



Housing Authority of the City of Pittsburgh

Contracting Officer
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www.hacp.org

May 4, 2020

Answering Service Authority Wide IFB #300-16-20

ADDENDUM NO.1

This addendum issued May 4, 2020 becomes in its entirety a part of the Invitation for Bids IFB #300-16-20 as is fully set forth herein:

- Item 1:** Q: What is the average length of calls (AHT) with a resident?
 A: **2.38 minutes.**
- Item 2:** Q: What are the amount of calls received a month?
 A: **On average 2800.**
- Item 3:** Q: Will there be more than one share call number or will it be an international toll
free number?
 A: **No, one local number.**
- Item 4:** Q: Will you be providing the integration between your systems and the successful
bidders system to facilitate continuation of work?
 A: **No.**
- Item 5:** Q: Is your platform web based i.e a user can login from anywhere in the world and
utilize the platform?
 A: **No.**
- Item 6:** Q: Will IVR set up be required as part of this response?
 A: **No**
- Item 7:** Q: What back office functionality is required by the bidder?
 A: **You will work with approved script. The Contractor will provide an email of
daily calls.**

Item 8: Q: How many staff do you have in place to manage these calls?
A: **Three.**

Item 9: Q: Are you open to receive bids from Internationally recognized business process outsourcing companies stationed outside America?

A: **Yes. Some tasks can be performed outside the USA. However, someone will have to be physically present during meetings, etc.**

Item 10: Q: What CRM tool do you utilize? Will the successful bidder be required to use your system (CRM) or utilize our own?

A: **You utilize your own.**

Item 11: Q: For HACP holiday and special events coverage, how much advance notice will be provided to the awarded vendor prior to requiring the vendor to take calls during these times?

A: **Typically you will have a yearly list of Holidays and special events, however in emergencies immediately.**

Item 12: Q: Will HACP provide the resources for the creation of the required community database, or is this something the vendor would be wholly responsible for?

A: **The HACP script you will follow will provide everything required.**

Item 13: Q: For nightly call-outs, would HACP be amenable to receiving an email with this daily information instead of a scan?

A: **Yes, we want a daily email with all calls Monday through Friday by 6 AM.**

Item 14: Q: What is the average annual call volume?

A: **34,536**

Item 15: Q: Can HACP provide the peak times for call volume each day?

A: **11 AM to 1 PM and 3 PM to 4:30 PM.**

Item 16: Q: Approximately how long is each call?

A: **2.38 minutes.**

Item 17: Q: Can HACP define what is meant by "a basic level of Customer Service" in Attachment 2?

A: **To treat all callers with respect. Gather accurate information such as, name, address and phone number of the caller. Report the maintenance request to HACP in detail.**

Item 18: Q: Would calls received be in relation to maintenance/work order requests from tenants, or is there also an expectation that the chosen vendor would provide general information & referral/message taking services for callers requiring additional information about HACP services?

A: **No.**

Item 19: Q: Who is the current vendor for these services?

A: Allegheny Answering Service

Item 20: Q: What is the annual contract value?

A: You must file a Right to Know Request. The Right to Know Request contact and form can be found on our website (www.HACP.org) on the contact tab under Open Records Officer.

Item 21: Q: Are current services similar in scope to those in this bid?

A: Yes.

Item 22: Q: Is HACP satisfied with the current vendor?

A: Yes.

Item 23: Q: Why is this project being bid at this time?

A: The current contract is due to expire.

Item 24: Q: In light of concerns surrounding Covid-19, would HACP accept an electronic bid submission in lieu of a physical one?

A: The Housing Authority of the City of Pittsburgh will only be accepting physical bids dropped off in person from 8:00 AM until the bid opening time of 11:00 AM on May 19, 2020 in the lobby of 100 Ross St. Pittsburgh, PA 15219. Sealed bids may still be mailed via USPS at which time they will be Time and Date Stamped at 100 Ross Street 2nd Floor, Suite 200, Pittsburgh, PA 15219. All bids must be received at the above address no later than May 19, 2020 at 11:00 a.m., regardless of the selected delivery mechanism.

Item 25: The proposal due date, time, and location remain unchanged at May 19, 2020 at 11:00 AM, at the HACP Procurement Dept., 100 Ross St. 2nd Floor, Suite 200, Pittsburgh, PA 15219.

END OF ADDENDUM NO. 1



Mr. Kim Detrick

Procurement Director/Chief Contracting Officer

5-4-2020

Date