



## **SAN FRANCISCO HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

### **ADDENDUM NO. 2**

#### **RFP for As-Needed Off-Site Employee Benefits Call Center Services (RFPQHSS2025.O1)**

June 16<sup>th</sup>, 2025

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### **REQUEST FOR PROPOSALS FOR As-Needed Off-Site Employee Benefits Call Center Services (RFPQHSS2025.O1)**

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This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions and requests for clarification received by or before Friday, June 6<sup>th</sup>, 2025 at 12:00 PM (PDT) (the “Deadline for RFP Questions”). Similar questions were consolidated to reduce redundancies where possible.

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP (issued May 20<sup>th</sup>, 2025), Addendum No. 1 (posted June 12<sup>th</sup>, 2025) and the terms of this Addendum No. 2 (posted June 16<sup>th</sup>, 2025), then the terms of this Addendum No. 2 shall prevail.

Section references below are to the RFP and/or Appendix 1, and are provided for convenience or reference only.

**A. Modifications to the RFP**

None.

**B. Questions & Answers**

1. **SFHSS is amending the response to the question(s) consolidated in Addendum No. 1, posted June 12, 2025, under section B. 13., specifically as to the permissibility of call centers located within the United States and specifically, U.S. territories.**

**Response from City and County of San Francisco, Office of Cybersecurity:**

The term “United States” shall include all recognized US territories, including but not limited to the five permanently inhabited territories of American Samoa, Puerto Rico, the U.S. Virgin Islands, Guam, and Northern Mariana Islands.

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