



Procurement Department

ADDENDUM 1

File: 2003-915-49-5005

Title: Work Order Request Center and Answering Services

The following questions have been asked:

Question 1: Average handle times for Work Order calls? Average handle time for Answering Service calls? Can you provide a call detail report for 2019 largest call volume month for both Work Order and Answering Service?

Answer 1: This was the only information available. For the month of June 2019, the following metrics applied. June 2019 had the largest call volume.

Metric	Statistic
Calls Answered	4502
Inbound Minutes	19,493
Average length of call	4:20
Outbound Calls	813
Outbound Minutes	1517
Total Calls Handled (Inbound+Outbound)	5315
Total Minutes Handled	21,010
Emails	2986
SMS	57

Question 2: It was mentioned that there is an incumbent, I was hoping you could share with me your current rates per minute.

Answer 2: The rate is a monthly fee, regardless of the minutes. It is currently \$9,575.00 per month.



Question 3: Who is the incumbent?

Answer 3: New Orleans Teleport dba Calls Plus

Question 4: Is the incumbent eligible to submit a proposal?

Answer 4: Yes, they are. The previous award has reached the maximum number of renewals.

Question 5: Is this a new requirement or has this work been completed before? If this work has been completed before, what improvements or enhancements would you like to see?

Answer 5: SAHA expects any Contractor awarded a contract to meet or exceed the requirements as specified in this RFP.

Question 6: Do you have to have work order request and answering service for properties experience, or is significant call center experience sufficient?

Answer 6: Respondents must show experience with projects of similar scope, which includes work order requests and answering services.

Question 7: Is drug screening mandatory? Would an alternative of a Zero Tolerance Policy suffice?

Answer 7: Exhibit A, Item 7 requires criminal history checks and drug screening tests on all prospective employees performing work under this RFP.

Question 8: What is the average handle time per call type?

Answer 8: June 2019 has the highest volume for the past year. See the table under Answer #1.

Question 9: Can you provide call volumes by hour, by day & by month for 2019?

Answer 9: This was the only information available. For the month of June 2019, the following metrics applied. June 2019 had the largest call volume. See the table under Answer #1.

Question 10: What is the anticipated budget for the base year?

Answer 10: Formal Solicitations are used when the award is expected to exceed \$50,000. Refer to the Answer to Question #2 for the current amount of this contract.

Question 11: What is the anticipated total funding level for this procurement?

Answer 11: Formal Solicitations are used when the award is expected to exceed \$50,000. Refer to the Answer to Question #2 for the current amount of this contract.



Question 12: What are the historical staffing levels for this procurement (full-time equivalent-FTE)?

Answer 12: That historical data is not available.

Question 13: What is the minimum wage required for this contract? Is it SCA? If so, what category of worker is this request needing?

Answer 13: Exhibit A, Item 3. Contractor shall pay all of its employees, including any and all approved subcontractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development.

Question 14: Can you send a sample of the Contractor timesheets that are required for all employees assigned to work on this program?

Answer 14: SAHA does not mandate what kind of timesheets the Contractors use for their employees.

Question 15: Will an electronic-only submission for the proposal be acceptable?

Answer 15: No, Submissions must be made as detailed in Sections B and C.

Question 16: Would SAHA consider a 1-week extension for proposals?

Answer 16: SAHA is not currently anticipating an extension but reserved the right to do so.

Question 17: What are the page limits for each of the sections in the proposal submission?

Answer 17: There is not a specific quantity limitation in pages but the information sent must be relevant to the requested requirements.

Question 18: Are there historical reports detailing call volume by hour of the day of the 24/7 cycle?

Answer 18: That historical data is not available.

Question 19: Are there historical reports detailing call volume by month?

Answer 19: June 2019 has the highest volume for the past year. See the table under Answer #1.

Question 20: Is there any historical call information that can be provided, to include call arrival patterns?



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Answer 20: That historical data is not available.

Question 21: Can you provide the script flow for each Call Type along with standard FAQs?

Answer 21: That information will be finalized with the awarded Contractor.

**By: Patti Keller
Purchasing Agent**

Date: May 29, 2020