



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 30, 2025

Answering Services Authority Wide RFP #300-03-25

ADDENDUM NO. 4

This addendum issued January 30, 2025, becomes in its entirety a part of the Request for Proposals RFP #300-03-25 as is fully set forth herein:

- Item 1:** Q: Have all contract extensions been executed on the current contract?
 A: **Yes**
- Item 2:** Q: Is the current vendor in good standing?
 A: **Yes.**
- Item 3:** Q: Are there any significant deficiencies in the current program that we should know about?
 A: **No**
- Item 4:** Q: What was the actual expenditure for the last 12 months of the current contract.
 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 5:** Q: What is the anticipated available yearly budget for this contract over the next 12 months?
 A: **This is unknown, that is why we are issuing this RFP.**
- Item 6:** Q: Do you have daily call volume data that can be shared?
 A: **Please refer to the scope of services within the RFP.**
- Item 7:** Q: Are there any fluctuations in daily call volume? Are weekends busier than weekdays?
 A: **Yes**
- Item 8:** Q: Do weather events drive higher call volume?
 A: **Yes**

- Item 9:** Q: Scope of Work, Exhibit A, #11 Staffed to handle the volume of calls generally received by HACP during Peak call times. - What is the anticipated max capacity required for peak call times?
A: **Staffing should be determined by the vendor**
- Item 10:** Q: When are peak call times?
A: **Typically, 11am-1pm and 3pm-4:30pm**
- Item 11:** Q: What is the preferred training method you would like to see vendors provide? E.g: Train the trainer, direct training with agents.
A: **There is no preference**
- Item 12:** Q: What are the required Quality Auditing practices?
A: **That is the responsibility of each offeror to present in their proposal for evaluation.**
- Item 13:** Q: Are remote agents acceptable as long as they are located in the US?
A: **Remote agents are acceptable.**
- Item 14:** Q: What is the estimated average handle time for calls?
A: **2.3 minutes**
- Item 15:** Q: What are the anticipated languages requiring support?
A: **Unknown.**
- Item 16:** Q: What is the % of calls that are in English, Somali, Arab, and Dzongkha?
A: **Unknown**
- Item 17:** Q: What are the % of calls in other languages besides English, Somali, Arab, and Dzongkha.
A: **Unknown**
- Item 18:** Q: Are any outbound calls anticipated, including calling back missed/disconnected calls?
A: **There will be outbound calls to dispatch maintenance personnel, as well as to communicate with the Facility Services and/or Site Managers that are on-call.**
- Item 19:** Q: Redundancy Phone System - Our telephony solution is cloud based with redundant failovers between data centers. With this configuration is a secondary system still required?
A: **That is the responsibility of the offeror to determine.**
- Item 20:** Q: T1 phone line & capacity for 48 incoming lines - Please provide additional detail about this requirement. Our telephony solution is cloud based and can handle hundreds of simultaneous calls. Is HACP asking for 48 dedicated sip trunks, 48 inbound DID's, or other?
A: **To clarify, HACP asks the selected vendor to accept a minimum of 48 simultaneous calls.**
- Item 21:** Q: Maintain a permanently installed emergency electrical backup system - We are a virtual company with a workforce distributed across the US. Our cloud based systems have redundant

backups and are ran on hardware housed in Amazon data centers located in West, Central, and Eastern regions of the US. Does this meet the emergency power requirements outlined in this RFP?

A: Yes.

Item 22: Q: Auxiliary UPS Backup system - What end points/systems are required to be on UPS? If systems are cloud based, are watchdog processes and automatic failovers an acceptable alternative?

A: Yes, cloud-based system, with an automatic failovers is an acceptable alternative.

Item 23: Q: Section 3 Opportunities Plan - Based on call volumes provided, we anticipate less than 1 FTE required to perform the duties outlined in the scope of work. To meet HACP hiring requirements can we hire HACP residents for part time positions?

A: Yes, you can hire Housing Authority City of Pittsburgh (HACP) residents for part-time positions to meet HACP hiring requirements. Part-time positions are an acceptable way to fulfill these requirements, as long as the hires align with the intent of the Section 3 program and comply with its guidelines. Ensure you document and report these hires appropriately in your Section 3 compliance documentation.

Item 24: Q: Report delivery schedule – As the hours of operation extend to 7:45am please explain daily reporting format to be delivered by 7:30am. Are calls received between 7:30am and 7:45am reported the following day?

A: Any calls that come in from 7:30-7:45am should be sent in a follow-up email by 8am same day.

Item 25: The due date, time, and location remain unchanged at February 6, 2025, at 10:00 a.m., at the HACP Procurement Dept., 412 Boulevard of the Allies 6th Floor, Pittsburgh, PA 15219.

Item 26: 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 February 6, 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 February 6, 2025, at 10:00 a.m. regardless of the selected delivery mechanism.

END OF ADDENDUM NO. 4



Mr. Brandon Havranek
Associate Director of Procurement/Contracting Officer

01/30/2025

Date