



ADDENDUM:

01

TODAY'S DATE: 05/11/2022

PROJECT NAME: Telephone Answering Service Contract

CONTACT / TITLE: Danielle Munroe Management Analyst

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This Addendum is used to Identify Items in the prior Addendum (#2) with Action as Follows:

- BID
- RFQ
- RFP
- CLARIFY
- CHANGE
- DELETE
- ADD
- SUBSTITUTE

 7 **Page(s) Total for this Addenda**

Q: What is the anticipated start date for this project?

A: *July 1, 2022.*

Q: How much time will the contractor be given for implementation?

A: *10-days (6/20/2022 transfer of information to calls going live on July 1, 2022).*

Q: How are the services currently being delivered? If by in-house staff, how many personnel cover each shift of operations? If by a third-party contractor, please disclose the name of the contractor and the length of the relationship.

A: *Third-party contractor. ABS Communications. Two (2), back-to-back, 6-year contracts since June 2010.*

Q: Are Automobile Liability and Pollution Liability required if no vehicles are used in the support of this contract or as part of the business operation and if the services are delivered outside of the state of Washington.

A: *No. Washington GAP insurance (i.e. Workers Compensation Coverage) is a requirement of this contract. See RFP page 5 and 6.*

- Q: Please provide information on the estimated/historical call volume:
- Number of incoming/outgoing calls during normal business hours per month.
 - Number of incoming/outgoing calls during after-hours periods per month.
 - Number of conference, patch, or transfer calls per month.
 - What percentage of calls are received during normal business hours?

A: *At this time we do not have access to the specific details related to these questions. We believe that about 20% of the calls occur during our normal operating hours of 8:00 a.m. to 4:30 p.m. with a majority occurring after-hours. Calls are rarely conferenced, patched or transferred.*

- Q: We understand that King County Housing Authority (KCHA) will provide access to its language translation line. Are there any preference points offered to a vendor with bi-lingual or multilingual call center agents? What languages are most requested by non-English-speaking callers? What percentage of calls are from non-English-speaking callers.

A: *We will score submissions based on the factors explained in “Evaluation Criteria” on pages 4 and 5 of the RFP. Under “Project Management Ability” we may score up to 20 points to the vendor who best qualifies under this category. This could include information about bi-lingual or multilingual agents. Although we do not possess information on languages specifically requested by non-English speaking callers, based on our experience the languages we see with our households are; Russian, Ukranian, Somalian, Vietnamese, Spanish, Farsi, along with another dozen or so languages spoken. Again, based on our experience, we believe calls by non-English speaking clients will be somewhere around 40% of the time.*

- Q: How are emergency calls to be relayed to KCHA personnel?
- How often do your on-call schedules change?
 - Are calls dispatched to KCHA maintenance staff or directly to tradesperson (i.e. an on-call plumber or electrician)?
 - Is it permissible for the answering service to send text messages to notify on-call staff of urgent issues?

A: *Via telephone with a follow-up email after the call has concluded.*

- *They remain the same throughout the year, with the exception to our holiday schedule. See attached holiday schedule for office closures (page 6 of 7).*
- *Calls are dispatched to on-call maintenance staff and/or Property Management Staff (in certain situations such as; fire, crime and lock-outs). If outside vendor services are needed, staff will be responsible for handling those calls.*
- *No, our staff are not fully equipped with text message capabilities.*

- Q: Please clarify or consider revising the fee schedule:
- Are vendors expected to include any calls or minutes in the “Monthly Rate”? How is this different from the “Line Usage” fee?

Note to KCHA: During the pre-proposal meeting, it was mentioned that the KCHA prefers per-call pricing. The Pricing Sheet’s “Monthly Rate” asks for a per-line price and the “Conference Calls” item asks for a per-minute rate. To make it easier for KCHA to evaluate proposals, it might be better to revise/format the pricing sheet to require all vendors to price those items on a call basis and to disclose (on the pricing sheet) the

number of calls included and/or an estimated volume. The reformatted sheet could also ask each vendor to enter a total estimated monthly charge to ease evaluation.

- The contract term will cover several years will there be opportunity to adjust prices if costs rise or lower significantly during the contract term?

A: *KCHA has posted the Price Sheet on how we would like vendors to propose pricing. One key detail was missing from our Scope of Work. That is that the call volume is based on a Monthly Rate (an average of 1500 calls per 5 lines to cover those 1500 calls). However, if proposers can offer 2000 calls on 5 lines for the same rate, each proposer has that as an option. In addition, we understand there may be additional fees or costs for other services. Please prepare your proposal with this in mind and if your format differs, keep in mind how that may negatively impact your scoring.*

We expect pricing to remain the same during the initial contract term. At renewal time, pricing negotiations may be presented and reviewed. All requested/needed changes must be made in writing with plenty of advance notification (90 days) and must be signed by both parties to be executed.

