

ADDENDUM #1

Request for Proposals
Answering Services and Outbound Calls
Solicitation No. TP25-1035

Originally Issued October 20, 2025

Addendum 1 – Issued October 24, 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. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **Per Section 1.1.6 the call center must be located within the United States.**
2. How are fees currently being billed by any incumbent(s), by category, and at what rates? **The current averages rates are provided below.**

	AVERAGE PRICE PER CALL
Answering Services Per Call	\$ 2.43
Answering Services Per Minute	\$ 1.08
Outbound Communication per Call	\$ 3.16
Outbound Communication per Minute	\$ 1.04
Outbound Info Collection per Successful Call	\$ 8.26

1627 WESTERN AVENUE, CINCINNATI, OHIO 45214

Phone: (513) 333-0670 **Fax:** (513) 977-5606 **TDD:** (513) 977-5807 **Website:** www.cintimha.com

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Outbound Info Collection per Unsuccessful Call	\$ 1.95
Outbound Info per Disconnected Line	\$ 0.73

3. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Data not available.**
4. What is the minimum required total call capacity? **Data not available.**
5. What is the minimum simultaneous inbound call capacity? **Data not available.**
6. What is the maximum wait time? **Per Section 1.2.8, hold times should not exceed 2 minutes.**
7. What percentage of calls must be resolved without a transfer, second call, or a return call? **Data not available.**
8. What is the maximum percentage of calls that can be terminated by the caller without resolution? **Data not available.**
9. Is there a minimum or maximum number of operators and supervisors? **The contractor must insure that all service needs are met. Our suggested number of operators is 4 with one supervisor for each shift.**
10. What is the required degree of dedication for the call center? (Can the call center assigned to this contract work on other contracts at the same time as this one)? **Yes, as long as the Gold Performance Standards are met (see Section 4.0 of Attachment A - Scope of Work).**
11. What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on other contracts at the same time as this one)? **Yes, as long as the Gold Performance Standards are met (see Section 4.0 of Attachment A - Scope of Work).**

12. What was your average monthly call volume over the past year? **Data not available.**
13. What is the current number of seats for operators and supervisors at your existing call center? **This information is not available.**
14. What is the current average wait time for phone calls? **Per Section 1.2.8, hold times should not exceed 2 minutes.**
15. What is the current average after-call work time for operators? **Data not available.**
16. Over the past year, what is the percentage of calls received in English versus non-English? **Data not available.**
17. Over the past year, what percentage of calls received were in Spanish? **Data not available.**
18. Please reconfirm the due date for this procurement . **11:00 AM Local Time, November 7, 2025, by email.**
19. When is the anticipated contract start date? **January 1, 2026.**
20. When is the anticipated award date? **November 29, 2025.**
21. 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. **No other pricing structure will be allowed other than that presented in the Fee Submittal Form that is in the Proposal Packet.**
22. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **Currently meeting standards; however, TPS is open to new vendors based on management needs.**

END OF ADDENDUM TO DATE 10/24/25

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