

HOUSING AUTHORITY OF COOK COUNTY

ADDENDUM NUMBER: One (1)

DATE: Monday, 11/16, 2015

PROJECT DESCRIPTION: LIPH Answering Services

RFP NUMBER: 2015-100-068

For the proposals that will be received in the office of the Acting Executive Director of the Housing Authority of the County of Cook, Suite 350, 175 West Jackson Boulevard, Chicago, Illinois 60604-2615, at 2:00 p.m. on Friday, November 20, 2015.

The following changes and clarifications shall be incorporated into the Contract Documents. All other provisions and requirements as originally set forth, in the bid documents, remain in force and are binding. Any additional work required by this Addendum shall conform to the applicable provisions of the original documents.

Upon submitting the Proposal, the Respondent shall acknowledge receipt of the Addendum by signing, dating and submitting with the Proposal. Failure to do so may render the proposal non-responsive.

Respondent acknowledges receipt of Addendum: _____
Respondent Signature Date

Note: Proposals are received and not publicly opened.

NOTICE OF REVISIONS AND CHANGES

Questions & Answers:

- Q1) Do you have an incumbent contractor? If so, are they eligible to bid on this opportunity?
- A1) We have a current answering service provider, and they are eligible to bid.
- Q2) The scope is to assume the entirety of the telephone answering services - normal working hours, after hours, holidays and handling emergency calls. Is that correct?
- A2) Yes, Answering services after the normal working hours.
- Q3) How many calls came into the office/were handled by the answering last year? If that is not available, how many were handled in August 2015?
- A3) 389 calls were handled in the month of August 2015, and the monthly average hovers around that number
- Q4) Is the successful contractor required to perform the services in the HACC office in Chicago?
- A4) This service is not area specific since the answering services will be provided remotely.
- Q5) What is the average length of call?
- A5) From few seconds up to few minutes.

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Q6) Services sought are exclusively for after hours, NOT working hours, right? Or, are you seeking services for both working hours AND after hours?

A6) After hours service only.

Q7) What was the per call and/or per minute cost of the current contractor?

A7) It is a 250 minutes plan.

Q8) Are invoices paid every thirty days, every two weeks or some other basis?

A8) Paying monthly invoices, net 30 days.

Q9) The RFP shows a one sentence greeting; is there a script in addition to the greeting?

A9) The greeting might change for the sake of Holidays.

Q10) How many calls got patched or forwarded out of the 389 from August?

A10) Approximately 157.

Q11) Is there a mandatory MBE/WBE participation goal for the RFP LIPH ANSWERING SERVICES - SPECIFICATION NUMBER: 2015-100-068 ? If yes, how much is it ?

A11) The MBE/WBE participation is to the greatest extent possible, no goals.

Q12) Is the procurement new or existing? If no, who is the current incumbent performing on contract and total awarded amount?

A12) The RFP for Answering services is current. Present service provider is VoiceNation. Services are provided on a month to month service agreement.

Q13) Listed on page 4, Estimated Quantities - Historically, how many calls are answered or "connected" during normal business hours and after hours, to include (Peak and Off-peak) time?

A13) On Average 300-400 calls are answered monthly after business hours. We do not keep track of during the business hours calls since we have a live person at the office answering the calls

Q14) How are calls answered to date (onsite staff)?

A14) On Onsite staff answers calls during the regular business hours, and off site answering service provider during off business hours.

Q15) Under Schedule page 4, Will successful Contactor need One designated 800# to all locations listed within the RFP and would HUD forward all calls to successful incumbents 800# for quick routing and assessment of call to the appropriate designee(s) and/or department if applicable?

A15) Urgent calls (lockouts, water leaks, heat issues etc.) will be rolled over per site location to a set of numbers of Housing Authority of Cook County designated employees.

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Q16) Under Schedule Will contractor be reimbursed both for 800# “answered phone call” charge per minute and HUD will like an hourly rate to provide 24/7 answering services?

A16) No #800 usage needed. We are looking for plan rates, please see schedule J. Price Proposal Form attached.

Q17) Please disclose the average number and length of transfers completed over the last 12 months.

A17) About 150 transfers per month, length 1-4min.

Q18) How often, and under which circumstances, is the contractor expected to receive “work hour calls”?

A18) They should be none, after work hours answering service.

Q19) If the answering service only receives calls in the after-hours periods, does HACC require “real-time” access to reports and account info? If “real-time” data is not required, what is HACC’s maximum delay for refreshed/updated data (i.e. 24 hours, 12 hours)?

A19) Within 24 hours.

Q20) Regarding the “365x24/7” feature: Are HACC phone lines to be routed/forwarded to the contractor on a 24-hour basis? Specifically, will HACC phone lines be programmed to forward to the contractor whenever HACC staff do not answer the phone?

A20) After work hours answering service only.

Q21) Regarding the “Dashboard” feature: Are you specifically requiring “The Dashboard” which is a proprietary product, or can we submit a proposal to build you a custom web portal? (if a custom portal will be considered, should those costs be listed separately?) How often do you need to view call history? Does the call history need to include patched/transferred calls separately from inbound and outbound calls?

A21) “Dashboard” generally meaning a (custom) web portal/account.

Q22) Please list the coverage limits (including aggregate) of each type of insurance required for this contract.

A22) No specific coverage limits required, following industry standards.

Q23) Please confirm that Items 1 – 6 of this page constitute “Letter A” as referenced in Item 2 of page 11.

A23) Letters A-N on page 2, item 2, reference attachments, see Table of Contents.

Q24) .Please clarify what is required to “establish organizational form”. Specifically, do you require copies of corporate resolutions or articles of incorporation?

A24) Items mentioned in the question would establish organizational form of the business. Copies of some resolutions can be included with this RFP, and copy of the articles of the incorporation.

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Q25) Item "E" has been omitted; should responses continue with the same labeling or should items be renumbered/lettered?

A25) Item E does not exist, please keep same labeling.

Q26) This item requires responses to Section III - Items A – N, excluding the Fee Proposal. Section III stops at "G"; please confirm that there is no H – N.

A26) No H – N.

Q27) Page 10, Item B – Experience of Firm/Staff mentions submission of the Reference form. Please clarify if the "Reference Form - Attachment M is to be submitted with this section or with Tab 3 - RFP Solicitation Document and Attachments.

A27) With Tab 3 - RFP Solicitation Document and Attachments.

Q28) Page 12, Section V, Evaluation Criteria also lists "call history and message reports" as an evaluative factor. There is no corresponding letter in Section III; please disclose where the reports are to be included in the proposal.

A28) After the Reference Form

Q29) The RFP says that the "weighted rate of combined hourly rates" will determine point assignment.; Attachment J requests per month and per unit pricing.

A29) Per monthly plan pricing.

Q30) Vendors are to propose rates for various allocations and a fee for each additional minute.

A30) Vendors are to propose monthly plan rates and fee for each additional minute.

Q31) Is HACC going to select a specific package for base payment? Example, will a contract be written (or purchase order issued) for up to 350 minutes and a rate for each additional minute?

A31) A contract will be signed between HACC and the vendor, ranging from 1 to 5 years.

Q32) Or, will this be a variable rate project. Example: HACC uses 300 minutes in January and pays the 250 minute/month rate and the per minute rate for the additional 50 minutes. Then, in February, HACC uses 500 minutes and pays the 500 minutes/month package rate.

A32) HACC will select a permanent Plan base on the service usage and budget allocated for the service.

END OF ADDENDUM