their own on-site call center historically works better for Austin Energy and provides a better quality experience for Austin Energy customers. It is important to have consistency in interviewers and avoid delays of working with a subcontractor.

Q3: On the Pricing Submittal are the estimated annual quantities (for example Item 1 has an estimated annual quantity of 400) the sample size or the number of surveys?

A3: The Pricing Submittal has revised this column to "estimated annual number of participants" for clarity.

Q4: On the Pricing Submittal on Item 8 and 9, is the estimated annual quantity of 10 the number of sessions?

A4: Yes, 10 is the number of sessions. The Pricing Sumittal has been updated with the sample size of the focus group for clarity.

Q5: Should analytics and reporting be included in the price we provide in the Pricing Submittal if this is to be used for pricing in the resulting contract?

A5: Yes- pricing, reporting, and presentations should be included in your price.

Q6: Since ad hoc studies are not a line item in the Pricing Submittal would that price be negotiated later?

A6: Ad hoc studies would be similar services to the line items in the Pricing Submittal so most likely those prices would be utilized in the resulting contract. If there is variation for a project it will be negotiated on a case-by-case basis.

Q7: Items 7 and 8 in the Pricing Submittal for focus groups have an estimated quantity of 10. How many participants would be in each focus group?

A7: For the purpose of evaluation the average focus group will be 8-15 participants? The Pricing Submittal has been updated for clarity.

Q8: Please clarify whether a subcontractor can provide moderation and analysis to the prime contractor. Specifically, could a subcontractor be considered a “partner” as per Solicitation Instructions, 10.3.3 “All qualitative study moderators must be full-time employees or partners of the Contractor with a minimum of five (5) years continuous experience as a focus group moderator.”

A8: Yes moderation services can be supplied by a subcontractor with approval by Austin Energy and as long as the single point of contact is maintained with the contractor.

Q9: On the Pricing Submittal Items 5 and 6 mention “e-survey” but the description says “web address not provided”. Can you please clarify?

A9: It may be both telephone and web. This will be phone calls and the e-survey would be duplicate information with just a different delivery method.

Q10: On the Pricing Submittal Items 9 and 10’s estimated quantity is 50. Can you please clarify if this is number of panels or the number of participants?

A10: This is the number of participants. The Pricing Submittal has been updated for clarity.

Q11: When do you anticipate a contract to be executed?

A11: Per the current timeline, a contract is anticipated to be in place by January 2021.

Q12: What are considered web surveys?

A12: Typically, the web surveys are the same as over the phone and are intended to reach a different audience. Occasionally they will be different.

II. Additional Information: Please see the attached pre-proposal meeting attendance sheet.

III. Change: The Pricing Submittal has been replaced with Version 1.2.

IV. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

PURCHASING OFFICE MEETING SIGN-IN SHEET

Solicitation Description: RFP 1100 EAL3014- Marketing Research Studies for Austin Energy

Meeting Date: 07/24/2020 10AM CST

Purchasing Office Point of Contact: Liz lock

Place/Room: Microsoft TEAMS Live Event: (512) 831-7858 ID# 348 228 593#

Please Print Legibly

Name	Company/Agency/Dept.	Phone	Email	Address	Have you or do you expect to receive compensation for this meeting from your organization?
Liz Lock	COA / AE – Purchasing		Liz.Lock@austintexas.gov		<input type="checkbox"/> Yes <input type="checkbox"/> No
DeJuan Brown	COA / AE – Purchasing		DeJuan.Brown@austintexas.gov		<input type="checkbox"/> Yes <input type="checkbox"/> No
Kate Barker	High Five Marketing Partners	816-808-0209	kate@high5mp.com		<input type="checkbox"/> Yes <input type="checkbox"/> No
Sandy Calles	Austin Energy / Contract Management				<input type="checkbox"/> Yes <input type="checkbox"/> No
Jeff Acklen	Austin Energy / Product Development				<input type="checkbox"/> Yes <input type="checkbox"/> No
Brian Kennedy	Austin Energy / Support Services				<input type="checkbox"/> Yes <input type="checkbox"/> No
Robert McKay	Tetra Tech	512-571-3982	rob.mckay@tetrattech.com		<input type="checkbox"/> Yes <input type="checkbox"/> No
Adam Probolsky	Probolsky Research	949-855-6400	adam@probolskyresearch.com		<input type="checkbox"/> Yes <input type="checkbox"/> No
Lynne Lockwood	Research America Inc.				<input type="checkbox"/> Yes <input type="checkbox"/> No
Donna Ford	Research America Inc.	864-230-0857	donna@researchamericainc.com		<input type="checkbox"/> Yes <input type="checkbox"/> No
Jill Carnick	The Dieringer Research Group, Inc.	262-432-5222	jill.carnick@thedrg.com		

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Name	Company/Agency/Dept.	Phone	Email	Address	Have you or do you expect to receive compensation for this meeting from your organization?
Krista Maeder	Quester	515-205-9574	krista.maeder@quester.com		
Michelle Vrudhula	Recon MR / Customer Research International	512-757-8102	michelle@cri-research.com		
Guy C. Antonioli	Focus Latino: Qualitive & Quantitate Consumer Research	512-306-7393	gcafocuslatino@gmail.com		
BJ Gerjes	Creative Consumer Research	281-295-1629	bgerjes@ccrsurveys.com		
Ambika McGee	AFJ Consulting	404-480-0358	ambika@afjconsulting.net		
Lisa Lin-Freeman	ReconMR		Lisa.lin-freeman@reconmr.com		
Julio Rovi	GDS Associates	770-799-2385	Julio.rovi@gdassociates.com		