



ADDENDUM #2

Request for Proposals
Answering Services for Property Management and
Call Center Services for Housing Choice Voucher
Solicitation No. 2022-1010

Originally Issued July 25, 2022

Addendum 2 – Issued August 23, 2022

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror's proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

CHANGES:

The Proposal Submittal Deadline has been extended to August 30, 2022 at 11:00 AM.

The following language is added to Attachment A Scope of Work section 4:

4.6 Conflict of Interest

4.6.1 Due to the sensitive nature of the information required for recertification and the potential for impropriety or the appearance of impropriety, Contractor shall not employ participants of either the CMHA Public Housing Program or the CMHA Housing Choice Voucher Program for Call Center and After Hours Call Services. Nothing in this term shall prevent contractor from hiring participants in either program in positions not directly responsible for services listed in this solicitation.

4.7 Contractor Responsibility for Private Information

4.7.1 Contractor shall make all efforts to safeguard the information of tenants, vendors, applicants, landlord, agents and property owners

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participating with or applying for participation with CMHA’s housing programs. Contractor shall bear all legal and financial responsibility for the consequences of security breaches and other unauthorized disclosures of private information, and shall indemnify and hold harmless CMHA from any legal claims or settlements arising from alleged breaches of tenant privacy and security.

QUESTIONS:

1. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
No issues have been reported with current vendors for these services.
2. Have all options to extend the current contract been exercised?
No. Contracts in the table below are for a maximum of 3 years or \$50,000 in expenditures, whichever occurs first.
3. Who is the incumbent, and how long has the incumbent been providing the requested services?
The following are the current contracts, contractors, and start dates.

Contract Number and Description	Contractor	Start Date
2021-8040 Reception Services	Gilson Software Solutions-PHA, LLC	11/10/2021
2022-8004 After Hours Answering Services	Gilson Software Solutions-PHA, LLC	12/28/2021
2022-8042 Reception Services	Gilson Software Solutions-PHA, LLC	6/2/2022
2022-8007 Outbound Calls	Gilson Software Solutions-PHA, LLC	12/28/2021
2022-8039 Call Center for HCV	22nd Century Technologies, Inc.	6/14/2022

4. How are fees currently being billed by any incumbent(s), by category, and at what rates?
Please refer to the attached fee submission forms.
5. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
The following is the total spend to date on each contract since the start dates indicated above.

Contract Number and Description	Contract Spend
2021-8040 Reception Services	\$40,467.75
2022-8004 After Hours Answering Services	\$5,200.00
2022-8042 Reception Services	\$0.00
2022-8007 Outbound Calls	\$30,535.05
2022-8039 Call Center for HCV	\$0.00

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6. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
Yes, there is a prerecorded directory with information about the program.
7. What is the current number of seats for operators and supervisors at your existing call center?
6 full time staff.
8. Are call center agents required to work onsite? Or, will remote companies with a work-at-home agent model be considered for this bid?
No. Contractor is to perform work off-site.
9. How many work orders received per month? Are any of these work orders per month created by residents outside of the answering service, such as work orders submitted via email or a web portal?
Est. 1,600. These include calling the work order center and after hours answering service. There are no work orders generated through the Rent Café portal at this time.
10. How many calls are received after hours and weekends per month?
Est. 40-50 calls per night. There may only be 10 calls that are emergency's according to the Recognized Emergency. There may be 300 calls over the weekend but a majority of those calls are routine, notes and following would be done on Monday.
11. What are the frequently reported types of emergencies from residents?
Heating, air conditioning issues, plumbing issues, lockouts, power failures, broken water line, raw sewage (affecting more than one unit), elevator malfunctions, kicked in door, inoperable door/lock, smoke alarm/fire alarm, structural damage to exterior/interior of CMHA building, and inoperable refrigerator (weekend).
12. Related to the voucher portfolio, you have stated that there are 850 calls per day on average, and the AHT including after call wrap/work is 2.5 minutes on average, totaling 8 minutes. Is this correct? Can you please provide 1 week of call volume data by half hour interval? This data will be critical to designing a staffing plan to meet your 5-minute average speed of answer goal.
Yes 8 minutes is correct. The average is 800-900 calls per day. No additional data will be provided.
13. Are the after-hours maintenance /emergency portfolio calls M- F from 4:40 pm to 8:00am? Is 24-hour coverage required for these calls from Friday at 4:40pm until Monday at 8:00 am? What is the average handle time including talk and after call work for these calls? Is there an average speed of answer goal for these calls?
Yes. 3-5 minutes. Answer within 3rd ring.

