



ADDENDUM #2

Request for Proposals
Work Order Answering Services
Solicitation No. 2025-1042

Originally Issued October 18, 2025

Addendum 2 – Issued November 3, 2025

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 are the key performance indicators (KPIs) that matter most to you? (e.g., First Call Resolution (FCR), Average Handle Time (AHT), Customer Satisfaction (CSAT), etc.)
 - **Call Response Time**
 - **KPI Example:** 90% of calls answered within 4 rings or under 20 seconds.
 - **Customer Satisfaction**
 - **KPI Example:** Achieve a customer satisfaction score of 90% or higher on post-call surveys.
 - **Accuracy of Data Entry**
 - **KPI Example:** Less than 2% of work orders returned for data correction.

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- **Communication with Third Parties / Vendors**

- **KPI Example:** 100% of communication to CMHA personnel for work order dispatch, questions or concerns are communicated within 15 minutes via text, email or telephone call of receipt of the call.
2. Are there specific service level agreements (SLAs) you expect from the call center? **Yes, this information is provided in the scope of work of the RFP.**
 3. How do you measure customer satisfaction, and how should we report these results? **Weekly reports, including specific details, will be provided in a template format and submitted weekly.**
 4. Do you have existing technology platforms (CRM, telephony systems, etc.) that the call center will need to integrate with? **Yardi data system,**
 5. Do you have any specific requirements for call center technology (e.g., IVR, cloud-based solutions, AI integration)? **No.**
 6. Are there any penalties or incentives tied to performance metrics or SLAs? **See Section 3 of Attachment A-Scope of Work.**
 7. What is the expected contract length (e.g., 1 year, 3 years)? **5 years. See Section 5.0-Contract Terms of the RFP.**
 8. What are your preferred payment terms (e.g., Net 30, Net 60)? **Net 30 days.**
 9. Do you have any specific ratios you require? (Example: Supervisor to Agent ratio 1:18) **No.**
 10. What is the decision-making timeline for this RFP? **A Notice to Offerors announcing awardees and non-awardees may be emailed on 11/26/25.**
 11. Will you require us to provide a trial or pilot phase before the full implementation? **A pilot phase will include up to 14 days.**

12. Do you need support in transferring customer data or other operational knowledge to the new call center? **Not anticipated at this time.**
13. What is the Average Handle Time (AHT)? **This information is not available.**
14. Have you noticed any trends in your call volume over the past 6–12 months (e.g., increasing calls, seasonal patterns)? **This information is not available.**
15. Do you expect your call volume to grow over the next 1–3 years? If so, at what rate? **This information is not available.**
16. If both, what percentage of each? **This information is not available.**
17. What is your current call abandonment rate, and do you have any target reduction goals for this metric? **This information is not available.**
18. Do you currently use forecasting tools to predict call volume, and how accurate have they been in the past? **This information is not available.**

END OF ADDENDUM TO DATE 11/3/25