

ADDENDUM #3

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

Originally Issued October 20, 2025

Addendum 3 – Issued November 4, 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. Does TPS require full TTY/TTY-capable equipment for hearing-impaired calls?
Yes.
2. Please clarify whether 24/7 coverage applies to all answering services?
We are seeking 24 hour answering services for work orders. On occasion we may increase the coverage if the office is closed for an extended period of time.
3. How does TPS define an 'unsuccessful outbound call'?
Calls that did not receive any acknowledgement.
4. Should the escalation response wait time be 5 minutes or 10 minutes?
5 minutes.
5. What is the required retention period for call recordings (e.g., 90 days, 1 year)?
30 days.

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6. Can TPS provide estimated Spanish-language call volume to assist with bilingual? **That information is not available.**
7. Will TPS provide secure user access and training for Yardi memo entry workflows? **Yes.**
8. Does TPS have preferred report templates or mandatory required reporting fields?
Required fields include the building name, the address associated with the call, the person who called in the work order, the contact number, the call time if placed on hold, the reason for call, who answered the call from the answering service, and the operator's name. There is no preferred template.

END OF ADDENDUM TO DATE 11/4/25