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ADDENDUM #2

RFP # 18-29 Telephone Answering Services

August 13, 2018

This addendum is to give notice for the following:

Below are answers to questions posted by potential vendors in response to this RFP:

Question # 1: Do you have any historical call volume spikes related to seasonality and/or voucher waiting list periods?

Answer: During the beginning of the heating season and cooling season we tend to get a slight spike in calls and we also may get a spike in calls if there is a snow storm but overall calls are pretty steady throughout the year. We do not deal with voucher or waiting list calls so that is not a factor.

Question # 2: In the RFP it states, "Vendor shall reimburse the WHA for actual costs incurred by the WHA for mishandled calls." Can you define examples of what is considered a mishandled call? Can you also define or describe actual costs that may be incurred?

Answer: a mishandle call situation will arise when the AS does not follow the call list and the AS skips people of higher seniority on the list. If the more senior staff grieves the mishandled call, WHA would be on the hook to pay the grievant an amount of money equal to 2 hours at the OT rate.

Question # 3: Under 4.2.2 Performance Problem Resolution, the RFP states "in the event that these performance problems are not resolved to WHA's satisfaction, the WHA reserves the right to terminate the contract." Will WHA agree to a 30-day intent cure for any performance problems?

Answer: Yes

Question # 4: How frequent is the on-call schedule updated? What is WHA's preferred method of supplying the on-call schedule? If not through a portal, would WHA be open to using an on-call schedule portal where they can update contact data to the contact center in real time?

Answer: There is a weekly on-call list that is updated every week. This list is for staff who are working the scheduled weekend/holiday shifts (same phone number is used for all weekend/holiday shifts) as well as the order to call trades and supervisors (these phone numbers are always the same but the order is rotated weekly). The other call lists are updated quarterly or if someone needs to be removed from/added to the call lists. I would definitely be open to use a portal where I can update the information real time.

Question # 5: If applicable, a specific vendor will attempt to hire and train low-income persons who receive government assistance for housing at the call center location that would support this program if awarded. Will that satisfy the Section 3 requirements, or is the WHA looking for something more specific from potential vendors?

Answer: The Section 3 requirements wouldn't apply in your case. Instead, we encourage you to make an attempt to hire low-to moderate-income persons or minority groups in accordance to the Federal and State disclosures contained in the RFP package.

Question # 6: Do vendors need to submit the following:

1 original - Technical proposal - Answer: Yes

1 original - Price Proposal – Answer: Yes

3 Copies - Technical proposal – Answer: Yes

3 Copies - Price Proposal – Answer: No

Question # 7: Regarding the call volume and hours of operation: Approximately how many calls are handled on between the hours of 8:00 a.m. and noon on Monday?

Answer: Approximately call volume for this timeframe is 75 calls.

Question # 8: Are on-call staff able to receive secure text messages? If so, would you consider text message dispatching of urgent requests instead of phone call dispatching?

Answer: No. Text messaging can't be considered / used as the 1st line of communication. Text messaging maybe used to confirm details about a call, if the call happens to be dispatched while staff on-call is working on something else or driving.

Question # 9: How are the after-hours calls currently being handled? If by in-house staff, please disclose the number of staff. If by a third-party contractor, please disclose the name of the contractor, length of the contracting relationship and annual contract value.

Answer: WHA uses both (in-house staff and contractors) to respond to emergency calls. The contact information will be made available after award of the contract.

Question # 10: What is your budget for this project?

Answer: \$15,000 per year

Question # 11: Will you consider extending the due date (preferably one week)?

Answer: Not at this time.

All other terms and conditions of this solicitation remain unchanged.

Please be sure to acknowledge this Addendum on the cover page of your Price Proposal Form.

Thank you,

Jackson Restrepo
Chief Procurement Officer