

REQUEST FOR PROPOSALS

AFTER HOURS ANSWERING SERVICES Solicitation No. 5269

ADDENDUM NO. 1
Issue Date September 20, 2019

This Addendum containing the following revisions, additions, deletions and/or clarifications, is hereby made a part of this solicitation and Contract Documents for the above-named project. Proposers shall take this Addendum into consideration when preparing and submitting their response to this solicitation.

This Addendum lists questions received and SHA's responses (see Item 1 below).

Item 1. The following is a list of questions received and SHA's responses to those questions.

Question 1. Question 1: What is the yearly or weekly call volume?

Response: *On average, the current vendor receives 820 calls monthly, or approximately 9840 annually.*

Question 2. Question 2: What is the average per call, how many minutes or seconds is the handle time?

Response: Average inbound call is 3.5 to 4 minutes per call and average outbound call is 2.5 to 3 minutes per call.

Question 3: Is SHA willing to have online access to reporting versus reports being manually sent on a daily or monthly basis?

Response: : While having access to reports online would be nice, please see section 2) Specific i) Reports, Daily and Monthly Summary Reports – The vendor shall email reports to the Project Manager of this contract.

Question 4: Is SHA willing to have two pricing options for having calls answered more quickly?

Response: No. Please see section 2) Specific h) Service Response Time i.) 95% or more of all incoming calls will be answered within three rings or less at all times

Question 5: The RFP under J) Disaster Recover Services part iii) asks for us to host three additional lines with recorded informational messages for SHA response staff, SHA general staff and SHA residents. It says that SHA shall have the ability to update these messages as frequently as needed. We can certainly update them for you, but

you wouldn't be able to update them yourselves. Is SHA willing to consider a recorded line that can be updated by the vendor rather than by SHA directly?

Response: In the event that we need this service, SHA would like to be able to call in and leave our own messages rather than the vendor doing so for us.

Question 6: Do you all keep track of the minute usage? Monthly or yearly? If so, can you share that with me?

Response: : Yes, the average inbound/operator time per month is 2653 minutes. The average outbound/dispatch operator time per month is 965 minutes.

Question 7: When will the answers for all the questions be posted?

Response: All of SHA's answers are posted in this Addendum.

Question 8: What was the previous price for this monthly or yearly?

Response: In 2019 SHA anticipates spending \$31,761.80.

Question 9: In reference to the Commercial Automobile Liability Insurance in item B1 of the "Insurance" section (page 16), will this requirement be waived since the project's scope of work does not include the use of leased or hired vehicles?

Response: Insurance Requirements are negotiated with the successful vendor during the contract negotiations.

Question 10: In reference to the Service Hours listed in item 2b (page 5), can you clarify if the "Weekday Regular Business Hour Service" is intended to be utilized when SHA receives an abundance of calls unexpectedly; or, is it intended to be utilized only during instances of severe weather, telephone outages, etc.?

Response: Weekday Regular Business Hour Service is intended to be used as back-up service in the event that Property Management Staff is unavailable except for Holidays.

Question 11: How are services currently being provided? (Are the services performed by in-house staff or by a contractor? If by in-house staff, please disclose the number of staff personnel assigned to each shift.)

Response: Services are currently being provided by an outside vendor.

Question 12: Who is the incumbent vendor and what is the value of the contract? (Please disclose the length of the contracting relationship.)

Response: Current vendor is Sound Telecom. We are in year five of five possible years of the contract and the total contract value is \$156,480.50.

Question 13: What is the anticipated start date for this project (when does the contractor's helpline go live)?

Response: : Anticipated start date is January 01, 2020 and will go live at that time.

Question 14: What is the average call volume monthly and annually? What is the average inbound and outbound call length by day of week?

Response: On average, the current vendor receives 820 calls monthly, approximately 9840 annually. Average inbound call is 3.5 to 4 minutes per call and average outbound call is 2.5 to 3 minutes per call. Average call length by day of week was very consistent as the protocols for answering SHA calls do not change based on the day of week for either SHA or current vendor.

Question 15: What is the average call length?

Response: Average inbound call is 3.5 to 4 minutes per call and average outbound call is 2.5 to 3 minutes per call.

Question 16: The solicitation mentions Exhibits 1 – 3 but the documents were not included in the document. Will you share these part of the solicitation process or will they only be provided to the selected contractor?

