



ADDENDUM #1

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

Originally Issued October 18, 2025

Addendum 1 – Issued October 29, 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. How much is the current vendor charging per month? **The current vendors average charges are \$1,790.17 per month for answering services and \$2,435.10 per month for answering services with data entry.**
2. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Accurate data is not available at this time.**
3. Can you please share the actual call volume week over week for the past 30 days? **It varies depending on the weather (cold and hot days vs. normal temperature days). Holidays may see a decline in the number of calls.**
4. Is the call volume of 2000-3000 calls accurate according to data you have that can be shared? **CMHA averages 2000-3000 calls per week. This includes normal business hours, evenings and weekends.**
5. What is the anticipated contract start date? **December 1, 2025 (an earlier start date may be set up for training).**

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Equal Opportunity Employer, Equal Housing Opportunities

6. What is the anticipated award date? **A Notice to Offerors listing the awarded and not-awarded vendors may be emailed on November 26, 2025.**
7. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? **No deviation is permitted from the format on the fee submittal form.**
8. Please clarify if this is for 24 hour work order answering services. 30 calls in a weekend and 10 per weeknight is not 3000 calls a month. Please confirm the hours the service would be required. **Per the 3rd bullet in Section 1.0 of the Scope of Work the 3,000 calls a month cited are considered emergency services. Calls are answered after standard work hours, weekends, holidays, overflow calls during working hours, and interim staff time off. Estimation of the number of calls varies based on factors such as weather, power outages, etc.**

NOTE: An estimated 2,500 to 3,000 work order calls are received per month. These include calling the Work Order center, after-hours calls, and holiday answering services.

END OF ADDENDUM TO DATE 10/29/25