14. Could our call center agents VPN into your telecommunications platform and CIS systems for connectivity?
VPN is not necessary to connect to our CIS (Yardi) System since it is web-based. For the telecommunications, we would port the number over to vendor's IVR so they can handle call routing.
15. If the vendor/contractor is certified SBE/Minority, does that qualify to meet the goal of 12% for professional services?
There are no required economic inclusion goals for this solicitation.
16. Is the interview in person on the 2nd stage if selected?
No, it will be conducted virtually.
17. Is there a requirement that the contractor use the CMHA's IVR? or Can the vendor use their own IVR?
The Vendor should use their own IVR System.
18. Is a Cincinnati business license required? Or will another city/state license be accepted?
The registration provided in Section 3 of your proposal is used to verify your correct legal entity name. The registration from the applicable state is acceptable. However, the Contractor must observe and abide by all applicable federal, state and local laws, rules, regulations, ordinances and codes to obtain any licenses, permits, or the like required to provide the services under any resulting contract. See Section 9.5 of Attachment C – Cincinnati Metropolitan Housing Authority General Terms and Conditions.
19. In section 20.4 - How do the taxable locations apply to the fees we will be charging the CMHA?
There are no taxable locations included in this solicitation.
20. Will the CMHA accept any overflow of calls to an offshore backup site?
Please refer to Attachment A Scope of Work sections 1.1.6, 2.1.7, 3.1.7, and 4.1.6.
21. For the Reception Services (Section 1) of the Scope, will there be lead time to inform the contractor when calls will be sent?
CMHA is currently sending 80% of management office calls to the vendor currently but this percentage varies. CMHA will typically provide advance notice of a need for this service. However, there will be some circumstances that advance notice cannot be given, like if a manager is out sick.

22. How many calls does 80% include?
A rough estimate would be 100-150 calls a day. However, this is a new service so historical data is not available to verify this amount.
23. Are Reception Services on-call only or is this a daily service?
This service will be required during office hours Monday through Friday for all offices for at least the next 90-120 days.
24. For Reception Services, are all calls an estimated 5 minute duration?
Yes.
25. For After-Hours Answering Services (Scope of Work Section 2), is the estimate of 16,500 calls annually the amount of calls that will be transferred to the vendor?
Yes.
26. For the Outbound Calls (Section 3 of the Scope of Work), is this service currently in use?
No. Services were suspended about one month ago but are anticipated to start again soon.
27. What is the current outbound call volume?
Call volume is minor and infrequent but must be available if needed. There are typically less than 1000 calls per project.
28. Does the scope for Outbound Calls include the need for communication by email, chat or text?
No, it is for calls only.
29. What is the average handle time for Outbound Calls?
Call times are usually longer, between 5 and 10 minutes depending on script.
30. How are Outbound Calls priced?
Please refer to Attachment B.
31. How frequently will Outbound Calls services be needed?
Services are provided on a per-project basis as needed. There is no forecast of project frequency.
32. For the Call Center services, is the goal to offload all of the anticipated 800-900 calls to the contractor?
Yes.
33. What is the average handle time for Call Center calls?
5-6 minutes after answering. Hold time goal is also 5-6 minutes.

