



Housing Authority of the City of Pittsburgh

Contracting Officer
412 Boulevard of the Allies, 6th Floor
Pittsburgh, PA 15219
(412) 456-5116
www.hacp.org

January 22, 2025

Answering Services Authority-Wide RFP #300-03-25

ADDENDUM NO. 1

This addendum issued January 22, 2025, becomes in its entirety a part of the Request for Proposal RFP #300-03-25 as is fully set forth herein:

Item 1: Q: What is the anticipated start date?
 A: **On or before April 1, 2025**

Item 2: Q: What is the current monthly rate being charged?
 A: **This is a Right to Know Request. Please contact our Open Records Officer, their information can be found on our website www.hacp.org.**

Item 3: Q: Approximately how many text messages are being sent to your on-call staff per month? The costs of texts need to be included in the flat monthly rate.
 A: **Unknown**

Item 4: Q: Please reconfirm the due date for this procurement by providing it in response to answers to questions.
 A: **See Item 28**

Item 5: Q: What is the date by which you will answer these questions?
 A: **Please see the date above.**

Item 6: Q: When is the anticipated contract start date?
 A: **See Item 1**

Item 7: Q: When is the anticipated award date?
 A: **Prior to April 1, 2025**

Item 8: Q: 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?

A: No. Offerors are to submit their fees in accordance with the instructions within the RFP and in the same format as Attachment K.

Item 9: Q: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

A: Satisfactory

Item 10: Q: Who is the incumbent, and how long has the incumbent been providing the requested services?

A: Allegheny Answering Service. This is a Right to Know Request. Please contact our Open Records Officer, their information can be found on our website www.hacp.org.

Item 11: Q: To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

A: None

Item 12: Q: How are fees currently being billed by any incumbent(s), by category, and at what rates?

A: This is a Right to Know Request. Please contact our Open Records Officer, their information can be found on our website www.hacp.org.

Item 13: Q: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A: This is a Right to Know Request. Please contact our Open Records Officer, their information can be found on our website www.hacp.org.

Item 14: Q: Is previous experience with any specific customer information systems, phone systems, or software required?

A: No

Item 15: Q: What is the minimum required total call capacity?

A: Must be able to properly handle the variable volume: HACP provides service to over 2,400 units across 5 family communities, 9 high-rises, and various scattered sites across Pittsburgh City after-hours/weekends/holidays. Tenants must not receive a "busy signal" or be placed in a queue.

Item 16: Q: What is the minimum simultaneous inbound call capacity?

A: See Item 15

Item 17: Q: What is the maximum wait time?

A: All calls shall be answered by a live operator by the 3rd ring. These are after-hours emergency calls that need to be answered quickly.

Item 18: Q: What percentage of calls must be resolved without a transfer, second call, or a return call?

A: It is preferred that 100% of calls are resolved, as the tenants are calling after-hours to report emergencies.

Item 19: Q: What is the maximum percentage of calls that can be terminated by the caller without resolution?

A: See Item 18

Item 20: Q: Is there a minimum or maximum number of operators and supervisors?

A: As the scope states, at least 1 supervisor is required to always be on duty; as for operators, staffing must be able to properly handle the variable volume. HACP provides service to over 2,400 units across 5 family communities, 9 high-rises, and various scattered sites across Pittsburgh City.

Item 21: Q: What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?

A: See Item 17

Item 22: Q: What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?

A: See Item 17

Item 23: Q: What is the current number of seats for operators and supervisors at your existing call center?

A: During regular business hours (Monday-Friday 7:45am-4:15pm), we have 2 dedicated operators and 1 supervisor full-time in our in-house Call Center. This contract is for after-hours/weekends/holidays with occasional business hour coverage.

Item 24: Q: What is the current average wait time for phone calls?

A: Unknown

Item 25: Q: What is the current average after-call work time for operators?

A: Variable; dependent upon the responsiveness and availability of the Trades or Janitors/Laborers being called out to handle the emergency.

Item 26: Q: Over the past year, what is the percentage of calls received in English versus non-English?

A: Unknown

Item 27: Q: Over the past year, what percentage of calls received were in Spanish?

A: Unknown

Item 28: Q: Scope of Services Item 3 states that the selected vendor will need to set up a "community database" that includes utility companies, emergency responders, elevator service providers.

A: Yes

Item 29: Q: Is it the HACP's intent that the database be an internal resource for the call center or would the vendor need to be able to share the database (in whole or part) with the public or HACP? If the database needs to be shared, please disclose your preferred format (online, shared portal, etc.).

A: **HACP will provide an initial database that is to be an internal resource for the call center, not to be shared with the public, as tenant information needs to remain private and protected.**

Item 30: Q: Will the HACP provide an initial database or would the vendor need to build the database from scratch?

A: **HACP will provide an initial database.**

Item 31: Q: What is your anticipated start date for this project?

A: **See Item 1**

Item 32: The due date is changed to January 30, 2025; time and location remain unchanged at 10:00 a.m., at the HACP Procurement Dept., 412 Boulevard of the Allies 6th Floor, Pittsburgh, PA 15219.

Item 33: The Housing Authority of the City of Pittsburgh will **only accept physical proposals dropped off in person from 8:00 AM until the closing time of 10:00 a.m. on January 30, 2025**, in the lobby of the One Stop Shop at 412 Boulevard of the Allies, Pittsburgh, PA 15219.

Proposals may still be submitted electronically via:

<https://www.dropbox.com/request/J4ZrlizJYZsakNEGkv2o>

Sealed proposals may still be mailed via USPS at which time they will be Time and Date Stamped at 412 Boulevard of the Allies, 6th Floor - Procurement, Pittsburgh, PA 15219. All proposals must be received at the above address no later than January 30, 2025, at 10:00 a.m. regardless of the selected delivery mechanism.

END OF ADDENDUM NO. 1



Mr. Brandon Havranek
Associate Director of Procurement/Contracting Officer

01/22/2025

Date





Addendum #1 - RFP# 300-03-25 Answering Services Authority Wide

Final Audit Report

2025-01-22

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