



Housing Authority of the City of Pittsburgh

Contracting Officer
100 Ross Street
2nd Floor Suite 200
Pittsburgh, PA 15219
(412) 456-5248
Fax: (412) 456-5007
www.hacp.org

April 8, 2015

ANSWERING SERVICE AUTHORITY WIDE

IFB#300-10-15

ADDENDUM NO.2

This addendum issued April 8, 2015 becomes in its entirety a part of the Invitation for Bid IFB #300-10-15 as is fully set forth herein:

Item 1: Q: We are a certified Section 3 in Lafayette (Louisiana); where we are domiciled. Will HACP accept non-local Section 3 participation levels and/or investments?

A. No.

Item 2: Q: Do you have a listing of Section 3 businesses so that we can see if there are any subcontracting opportunities?

A.: Yes, the link to this recourse is [www. RHLS.org](http://www.RHLS.org) where you can view all of the current section 3 certified business.

Item 3: Q. If we selected the option to make a financial contribution to the Education Fund, please confirm.

A.: If you selected Tier III the correct contribution will be based on the awarded dollar amount of the contribution, also noted on pg 9 of the IFB is the Resident Hiring Requirement/Resident Hiring Scale this where you will base your correct contribution amount.

Item 4: Q. IFB Page 3, Section I.1-Scope of Work – It is our understanding that HACP has both public housing units and mixed finance units in its portfolio.

(1). Are the answering and dispatch services for all of the residents/units in HACP's portfolio or only for those owned and managed by HACP?

A. Services are for owned and managed HACP properties.

(2.) Please provide a listing of the properties/developments. (Please denote which properties are elderly/disabled or scattered site locations.)

A. A listing of all properties will be provided to the successful bidder. Most elderly are within High Rises most disabled are various UFAS units.

(3.) For pricing purposes, approximately how many incoming and outbound calls are completed each month? What is the average/estimated call length?

A. 2000-2500 incoming and outbound calls per month. 3 – 5 minutes per call.

Item 5: Q. IFB Page 8, Section II.22 Section 3 – Will HACP accept Section 3 participation/investments from non-local vendors? (If the answering service is not located in Pittsburgh, will the vendor get credit for hiring Section 3 Residents from the city in which the vendor is located?)

A. No.

Item 6: Q. IFB Page 29, Exhibit A-Scope of Work – Please confirm that the answering service is for maintenance issues and not general inquiries.

A. Maintenance issues only.

Item 7: Q. IFB Page 29, Exhibit A-Scope of Work – Please confirm that the vendor must use live operators to answer calls; no voicemail.

A. Yes, live operators to answer calls.

Item 8: Q. IFB Page 29, Exhibit A-Scope of Work – Are the emergency procedures standard Authority-wide or do protocols/procedures change by development? (Example: Some air conditioning issues at non-elderly properties may not be considered an emergency. But, all air conditioning issues at elderly housing are considered emergencies.)

A. HACP will provide a list of emergencies to the successful bidder.

Item 9: Q. IFB Page 29, Exhibit A-Scope of Work – How are on-call personnel to be dispatched? (Via text, call, email, page, etc.)

A. Personnel are dispatched by calling.

Item 10: Q. IFB Page 29, Exhibit A-Scope of Work – How often are on-call lists changed and are on-call personnel assigned to specific developments or zones?

A. On-call lists will be provided weekly by the development.

Item 11: Q. IFB Page 29, Exhibit A-Scope of Work – Are on-call personnel required to notify the answering service that they have completed the repair?

A. Not at this time.

Item 12: Q. IFB Page 29, Exhibit A-Scope of Work – Please provide details on the required “community database”. Is the vendor expected to create the database or will HACP provide an initial listing? Who is responsible for verifying that the information is accurate and current? Does the database need to be formatted and secured for posting on a public-facing website?

A. The successful bidder will provide the data base. It will need to be a sortable database. The vendor will be responsible for verifying the information. No, the database will not need formatted and secured for posting on a public website.

Item 13: Q. IFB Page 29, Exhibit A – Scope of Work - If the answering service is to bill HACP a flat monthly fee, please clarify what fax and phone costs are to be reported on the monthly breakdown.

A. Fax and phone costs should be available upon request.

Item 14: Q. How are the after-hours calls currently being handled (contracted answering service or in-house staff)?

A. Contract for answering services.

Item 15: Q. If you have contracted with a third part vendor please provide the vendor’s name.

A. The bid is Public. Allegheny Answering Services.

Item 16: Q. The term of the contract, and annual contract value?

A. This information will not be provided as part of this IFB.

Item 17: Q. Is the vendor eligible to respond to this bid?

A. Yes.

Item 18: Q. If you have not previously contracted the service, please provide your budget for the project.

A. Previously contracted.

Item 19: Q. Pricing Sheet – Are vendors allowed to charge for account setup or language translation? As call volume may fluctuate and the number of calls completed bears no relation to the amount of time needed to resolve issues, will HACP consider a proposal for a base fee with a set number of calls or minutes and a per unit fee for any excess usage?

A. No billing, will be for one flat rate.

Item 20: Q. IFB Page 35, Attachment 3-A References – This forms says that references are to be submitted on company letterhead. Attachment 13 (pages 54 – 58) also relate to references and prior jobs ; these forms include formatted tables for the required information. Please clarify whether HACP wishes to receive both sets of reference information or if vendors should only complete the top part of Attachment 3A and submit the reference information on Attachment 13.

A. Please submit the information on Attachment 13.

Item 21: Q. How many calls do you received daily, monthly, yearly?

A. Please refer to Item 4C.

Item 22: Q. What is the average length of each call?

A. Please refer to Item 4C.

Item 23: Q. How many minutes do you use: Daily, Monthly, Yearly?

A. We do not track this information.

Item 24: Q. How many times has your current call center been busied out calls?

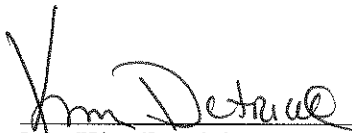
A. Zero.

Item 25: Q. Are you satisfied with your current provider? If you could change one thing what would you change?

A. This information will not be provided as part of this IFB.

Item 26: The proposal due date is changed to April 17, 2015 and the time and location remain unchanged at 10:00 AM at the HACP Procurement Dept., 100 Ross St. 2nd Floor, Suite 200, Pittsburgh, PA 15219.

END OF ADDENDUM NO. 2


Mr. Kim Detrick
Procurement Director/Contracting Officer

April 8, 2015
Date