34. Is the intent to award a single contract to one vendor or to select multiple vendors to provide these services?
Please refer to RFP section 3.2 and Attachment A Scope of Work, paragraph 2.
35. How should pricing be submitted for Call Center services?
Please refer to Attachment B.
36. For Call Center services, you currently have a staff of 5 and experience an average 30 minute wait time, but you want to reduce the wait time to 5-6 minutes. Is this correct?
Yes. It is anticipated that moving from paper to an electronic process may help to reduce hold time.
37. Will Call Center services training be provided to the selected contractor?
Yes. Training will be provided to the contractor's trainer who will then train their staff. Training will cover Yardi and CMHA's standard operating procedures.
38. If a new Call Center agent needs to be trained, how long should that take?
4 days.
39. In reference to this item in the scope of work, this does not seem relevant to the Call Center services described in the scope of work, can you please explain the need for this requirement?
"6.0 COVID-19 Requirements for Work: Vendors entering CMHA-occupied units must wear PPE (if requested by the resident, if not vaccinated, and/or per CDC guidelines), including but not limited to a mask that covers their mouth and nose. The mask should be worn throughout the entire period of service delivery."
These requirements will only apply to on-site meetings.
40. In reference to this item in the scope of work, is this only applied to those tasks where the failure occurred or across the board for all task performed?
"7.2 The Contractor must meet all performance indicators listed in the contract. Failure to do so may lead to a reduction of 20% of monthly invoice amount or contract termination."
This is a 20% reduction of the total invoice amount for all monthly services performed.
41. For the Call Center Services, is there paperwork required at the end of the call?
No. The wrap-up time is 2-3 minutes to note the response and call in the system.
42. For Call Center services, the average call time plus 2-3 minute wrap-up would equal around 8 minutes total, correct?
Yes.

43. How is the current IVR set up?
There is a tree system with multiple options and some general answers provided. Callers have the option to receive a call back instead of holding. Callers can select from multiple options for assistance.
44. Are call center agents using a predictive dialer?
No, the Call Center is for incoming calls only.
45. For Outbound Call services, how many surveys are conducted per year?
This is a new service, so only one project has been conducted so far.
46. Is the selected Call Center vendor able to access the CMHA network through VPN to receive calls that way? This would enable calls to be routed directly instead of using a dedicated circuit.
No. CMHA will port the number over to the vendor's IVR. The Vendor will be responsible for their own call routing.
47. For the Call Center services, is CMHA currently using Rent Café for the waitlist? Can both clients and call center representatives view the waitlist status?
CMHA is using Rent Café in a very limited way. Clients cannot currently see their place or status on the waitlist. This may change in the future.
48. For Call Center services, can modifications be made to the IVR to provide answers to more general questions?
There are currently some answers to general questions already provided. CMHA will consider proposed changes from the selected contractor.
49. What are the audit and quality control requirements for these services? What is the audit process?
There are customer satisfaction requirements. Contractor is expected to record calls and keep recordings so that CMHA can review as needed. Most auditing of contractor performance will be accomplished by reviewing the required reports.
50. Is the vendor required to conduct quality control of its own calls?
Yes.
51. For all scopes, is virtual work permitted?
Yes. The only geographic restrictions can be found in Attachment A Scope of Work sections 1.1.6, 2.1.7, 3.1.7, and 4.1.6.

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52. Is there a requirement for contractors to use email or text messages?
If there is an after hours emergency, then the contractor is required to text and call the CMHA on-call supervisor.
53. Does the volume of 16,000 calls received for After-Hours Answering services include that many text messages?
Only recognized emergencies require a text message, so not all calls would have required this.
54. The scope of work mentions a requirement for in-person meetings. How often are these conducted?
There are no regularly scheduled in-person meetings. These happen rarely and are generally only to address issues with service delivery.

END OF ADDENDUM TO DATE 8/23/22



**QSP 2021-8040; Answering Services for
Asset Management Property Offices
During Work Hours**

Attachment B: Contractor’s Fee Submission Form

The fees shall be a firm fixed price inclusive of all elements required to deliver the services, including but not limited to: employee costs and benefits, clerical support, supplies, materials, licensing, insurance, travel, fuel surcharges, franchise fees, etc. Please note that such cost is inclusive of all elements required to provide these services as specified herein and each fee proposed shall be fully “burdened” with profit and overhead costs.

