

AFTER HOURS ON CALL SUPPORT RFP 26-07

**Addendum 1
August 24, 2026**

3.0 BACKGROUND

SMDHU historical call volume statistics for the past three (3) years, including total annual call volumes handled through the after-hours service:

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	151	136	241	178	141	226	235	310	285	178	146	251	2478
2025	202	241	312	309	136	146	215	306	192	135	116	282	2592
2026	137	120	208	195	258	248	386	431					1983
Total	490	497	761	682	535	620	836	1047	477	313	262	533	7053

Is the SMDHU currently utilizing an external service provider for these services?
If yes, for how long has the incumbent been providing the service and what is the annual contract value?

- As per SMDHU agency policy we are not able to share this information

Does the SMDHU currently maintain documented call scripts and escalation procedures that will be provided to the successful proponent?

- Yes

What is the anticipated contract term, including any renewal or extension options?

- The Health Unit and the Contractor will enter into a 1 year agreement with the option of renewing for 3 additional years.

THE LOWEST OR ANY PROPOSAL NOT NECESSARILY ACCEPTED