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## ADDENDUM #1

Quotations for Small Procurements  
Work Order Closure and Emergency Answering Services  
Solicitation No. 2024-1851

Originally Issued May 19, 2024

### Addendum 1 – Issued June 3, 2024

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.

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### QUESTIONS:

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions. **June 6, 2024.**
2. What is the date by which you will answer these questions? **Please see date above.**
3. If there was a previous solicitation for these services, what was its title, number, release date, and due date? **2023-1032 Work Order Answering Services. October 17, 2023 through November 7, 2023.**
4. When is the anticipated contract start date? **July 2024.**
5. When is the anticipated award date? **July 2024.**
6. Can you please clarify if references are required for this procurement, and, if they are, how many are needed? **Please see page 6 of the Quote Packet.**
7. 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

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bidders should quote fees or can bidders create their own pricing categories? **No. Bidders must use the Fee Submission Form in the quote packet.**

8. 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.**
9. If this is a term contract subject to renewal, what is the term and the maximum number of option periods? **This contract is good for a period of one year with an option to renew annually for an additional two years at CMHA's sole discretion.**
10. Has the current contract gone full term? **No.**
11. Have all options to extend the current contract been exercised? **No.**
12. Who is the incumbent, and how long has the incumbent been providing the requested services? **22nd Century Technologies, Inc., eCallogy, LLC, and Gilson Software Solutions-PHA, LLC. Services began 12/5/2023.**
13. How are fees currently being billed by any incumbent(s), by category, and at what rates?  
**22nd Century Technologies, Inc.**

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

\$ 2,200 firm, fixed fee per month

1. Cost for Answering Services with data entry (generating and closing work orders) into Yardi per the specifications in this solicitation.

\$ 500 firm, fixed fee per month

**eCallogy, LLC**

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

\$ 2070.50 firm, fixed fee per month

1. Cost for Answering Services with data entry (generating and closing work orders) into Yardi per the specifications in this solicitation.

\$ 2205.31 firm, fixed fee per month

**Notes and Exclusions:**

Pricing is based on 15% of the total call volume of 3000 offered to answering service after hours.

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## Gilson Software Solutions-PHA, LLC.

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

\$ 1,300.00 firm, fixed fee per month

1. Cost for Answering Services with data entry (generating and closing work orders) into Yardi per the specifications in this solicitation.

\$ 3,200.00 firm, fixed fee per month      1. \$2,800.00

Notes and Exclusions: 1. Please note should CMHA agree for GHP to distribute the iResident Services App to residents and iWork Order App to maintenance staff for Close-outs the Cost of the Service would be reduced to \$\$2,800.00. 2. Fees are based on After Hours as specified in the RFP, 3.)

14. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **\$9,100 over the contract term.**
15. What is the minimum required total call capacity? **Please refer to Attachment A Scope of Work 1.0 bullet 8.**
16. What is the minimum simultaneous inbound call capacity? **Please refer to Attachment A Scope of Work 1.0 bullet 8.**
17. What is the maximum wait time? **Please refer to Attachment A Scope of Work 1.0 bullet 3.**
18. Is there a minimum or maximum number of operators and supervisors? **Please refer to Attachment A Scope of Work 1.0 bullet 10.**
19. What is the required degree of dedication for the call center? (Can the call center awarded this contract work on other contracts at the same time as this one)? **Please refer to Attachment A Scope of Work 1.0 bullet 10.**
20. What is the required degree of dedication for the operators? (Can operators assigned to this contract work on other contracts at the same time as this one)? **Please refer to Attachment A Scope of Work 1.0 bullet 10.**
21. What is the current number of seats for operators and supervisors at your existing call center? **There is currently one person staffing the CMHA Work Order Center during normal business hours. Contractor's information will not be provided.**
22. What is the current average wait time for phone calls? **Unknown.**

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23. What is the current average after-call work time for operators? **Unknown.**
24. 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.**
25. Over the past year, what percentage of calls received were in Spanish? **Unknown. The majority of the calls are English speakers.**
26. Does the CMHA require a callback option/outbound call under this contract? **No.**
27. Referring to “2.0 Economic Inclusion Participation”, please specify whether the provided MBE/WBE and Section 3 goals are mandatory for the vendor to bid on this contract or not. **These goals are aspirational and not mandatory. Small, minority-owned, women-owned and Section 3 businesses are encouraged to apply.**
28. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct? **Yes.**
29. Is it possible for the CMHA to extend the due date? **No.**
30. Please specify when the CMHA will issue the answers to the questions. **Please see date above.**
31. It is our understanding that the vendors need to submit 1 separate Fee Submittal Form, 1 separate Contract Award and Acceptance Form, and a technical proposal. Is it correct? **All quotations should be submitted using the Attachment C Quote Packet.**
32. Please confirm whether this RFP is a re-issued version of the canceled RFP that was released last year with the title 'After Hours Answering Services' (RFP 2023-1007). **This is a replacement for 2023-1032 Work Order Answering Services.**
33. How many agents are currently working under this contract? **There is currently one person staffing the CMHA Work Order Center during normal business hours. Contractor’s information will not be provided.**
34. 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.**
35. In the Experience Summary of the document “sol-2024-1851-work-order-closure-and-emergency-answering-services-quote-packet,” it states that vendors need to provide “relevant experience, project management ability, and quality plan as requested in Section 4 of the QSP document.” However, Section 4 of the QSP document refers to “The Authority’s Motto and Gold Performance Standards.” Did CMHA intend to reference Section 1 instead of Section 4? Please confirm the correct section. **Section 5.0 of the QSP document.**

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36. Is this a new initiative or does the CMHA have an incumbent on this? **Incumbents are 22nd Century Technologies, Inc., eCallogy, LLC, and Gilson Software Solutions-PHA, LLC.**

37. If there is an incumbent, please disclose their names and if possible, provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing.  
**22nd Century Technologies, Inc.**

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38. Is the CMHA facing any issues under the current contract? If so, please specify. **This information will not be provided.**

39. Is it possible for the CMHA to provide more information about the scope of work? **No additional information will be provided.**

**\*\*\*END OF ADDENDUM TO DATE 6/3/2024\*\*\***

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