



# Housing Authority of the City of Pittsburgh

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**April 13, 2015**

## **ANSWERING SERVICE AUTHORITY WIDE IFB#300-10-15**

### **ADDENDUM NO.3**

This addendum issued April 13, 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: Regarding the Answering Service Bid there is no mention of separate accounts for all the elevators emergency lines. Will you be requiring this contract to include these services on additional accounts?

**A. Yes, these emergency elevator entrapment calls ring directly to the answering service, and are part of the scope of work.**

**Item 2:** Q: Can we charge extra for all elevator calls or is this to be included in the contract?

**A.: There are no extra charges, all calls received and dispatched are part of the scope of work.**

**Item 3:** Q: Attendance of meeting with Housing Officials, are they to be at your facilities in Pittsburgh?

**A. Yes, there are periodic face to face meetings held to discuss customer service issues, or other related services, as per the requesting department.**

**Item 4:** Q: And if so, can we charge for travel expenses?

**A.: No, this customer service is part of the contract, as per the requesting department.**

**Item 5:** Q: Are there monthly meetings with Housing Officials?

**A.: As per the requesting department, yes, attendance to periodic monthly meetings are part of this contract.**

**Item 6:**        **Q:** And if so, how much notice is given to attend?  
                  **A.:** 7-10 days

**Item 7:**        The proposal due date is changed to April 20, 2015 and the time and location remain unchanged at 10:00 AM at the HACP Procurement Dept., 100 Ross St. 2<sup>nd</sup> Floor, Suite 200, Pittsburgh, PA 15219.

**END OF ADDENDUM NO. 3**

  
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Mr. Kim Detrick  
Procurement Director/Contracting Officer

APRIL 13, 2015  
Date