

ADDENDUM #2

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

Originally Issued October 20, 2025

Addendum 2 – 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. Is this a new initiative, or does the TPS have an incumbent on this? 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. **The current contractor is Gilson Software Solutions. Acquisition of their proposal will require a public records request and review by the CMHA Legal Department.**
2. What is the estimated budget for this contract? If unknown, please provide previous spending? **Total spend on this contract for the period 12/29/22 – 6/23/25 was \$53,517.18.**
3. How many agents are currently working under this contract? **TPS is not aware of the number of agents under the current vendor.**
4. Over the past year, what is the percentage of calls received in English versus non-English? **This information is not available.**

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5. Please specify the average annual/monthly/weekly call volume. **This information is not available.**
6. Please specify the average call-handling time. **This information is not available.**
7. What is the current average wait time for phone calls? **This information is not available.**
8. What is the current Average Speed to Answer? **This information is not available.**
9. What is the current Average Time to Abandon? **This information is not available.**
10. Is TPS facing any issues under the current contract? If so, please specify. **Issues addressed and resolved include notifications of emergency work orders to the proper person, delays in answering responses, and work orders not entered correctly in reporting system.**
11. It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct? **Correct. See Section 1.1.6 of the scope of work.**
12. How many awards is the TPS planning to make? **That depends on the number of proposals received which score high enough to be considered for a contract.**
13. We would like to request that TPS extend the due date. **This is not feasible at this time.**
14. When is TPS going to release Q&A? **We are unsure what you are requesting. All questions are responded to in the Addenda.**
15. Referring to “2.0 Economic Inclusion Participation”, please specify whether the provided MBE/WBE and Section 3 goals are mandatory for the vendor to

meet or not. **Section 3 does not apply to this scope; however, any hiring or training opportunities that are generated through this contract agreement should be provided to Section 3 Business Concerns or Section 3 Workers to the greatest extent feasible.**

END OF ADDENDUM TO DATE 10/29/25

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