	Firm Fixed Rate	
Maintenance Services w/o Yardi (per Month)	\$ 900.00/\$1,800.00	After Hours or 24/7
Answering Services w Yardi (per Month)	\$ <u>1,575.00/\$3,150.00</u>	After Hours or 24/7

Additional Services

Provide a firm fixed hourly rate for related services

Name/Position	Firm Fixed Hourly Rate
Reception Services 0 to 4,000 Minutes	\$ <u>.70/Minute</u>
Reception Services 4,001 to 8,000 Minutes	\$ <u>.60/Minute</u>
Reception Services 8,001 Plus Minutes	\$ <u>.50/Minute</u>
On-time Set-up Fee	\$ <u>450.00</u>

DISCOUNT OFFERED FOR EARLY PAYMENT: N/A % if invoice paid within days of properly submitted invoice.

PROPOSER’S STATEMENT

The undersigned proposer hereby states that by completing and submitting this Form and all other documents within this submittal, he/she is verifying that all information provided herein is, to the best of his/her knowledge, true and accurate, and that if the Authority discovers that any information entered herein to be false, such shall entitle the Authority to not consider or make award or to cancel any award with the undersigned party. Pursuant to all QSP Documents including attachments, this Fee Submission Form, and pursuant to all Documents submitted, the undersigned proposes to supply the Authority with the services and/or products described herein for the fee(s) submitted pertaining to this QSP.



QSP 2022-8004; Answering Services

Attachment B: Contractor's Fee Submission Form

Performance Standards:

Service fees will be reduced 10% for any service not meeting these requirements.

The Contractor's monthly invoice shall be reduced by the sum of twenty-five and no/100 dollars (\$25.00) per day for each day that the Contractor fails to submit the daily report in accordance with the QSP.

The Director of Asset Management Services may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

Pricing:

The proposed fees are all-inclusive of all related costs including but not limited to all labor, materials and equipment required in the scope of work. The Contractor is responsible for providing **firm, fixed costs** as specified below.

If Contractor is awarded a contract for this solicitation, this Fee Submission Form may be used as an Exhibit to the Contract. The completion of the form is no guarantee of a contract or the award of any services.

1. Cost for Answering Services per the specifications in this solicitation.

\$ 1,300.00 firm, fixed fee per month (Based on 4,300 Units and 2,500 Calls/Month)

\$ 650.00 One Time Set-up Fee

DISCOUNT OFFERED FOR EARLY PAYMENT: _____ % if invoice paid within _____ days of properly submitted invoice.



QSP 2022-8042; Answering Services for Asset Management Property Offices

The fees shall be a firm fixed price inclusive of all elements required to deliver the services, including but not limited to: employee costs and benefits, clerical support, supplies, materials, licensing, insurance, travel, fuel surcharges, franchise fees, etc. Please note that such cost is inclusive of all elements required to provide these services as specified herein and each fee proposed shall be fully “burdened” with profit and overhead costs.

	Firm Fixed Rate
Answering Services (per call) (1)	\$ <u>1.75</u>
Answering Services (per minute)	\$ <u>0.70</u>

(1) The maximum paid will be the amount listed below which include our fixed pricing. With CMHA currently utilizing our after hours only service, the maximum paid would be \$2,600.00 Per Month.

Additional Services

Provide a firm fixed hourly rate for related services

Name/Position	Firm Fixed Hourly Rate	
Maintenance Service w/o Entry into Yardi	\$ <u>\$1,300.00/\$2,600.00</u>	After Hours/24/7
Maintenance Service with Entry into Yardi	\$ <u>\$2,275.00/\$4,550.00</u>	After Hours/24/7
Set-up Fee (Already Set-up)	\$ <u>N/A</u>	
	\$ _____	

DISCOUNT OFFERED FOR EARLY PAYMENT: _____ % if invoice paid within ____ days of properly submitted invoice.

PROPOSER’S STATEMENT

The undersigned proposer hereby states that by completing and submitting this Form and all other documents within this submittal, he/she is verifying that all information provided herein is, to the best of his/her knowledge, true and accurate, and that if the Authority discovers that any information entered herein to be false, such shall entitle the Authority to not consider or make award or to cancel any award with the undersigned party. Pursuant to all QSP Documents including attachments, this Fee Submission Form, and pursuant to all Documents submitted, the undersigned proposes to supply the Authority with the services and/or products described herein for the fee(s) submitted pertaining to this QSP.



