

**CITY OF SANDPOINT**  
**Request for Proposal**  
**RFP No. 20-1920-2**  
**GEOGRAPHIC INFORMATION SYSTEMS (GIS)**  
**CONTRACT SUPPORT SERVICES**

**QUESTIONS & ANSWERS NO. 2**

DATE: August 28, 2020

PROPOSALS DUE: **Friday, September 18, 2020, no later than 2:00:00 PM Pacific Time**

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**The following are questions as submitted to the City and the City answers to those questions.**

1. **QUESTION:**

In reference to the after hours questions. Is it possible to have that 2 hour turnaround adjusted to the next business day? For example should a request come in at 11:30pm can the contractor respond by 10am the next business day? Would the contractor be open to suggestions/negotiations for the afterhours turnaround time?

**ANSWER:**

**The City of Sandpoint is a first responder and provides public service and response 24/7, 365 days per year. Although rare, there could be situations or emergencies that arise where we would need the 2-hour turnaround service. It would be the City's expectation to be provided a 24-hour contact phone number, specifically for these types of situations. It is the City's recommendation that the awarded contractor utilize some form of on-call process to be able to accommodate any high priority request that may arise.**

**- END OF QUESTIONS & ANSWERS -**