ADDENDUM III

SUBJECT: On-Demand Transportation Gift Cards for San Antonio Metropolitan Health District, (RFO 6100019685), Scheduled to Close: July 1, 2026; Date of Issue: June 5, 2026

FROM: Regina Leal-Vandervort
Procurement Manager

DATE: July 1, 2026

THIS NOTICE SHALL SERVE AS ADDENDUM NO. III - TO THE ABOVE REFERENCED REQUEST FOR OFFER

Respondents and bidders shall be responsible for reading the entire addendum. All addenda issued for this solicitation shall be attached to and become part of the solicitation and resulting contract documents for this project. By submitting a response to a City solicitation, respondent/bidder is acknowledging the receipt of this addendum.

By virtue of this addendum, the specifications, requirements and amendments stated below become a permanent addition to the solicitation referenced above.

THE ABOVE-MENTIONED REQUEST FOR OFFER IS HEREBY AMENDED AS FOLLOWS:

1. **The Request for Offer Bid Opening has been extended from July 1, 2026, at 10:00 am to July 8, 2026, at 10:00 am**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, RESTRICTIONS OF COMMUNICATION:

Question 1: What can you tell me about the volume of gift cards associated with the 3 solicitations? Are you looking for digital or physical gift cards? Are there specific brands?
Response: This is a bulk order due to the number of clients we service, and we need physical gift cards for all. There are no specific brands.

Question 2: Due to the coordination required with rideshare platforms and/or authorized partners to confirm program capabilities, fulfillment requirements, activation procedures, and pricing, would the City consider extending the bid submission deadline? This process may require a minimum of ten (10) business days.
Response: No.

Question 3: Please identify the City's current and/or most recent contractor that has provided gift cards for the San Antonio Metropolitan Health District (SAMHD) and indicate whether that contract is still active or has expired.
Response: You can request our previous contracts by completing an open records request on the City's website.

Question 4: Please provide the start date, term length, and current status of the existing or most recent contract for these services.
Response: You can request our previous contracts by completing an open records request on the City's website.

Question 5: Are there any specific challenges, limitations, or performance issues experienced under the current or previous contract(s) that the City intends to address through this solicitation?
Response: No.

Question 6: Please clarify the primary reason this solicitation is being reissued at this time, including whether it is due to contract expiration, program changes, or other factors.
Response: This is being reissued for programmatic needs.

Question 7: Is the awarded vendor required to be the direct transportation service provider (e.g., rideshare platform), or may the vendor provide a compliant solution through third-party partners, distributors, or authorized providers?
Response: The awarded vendor must provide gift cards per the specifications listed in the Request for offer (RFO) document.

Question 8: Please confirm whether a vendor that does not directly operate a transportation network but provides access to a rideshare platform through a managed solution, is acceptable.
Response: No.

Question 9: The RFO specifies "gift cards"; however, standard rideshare gift cards may allow broader usage across multiple services. Will the City accept a controlled transportation credit solution (e.g., ride vouchers or digital ride credits) that functions similarly to a gift card while restricting usage exclusively to transportation and meeting all stated requirements?
Response: No.

Question 10: Is the awarded vendor required to be the direct issuer of the gift cards, or may the awarded vendor source gift cards through third-party retailers, distributors, or authorized partners?
Response: The awarded vendor does not need to be the direct issuer, and may be issued to third party retailers, distributors, and/or authorized partners.

Question 11: Please confirm whether the solicitation allows vendors to propose a solution using one or more retail gift card providers, provided all stated requirements are met.
Response: No, it needs to be the same retail provider for all gift cards.

Question 12: Is the City seeking gift cards from a specific retailer, or will equivalent retail gift card solutions be considered if they meet the solicitation requirements?
Response: No.

Question 13: Will the City accept a single-retailer gift card solution that meets all stated requirements, or is a multi-retailer gift card solution preferred?
Response: We need a single retailer.

Question 14: If a multi-retailer solution is preferred, please clarify whether there is a minimum number of retailers or retail categories required.
Response: Not applicable.

Question 15: May gift card orders be fulfilled in multiple shipments, provided the total order is completed within the required delivery timeframe?
Response: No, only one shipment is required for the gift cards.

Question 16: Will the City allow in-person delivery of gift cards to the designated delivery location?
Response: Yes, and this will be coordinated with the awarded vendor.

Question 17: Please confirm whether gift cards must be delivered inactive for security purposes and clarify the required activation process, including timing, responsible party, and method of activation confirmation.
Response: This is coordinated with the vendor.

Question 18: Will the City accept digital transportation credits or vouchers that are delivered electronically and activated upon issuance, in lieu of physical gift cards?
Response: No, we are only accepting physical gift cards.

Question 19: If a solution is delivered digitally and activated upon issuance, but includes controlled usage and tracking, would it be considered compliant with the inactive delivery requirement?
Response: Physical delivery of the cards is required.

Question 20: Are the quantities listed in the pricing schedule guaranteed purchase quantities, estimated quantities, or quantities provided for evaluation purposes only?
Response: The quantities listed are the required quantities, no changes shall be made to the specific quantities and denominations.

Question 21: Will purchase orders be issued for the full quantity at one time, or will orders be released on an as-needed basis throughout the contract term?
Response: The gift cards will be ordered at one time for the full quantity.

Question 22: Please confirm when payment will be initiated, such as upon delivery, receipt, activation, acceptance by the City, or invoice approval.
Response: Payment will be issued after the full awarded amount is received.

Question 23: In addition to the stated Net 30 payment terms, what is the City's typical payment processing timeline from invoice submission to payment issuance?
Response: The payment processing timeline is 30 days.

Question 24: Will payment be issued after each individual order, or only after completion of the full awarded quantity?
Response: Payment will be issued after the full awarded amount is received.

Question 25: Given that this procurement involves gift cards, which typically require advance funding prior to activation, please confirm whether the City will allow or consider any alternative payment structure (e.g., expedited payment) to accommodate vendor funding requirements.
Response: No.

Question 26: Does the City intend to make a single award or multiple awards under this solicitation?
Response: Single award.

Question 27: Will the City evaluate pricing based on the total cost per card, including face value plus any applicable fees, delivery, and administrative costs?
Response: Yes.

Question 28: Please clarify how vendors are expected to restrict prohibited purchases (e.g., alcohol, tobacco, lottery), and whether documentation of these controls is required.
Response: Please review the Gift Cards requirements in Section 04 – Specifications / Scope of Services.

______________________ Original Signature of Person Authorized to Sign Bid/Contract (Please Sign) ______________________ Signer's Name (Please Print) ______________________ Vendor Name ______________________ Vendor Address ______________________ City ______________________ State, Zip code	Regina Leal-Vandervort Procurement Manager Finance Department, Procurement Division