



ADDENDUM #3

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

Originally Issued October 17, 2023

Addendum 3 – Issued November 3, 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.

QUESTIONS:

1. What is the current average after-call work time for operators?
This information is not available.
2. What is the current number of seats for operators and supervisors at your existing call center vendor?
There is currently one person staffing the CMHA Work Order Center during normal business hours. Contractor's information will not be provided.
3. Please provide a more detailed explanation of how the pool of contractors will perform? What percentage of the S.O.W will each business owner be assigned? Or will the S.O.W be divided by a contract schedule? For example: Business A will perform services for three months, business B will perform services for three months, and business C will perform services for six months. This detailed information will help us to determine an accurate pricing quote taking in account the payroll for the agents and all other applicable fees.

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One contractor will be given the contract for the year. In the event there are performance or capacity issues, other contractors maybe selected to fulfill the remainder of the contract.

4. Does the CMHA require a callback option/outbound calls under this contract?

Yes.

5. Does the CMHA require a live chat, email, or text messaging facility under this contract?

Yes.

END OF ADDENDUM TO DATE 11/3/23

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