



ADDENDUM #1

Request for Proposals
Work Order Answering Services
Solicitation No. 2023-1032

Originally Issued October 17, 2023

Addendum 1 – Issued October 24, 2023

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 attached Fee Submission Form for contract 2022-8004 is added to Attachment A Scope of Work.

QUESTIONS:

1. Can companies from Outside USA apply for this?
Please refer to Scope of Work section 1.1.7.
2. Can we perform the tasks (related to RFP) outside USA?
Please refer to Scope of Work section 1.1.7.
3. Can we submit the proposals via email?
Please refer to the RFP Document section 3.2.
4. Do contractors need to be physically present at meetings?
Please refer to Scope of Work section 1.1.6.

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Equal Opportunity Employer, Equal Housing Opportunities

5. What is the date by which you will answer these questions?
Please see date above.
6. Why has this bid been released at this time?
Changes have been made to the scope of work.
7. When is the anticipated contract start date?
December 1, 2023.
8. When is the anticipated award date?
November 28, 2023.
9. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
Bidders must use Attachment B.
10. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
This information will not be provided.
11. Has the current contract gone full term?
No.
12. Have all options to extend the current contract been exercised?
No.
13. Who is the incumbent, and how long has the incumbent been providing the requested services?
**Contract 2022-8004 was awarded 12/28/2021 to Gilson Software Solutions-
PHA, LLC.**

14. How are fees currently being billed by any incumbent(s), by category, and at what rates?

See attached.

15. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

See attached.

16. What is the maximum wait time?

Please refer to Scope of Work section 1, third bullet.

17. What percentage of calls must be resolved without a transfer, second call, or a return call?

All calls should be resolved with the first call. The contractor is taking information from the residents. There should be no need for the other actions.

18. What is the maximum percentage of calls that can be terminated by the caller without resolution?

2%

19. What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

Please refer to Scope of Work section 1, tenth bullet.

20. What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

Please refer to Scope of Work section 1, tenth bullet.

21. What is the current average wait time for phone calls?

Unknown.

22. Over the past year, what is the percentage of calls received in English versus non-English?

Unknown. The majority of the calls are English speakers.

23. Over the past year, what percentage of calls received were in Spanish?

Unknown. The majority of the calls are English speakers.

24. Can the call center owner hire agents to service the answering service from other countries if the business owner is locally based?

Please refer to Scope of Work section 1.1.7.

25. Is a hardcopy request (submitted in person to the procurement department) required in addition to the electronic request?

No. Please refer to the RFP Document section 3.2.

26. For the electronic submission, in addition to the proposal, I understand that 2 separate emails are required for attachments B & E. My question is, is it acceptable to include the applicable sections 1-7 of the proposal all in 1 email separated by attachments numbered/labeled for each section?

Yes. Please refer to the RFP Document section 3.2.

27. For the required Business Registration, will the Ohio Certificate/Articles of Incorporation suffice, seeing as there are no other licenses required for the services being provided?

Yes.

END OF ADDENDUM TO DATE 10/24/23



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.