QSP 2022-8007; Outbound Calls and Information Collection

Contractor's Fee Submission Form

The fees shall be a firm fixed price inclusive of all elements required to deliver the services, including but not limited to: employee costs and benefits, clerical support, supplies, materials, licensing, insurance, travel, fuel surcharges, franchise fees, etc. Please note that such cost is inclusive of all elements required to provide these services as specified herein and each fee proposed shall be fully "burdened" with profit and overhead costs.

Outbound calls for the purpose of communicating information only:

AMP	Total Units	Outbound Calls (per call) Firm Fixed Rate	Outbound Calls (per minute) Firm Fixed Rate
AMP 201	181	\$ 2.50/Call (3)	\$.50/Minute
AMP 202	191	\$ 2.50/Call (3)	\$.50/Minute
AMP 203	137	\$ 2.50/Call (3)	\$.50/Minute
AMP 204	211	\$ 2.50/Call (3)	\$.50/Minute
AMP 205	179	\$ 2.50/Call (3)	\$.50/Minute
AMP 206	102	\$ 2.50/Call (3)	\$.50/Minute
AMP 207	178	\$ 2.50/Call (3)	\$.50/Minute
AMP 208	217	\$ 2.50/Call (3)	\$.50/Minute
AMP 209	608	\$ 2.50/Call (3)	\$.50/Minute
AMP 210	653	\$ 2.50/Call (3)	\$.50/Minute
AMP 211	269	\$ 2.50/Call (3)	\$.50/Minute
AMP 212	140	\$ 2.50/Call (3)	\$.50/Minute
AMP 213	196	\$ 2.50/Call (3)	\$.50/Minute
AMP 214	196	\$ 2.50/Call (3)	\$.50/Minute
AMP 215	358	\$ 2.50/Call (3)	\$.50/Minute
AMP 217	382	\$ 2.50/Call (3)	\$.50/Minute
AMP 218	140	\$ 2.50/Call (3)	\$.50/Minute

1. Includes leaving a complete voice mail message and a note into the Yardi System
2. Includes leaving a note in the Yardi System
3. Includes an average of 5 minutes per call providing information, not entering data into form, entry into GRCC and Yardi, reports and all other required functions. All calls over 15 minutes will include a surcharge of \$2.50 per call
4. Includes an average of 15 minutes per call, completing form, entering data into GRCC and Yardi, reports and all other required functions. All calls over 15 minutes will include a surcharge of \$2.50 per call



QSP 2022-8007; Outbound Calls and Information Collection

Outbound calls for the purpose of obtaining information and receiving response

AMP	Total Units	Outbound Calls with a Successful Call (per call)* Firm Fixed Rate	Outbound Call with an Unsuccessful Call (per call)** Firm Fixed Rate	Cost of wrong or disconnected telephone numbers Firm Fixed Rate
AMP 201	181	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 202	191	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 203	137	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 204	211	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 205	179	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 206	102	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 207	178	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 208	217	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 209	608	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 210	653	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 211	269	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 212	140	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 213	196	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 214	196	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 215	358	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 217	382	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)
AMP 218	140	\$ 7.50/Call (4)	\$ 1.15/Call (1)	\$.45/call (2)

*A successful is a call where the information, data or response was received

**An unsuccessful call is a call where the information, data or response was not received



**QSP 2022-8039
Call Center Services for HCV**

Attachment B: Contractor’s Fee Submission Form

The fees shall be a firm fixed price inclusive of all elements required to deliver the services, including but not limited to: employee costs and benefits, clerical support, supplies, materials, licensing, insurance, travel, fuel surcharges, franchise fees, etc. Please note that such cost is inclusive of all elements required to provide these services as specified herein and each fee proposed shall be fully “burdened” with profit and overhead costs.

Description	Firm Fixed Fee
Call Center Services Weekly Rate	\$6775.2

Additional Services

Provide a firm fixed hourly rate for related services

Name/Position	Firm Fixed Hourly Rate
Call Center Agent	\$ <u>28.23</u>
Call Center Supervisor	\$ <u>34.01</u>
	\$ _____
	\$ _____

Notes and Exclusions:

DISCOUNT OFFERED FOR EARLY PAYMENT: 0.01 % if invoice paid within 10 days of properly submitted invoice as stated in the QSP.