June 27th, 2022

Mr. Xavier Gullatte
Procurement Director
Greater Dayton Premier Management
400 Wayne Ave
Dayton, OH 45410

Dear Xavier:

Per your request are the answering to the questions from the vendors for the Answering Service RFP:

1. What is the expected average handling time per phone call?
   The average handling time is 2 minute and 30 seconds plus another 1 to 1 ½ minutes to enter the work order into the Yardi Work Order System.

2. What is the minimum required total call capacity?

   The Total Call Capacity differs at depending on the time of the day and can not be measure for GDPM alone. Our Maintenance Call Center Service handles approximately 4,000 calls per day and this volume is about the same for any day of the week (Except Monday's when the volume is higher after the weekend) since we have Clients that utilize different services either 24/7, after hours and weekends only, weekday only, with data entry and/or close out into the HA work order system and entering inspection findings.

3. What is the minimum simultaneous inbound call capacity?

   The minimum simultaneous inbound call capacity is 4 to 5 during the over night shift and the maximum is over 35 during the day on a Monday.

4. What is the maximum wait time?
   The maximum wait time is 3 minutes and 30 seconds before the call gets transferred to a supervisor.

5. What is the maximum hold time?
   Our SOP's do not allow a CSR to place calls on hold.

6. What is the current number of seats for operators and supervisors at your existing call center?
   We currently have 3 Directors, 6 Managers/Supervisors/Team Leads and 96 CSR seats.

7. What is the current average wait time for phone calls?
   The current average wait time is less than 45 seconds after the announcement and 58 seconds on Mondays.

8. What is the current average handle time for phone calls and other types of communications?
The average handling time is 2 minute and 30 seconds plus outbound text and outbound call on emergencies and another 1 to 1 ½ minutes to enter the work order into the Yardi Work Order System.

9. What is the current average after-call work time for operators? 20 seconds after the call finishes
The current average after-call work time is 1.) 45 seconds for outbound call for Emergencies if we can contact First On-Call, 2.) 1 minute 30 seconds for outbound call for Emergencies if we are not able to contact First On-Call, and 3.) 1 to 1 ½ minutes to enter the work order into the Yardi Work Order System.

10. What is the average duration of after call work?

The current average after-call work time is 1.) 45 seconds for outbound call for Emergencies if we can contact First On-Call, 2.) 1 minute 30 seconds for outbound call for Emergencies if we are not able to contact First On-Call, and 3.) 1 to 1 ½ minutes to enter the work order into the Yardi Work Order System.

11. What is the expected length needed for training?

No training was required as we had experience with GDPM and Yardi prior to the contract. However, when we hire new CSR's the training is normally around 2 weeks to attend all training sessions and workshops and pass all tests.

12. How many calls are received overnight between 11p – 7a ET per month?

Our average is of 190 calls for this shift but it is difficult to break out GDPM; however, the average is 6-8 for GDPM.

13. How many calls are received over the weekends per month?

An average of 55 calls over the weekend but depends if there is a Holiday.

Let me know if you have any additional questions.

Best Regards,

Matt Gilson
Gilson Call Center Services