



Date: June 2, 2021

RE: Addenda #1: 24/7 Answering Services

To All Bidders:

Thank you for your interest in bidding this Stark Metropolitan Housing Authority project.

We have received the following questions regarding the above RFP:

Q. There is a discrepancy as far as the due date for submission. What is the correct date?

A. Proposals are due on Thursday, June 10, 2021 at 2:00 PM (EST).

Q. Who is the current provider?

A. The current provider is Gilson Software Solutions.

Q. What are the current costs?

A. The current cost is \$2,150 per month. I would stress however, that cost is only 1 factor in our decision, which will receive a maximum of 30 points out of a possible 105.

Q. What is the number of calls?

A. This varies by day. A random sample of 5 days from January-May 2021 showed an average daily call volume of 62.6 calls per day, with a high of 85 and a low of 48.

Q. What is the call duration?

A. We do not have any statistics on this.

Q. What are the call types?

A. Emergency and routine/recurring. See attached script and emergency document.

Q. Is historical data available for Call Volumes and Peak Times?

A. There is no data on peak times. See answer above for call volumes.

Q. What is the Level of Service Requirement?

A. See Statement of Work

Q. What are the language requirements regarding translation?

A. Contractor to provide multilingual live operator. English and Spanish is certainly required, but other language requirements may come up over the life of the contract.

Q. Does your software accommodate TTY?

A. I don't understand this question. The Contractor must use auxiliary aids and services, including TTY and all forms of FCC-approved telecommunications relay systems, including internet based relay system to ADA regulations. Not sure what that has to do with our software system, which is Yardi, which as far as I know does not accommodate TTY. Contractor must enter work order information into Yardi.

Q. List of properties missing. Will it be provided.

A. See attached. SMHA manages about 2600 units in 22 properties located throughout Stark County.

Q. What is the allocated budget?

A. No more than 5-10% above current costs. Again, cost is not the only factor.

Q. 24/7 Confidential Hotline-is it included?

A. No, this is strictly for maintenance issues.

Q. Are Applications expected to be taken online?

A. No.

Q. Will the list of SMHA customized answering service protocols and response methods be available for review?

A. See attached.

Q. Is there a Training Manual available?

A. Only the documents already provided, plus a listing of SMHA Order of Contact and On-call personnel which will be provided to the awarded contractor.

Q. Is there a Policy and Procedures Manual that can be provided?

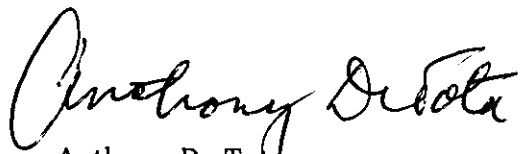
A. See above.

Q. Are there call type categories?

A. Emergency and routine/recurring.

The due date for quote submissions is **Thursday June 10, 2021 at 2:00 PM (EST)**. See RFP package for submission requirements.

Please remember to acknowledge Addenda #1 in your proposal!

A handwritten signature in black ink that reads "Anthony De Tota". The signature is written in a cursive style with a large initial 'A'.

Anthony De Tota
Procurement & Contracting Specialist

