



TO: ALL PLANHOLDERS OF RECORD.

RE: Request for Quotations 27-RFQ-002 Answering Telephone Service Fairbanks

FROM: Andrew Morton, Administrative Services Manager, Procurement 

PAGE(S): Two (2), including this cover sheet.

DATE: July 31, 2026

Transmitted herewith is Addendum No. 1. If the Addendum is not received in full, please contact the Procurement Office at (907) 330-8239. If all pages of the Addendum are received, please sign this sheet and email it to AHFC's Sourcing and Contract Compliance Department at submittals@ahfc.us or you may fax it to (907) 330-8217.

Company's Name

Company's Representative

Date

ADDENDUM NO. 1



ADDENDUM NO. 1
July 31, 2026

Request for Quotations 27-RFQ-002 Answering Telephone Service Fairbanks

This document forms a part of and modifies the RFQ as noted below. Offerors should acknowledge receipt of this addendum. Failure to acknowledge receipt of this addendum may subject Offerors to disqualification.

FOR: Alaska Housing Finance Corporation
P.O. Box 101020
Anchorage, Alaska 99510
Andrew Morton (907) 330-8146

The following corrections, clarifications and/or deletions to the RFQ are hereby made a part of said documents.

This addendum consists of one (1) page.

ADDENDUM NO. 1

QUESTIONS RECEIVED BY AHFC FOR CLARIFICATION:

QUESTION 1: We have the majority of our reception team in the United States, with some overflow teams in Canada and the United Kingdom. As your RFQ indicated that there would be federal funds involved, I wanted to proactively ask if you will require strictly United States associates handling your calls.

ANSWER: All services provided must be within the United States.

QUESTION 2: Regarding dialing out to your on-call maintenance person in case of an emergency would this be done with intention to transfer the caller to the maintenance person, or will we have disconnected with your caller before dialing out and relaying the relevant information?

ANSWER: Both, we need relevant information relayed for every call, with the option of patching callers through as well. For instances where further information may be needed, or so instruction can be communicated.

End of Addendum No. 1