



ADDENDUM #3

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 3 – Issued August 26, 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 September 1, 2022 at 11:00 AM.

QUESTIONS:

1. Stated time for after call work is 2 minutes or less. What is the historical average duration of after call work?
HCV Call Center is 2-3 minutes.
2. How long is the initial classroom training (# of days)?
There is no classroom training requirement.
3. What is the expected length of classroom training?
There is no classroom training requirement.
4. Can CMHA briefly describe the emergency escalation process if a maintenance contractor is unresponsive?
CMHA has an "Recognized Emergency List" if a call falls under the list, the on call supervisor would be notified by phone call/text, follow-up and then the manager, maintenance supervisor

1627 WESTERN AVENUE, CINCINNATI, OHIO 45214

Phone: (513) 333-0670 Fax: (513) 977-5606 TDD: (513) 977-5807 Website: www.cintimha.com

Equal Opportunity Employer, Equal Housing Opportunities

and director would be notified. This process would be gone over with the company who would be awarded the contract in detail.

5. For receptionist calls, you stated 125 calls per day with a five-minute AHT, is this correct? Is there after call work time that would add to the 5-minute AHT? What hours of operation would the receptionist calls be forwarded to the vendor? What is the average speed of answer goal for receptionist calls.
125 to 150 calls per day; 9 to 11 min AHT.
If there is an emergency, CMHA may request a call be placed to the manager or their designee.
Calls are forwarded between 8am and 4:30pm.
Goal is to answer within 2 minutes.
6. Can you provide any additional color around the outbound call campaigns? Without any data, it will be difficult to determine required staffing for the outbound objectives. If no data is available, could the authority provide lead time prior to an outbound campaign in order to properly staff for each initiative?
CMHA can provide a week's notice if this service is needed.
7. Do your clients speak other languages besides Spanish that would require translation services?
Clients speak English primarily.
8. In section 1.4.1 - Will a list be provided to constitute what is actually considered an emergency and what is not?
A list will be provided to the selected contractor.
9. For Reception Services, is there an estimate for the increased number of calls received on Mondays and Fridays?
No.
10. Does the 3-year retention requirement for call recordings apply to all types of calls in the scope of work?
Yes.
11. For After Hours Answering services, what is the estimated percentage of calls that are emergencies?
An estimated 5 emergency calls are received per night and 30 per weekend.

END OF ADDENDUM TO DATE 8/26/22