Response: Please see exhibit tabs 1 – 4 attached.

Question 17: On average, how many calls per month do you receive? Or yearly?

Response: : On average, the current vendor receives 820 calls monthly or approximately 9840 annually.

Question 18: What are you currently paying?

Response: 2019 SHA anticipates spending \$31,761.80.

Question 19: Do all call types/departments forward to one line or would we need to setup sub accounts to accommodate the call types?

Response: At this time, all call types/departments forward to one line but sub accounts could be setup.

Question 20: My business is a Women Owned and Minority Owned Business, am I still required to reach out to other WMBE businesses?

Response: Yes. All submissions are required to have a response to the WBME inclusion plan and will be evaluated based on the response.

Question 21: How much is currently being paid for the same exact services listed on the bid documents?

Response: : 2019 SHA anticipates spending \$31,761.80.

Question 22: What is the anticipated monthly call volume?

Response: : On average, the current vendor receives 820 calls monthly.

Question 23: What is the AHT of the calls?

Response: Average inbound call is 3.5 to 4 minutes per call and average outbound call is 2.5 to 3 minutes per call. Total is 5 to 7 minutes.

Question 24: What percentage of calls are Spanish bilingual?

Response: Our current vendor does not offer any language besides English.

Question 25: What is the anticipated start date?

Response: Anticipated start date is January 01, 2020 and will go live at that time.

Question 26: The average number of expected calls (or minutes) per month.

Response: On average, the current vendor receives 820 calls monthly. 2653 inbound/operator minutes and 965 outbound/dispatch operator minutes per month.

Question 27: The average length of each call.

Response: Average inbound call is 3.5 to 4 minutes per call and average outbound call is 2.5 to 3 minutes per call.

Question 28: Will any calls need to be patched? If so, what percentage?

Response: Yes, Average of 25 patch calls per month, Less than 5% based on an average of 820 calls received per month

Question 29: What is the name of the current after-hours answering service for SHA?

Response: Sound Telecom

Question 30: What is the pricing of the current after-hours answering service?

Response: 2019 SHA anticipates spending \$31,761.80.

Question 31: What is the average monthly inbound call volume handled by the current answering service?

Response: 2653 average inbound/operator minutes monthly.

Question 32: What is the average monthly outbound call volume handled by the current answering service?

Response: 965 average outbound/dispatch operator minutes monthly.

Question 33: What is the average monthly call volume and call length (in minutes) of calls requiring live interpretation services? What is the average monthly call volume?

(the number of calls requiring language translation services, like for Spanish speaking callers) 2. What is the average call length in minutes? (calls requiring language translation services, like for Spanish speaking callers) For number two, the time from when a caller connects with a live agent to the time the call is disconnected.

Response: The current vendor receives on average 820 per month and the average call time is 3.5 to 4 minutes. None of these calls require language translation as this is not a service our current vendor offers at this time. 2. We do not have data for the average call length in minutes for calls requiring language translation services as our current vendor does not currently offer this service.

Question 34: In which language(s) is the current answering service providing interpretation services?

Response: The current vendor does not offer any language besides English.

Question 35: What is the average call handling time in minutes of non-interpretation calls? (i.e. starting from the time a call is answered by a live agent, a message is taken, and the message is successfully dispatched to the on-call?)

Response: Average inbound call is 3.5 to 4 minutes per call and average outbound call is 2.5 to 3 minutes per call. Total is 5 to 7 minutes.

Question 36: How many vendors do you intend to contract with for this after-hours answering service RFP?

Response: SHA intends to select one vendor; however, we retain the right to hire more than one vendor if necessary.

Question 37: Regarding J) Disaster Recovery Services: was the current answering service ever utilized to provide these services? If yes, can you provide call data (i.e. how many calls came in at once, how many additional outbound calls were made, how long the Disaster Recovery Services required?).

Response: No, the current answering service was never utilized to provide these services.

Question 38: How does the current answering service handle elevator calls? (i.e. does the current answering service have a unique call forwarding number assigned each elevator in order to locate it?)

Response: When a call comes in from an elevator, the current vendors system is setup to recognize what location that call is coming from.

Question 39: What is the budget for the initial contract term?

Response: The current budget for the initial contract term of 1 year, with a potential of 5 total years, is an estimated cost of \$30,000 to \$40,000 per year.

END OF ADDENDUM NO. 1

Revised 09-15-17