



Greater Dayton Premier Management

Enhancing Neighborhoods • Strengthening Communities • Changing Lives

June 24, 2022

RE: Addendum #2 for RFQ 22-16 Answering Services

Prepared by: Greater Dayton Premier Management (GDPM)

This Addendum modifies and shall become a part of the original Request for Quote (RFQ) and is hereby made part of the Bidding Documents for the referenced project.

All bidders shall indicate in their Quote that this Addendum has been received and considered in their bid.

The Addendum items are intended to supplement, clarify or correct parts of the RFQ Documents. Items in the addendum shall take precedence over items corrected and shall be of equal value with items supplemented or clarified.

Answering Services Question and Responses

1. Why has this bid been released at this time? **Contract and options have reached term.**
2. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen? - **GDPM team will review and make a selection based items (A-I) outlined in RFQ 22-16 Scope of Work.**
3. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories? If there is no pricing page in the RFP. **There is no pricing page in the RFQ. Responders will need to quote fees and ensure categories align with Scope of Work.**
4. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **Satisfied**
5. Has the current contract gone full term? **Yes**
6. Have all options to extend the current contract been exercised? **Yes**
7. Who is the incumbent, and how long has the incumbent been providing the requested services? **Gilson Call Center Services, 3 years.**
8. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **Interested vendors are encouraged to review GDPM's Scope of Work along with accompanying documents (i.e. GDPM's Terms and Conditions) to determine that companies' ability to fulfill services.**

9. How are fees currently being billed by any incumbent(s), by category, and at what rates? **Activity, Rate, Quantity and Amount. Responders are encouraged to submit Invoice template for review**
10. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **Contract Rate is \$2,450.00 monthly**
11. Is previous experience with any specific customer information systems, phone systems, or software required? **Review item E within the Scope of Work, relative to Yardi.**
12. What percentage of inbound calls must be answered by a live operator? **100%**
13. What percentage of calls must be resolved without a transfer, second call, or a return call? **100%**
14. What is the maximum percentage of calls that can be terminated by the caller without resolution? **GDPM does not have criteria set for termination without resolution?**
15. Is there a minimum or maximum number of operators and supervisors? **No**
16. What is the required degree of dedication for the call center? **Refer to Scope of Work items A-I. All responders may provide detail on this requirement will be met.**
17. What is the required degree of dedication for the operators? **Refer to Scope of Work items A-I. All responders may provide detail on this requirement will be met.**
18. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact? **Yes, a greeting can happen before the live operator picks up.**
19. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained? **No requirement, but it could be helpful to record calls**
20. What are the recording and storage requirements for non-phone communications? **Not listed within Scope requirements. Responders may provide summarize responses within Scope of Work items A-I**
21. What information is to be included in call logs? **Resident name, address, phone number, work order description.**
22. What time of day, days of the week, or times of the year do calls typically peak? **Varies but generally on weekends Friday 5pm to Monday 8am.**
23. What is the expected average handling time per phone call? **GDPM does not capture this information**
24. What is the minimum required total call capacity? **GDPM does not capture this information**
25. What is the minimum simultaneous inbound call capacity? **GDPM does not capture this information**
26. What is the maximum wait time? **GDPM does not capture this information**

27. What is the maximum hold time? **GDPM does not capture this information**
28. What is the current number of seats for operators and supervisors at your existing call center? **GDPM does not capture this information**
29. What is the current average wait time for phone calls? **GDPM does not capture this information**
30. What is the current average handle time for phone calls and other types of communications? **GDPM does not capture this information**
31. What is the current average after-call work time for operators? **GDPM does not capture this information**
32. What is the average duration of after call work? **GDPM does not capture this information**
33. What is the expected length needed for training? **Responders to this RFQ are expected to be fully operational by August 1, 2022. GDPM staff will discuss expectations prior to start date.**
34. How many calls are received overnight between 11p – 7a ET per month? **GDPM does not have this information**
35. How many calls are received over the weekends per month? **GDPM does not have this information**
36. GDPM gave the estimated number of work orders received per month as 2000. Are any of these 2000 work orders per month created by residents outside of the answering service, such as work orders submitted email or a web portal? **No, all are via call center**
37. Will the answering service receive any calls outside of work order calls such as rental inquiry, payment inquiry, etc.? What is the total expected volume of phone calls per month? **No. You should not but if someone is calling for something other than a work order, they should be directed to call the main agency number**
38. We would like to understand the call arrival pattern. **GDPM is unable to provide a response to the requested information.**
39. How frequently is the emergency contractor list updated? **We do not use emergency contractors but our staff on call list is updated weekly**
40. Can GDPM briefly describe the emergency escalation process if a maintenance contractor is unresponsive? **1) on call maintenance staff 2) maintenance supervisor 3) maintenance coordinator 4) senior manager**
41. What are the frequently reported types of emergencies from residents? **Resident locked out, no heat, no a/c, no operable toilet, water leak, etc.**