Q: Is an automated greeting acceptable after 4 rings if all agents are currently on calls?

A: *An automated greeting will not be acceptable. As life/safety concerns are at times the basis of our calls we need a live call center to respond quickly and professionally.*

Q: Do you require any bilingual support? If so, what percentage of calls are Spanish? Do you require any other language support?

A: *A similar question was previously asked, refer above for the Housing Authorities response.*

Q: Do you prefer a local vendor in Washington? Or can they be located elsewhere?

A: *While having a local vendor is appreciated (they will have an understanding of our needs regionally), if a non-local organization can meet the requirements as listed in the RFP, they will be given due consideration.*

Q: It was stated on the call this morning that average call volume per month is about 1,500 can you break out the percentage of calls that occur during the day versus the evening? Can you provide an estimate of calls that occur on the weekends?

A: *A similar question was previously asked, refer above for the Housing Authorities response.*

Q: What is the current Average Handle Time per call?

A: *The current average handling time for calls is approx. 5-7 minutes including escalation dispatch and possible language interpretation time. This is subject to the type of call received.*

Q: Please explain in detail what alarms the service will need to handle and how the answering service will know which alarm is the reason for the call?

A: *KCHA has a Fire and Life Safety contract that oversees 80 fire alarm panels. Our expectation is that when a call comes into the Telephone Answering Service from the alarm call center, the normal protocol will be followed (attempt to reach the responsible party by phone with an email follow-up). Currently, our answering service is not fielding those calls. Therefore, managers are receiving calls from different service providers and a process that takes on individual service provider methods. At this time, other alarm monitoring (burglar, etc.) will not be moved over to this service contract.*

Q: What permits, licenses and inspections is the current provider paying today?

A: *KCHA has no knowledge of any required permits, licenses or inspections. It will be the responsibility of the proposer to operate under the guidelines as specified by the city, county or state.*

Q: What is the percentage of calls that requires the third party language interpretation service?

A: *A similar question was previously asked, refer above for the Housing Authorities response.*

Q: What reports are you receiving today? If any, can you please share the reports?

A: *On occasion, KCHA requests information about Telephone Answering Service requests we receive during a public records disclosure request. This information varies and doesn't occur often.*

Q: Can you provide the current script that is in place today?

A: *While we don't have a specific script to release, we expect the service to provide a standard greeting giving the name of our organization along with a personal identifier (name or "Operator 123"). The ability to zero in on the needs of the caller, to properly record the callers requirements and information (name, address, phone number, if we have permission to enter, etc.) and then the ability to properly hand the information over to KCHA Staff. We are attaching the current protocol for reference (See page 7 of 7).*

Q: Can you provide the process flow of Urgent calls being handled today? How many attempts to transfer calls to the on-call people before it is determined a completed attempt?

A: *KCHA expects the service provider to attempt as many calls as necessary until KCHA staff has answered. However, it is not typical for the service provider to go beyond 4 call attempts. Our staff understands the importance of being responsive to such calls.*

- Q: What are some of the current performance concerns that you have with your provider today?
- A: *KCHA has no current performance concerns with the current provider. We are required to competitive bidding periodically. We will score all responsive submittals based on our evaluation criteria. No preference points are given for simply being our current contract holder.*
- Q: Do you require receipt of call recordings? If so, what are the requirements?
- A: *KCHA does not require receipt of call recordings. However, a written follow-up must be emailed to the responsible site office.*
- Q: Will you accept per minute billing versus per call?
- A: *At this time, we are not set up to receive a proposal that has a per minute billing versus a per call billing. Please submit your proposal according to our RFP's Pricing Sheet (Attachment H). We may reconsider this method during our next RFP.*
- Q: Do you currently receive an annual price increase from your vendor and if so, what is the average annual percentage increase?
- A: *A similar question was previously asked, refer above for the Housing Authorities response.*
- Q: Main question is approximately how many calls would we receive per month?
- A: *We have estimated an approximate total of 1500 calls per month from all 5 lines.*
- Q: Is an answering service currently being used, how many minutes per month are being billed?
- A: *A similar question was previously asked, refer above for the Housing Authorities response.*

Questions Regarding Relays:

- For clarification or questions on any call regarding a property not listed, wrong phone numbers, including unit addresses please contact Danielle 206-574-1200
- If after hours or unable to reach Danielle contact Matt Peterson at 206-574-1220, OR 425-999-5233

WHAT IS AN EMERGENCY?

UTILITY LOCATE EMERGENCY CALLS - GO TO **WWW.SEARCHANDSTATUS.COM**
FOR TICKET DATA

DURING BUS. HRS: CALL DANIELLE MUNROE [2065741200]

OUTSIDE BUS HRS AND WEEKENDS: CALL DANIELLE MUNROE
[2065741200]

MANAGEMENT EMERGENCY:

CONTACT THE PROPERTY MANAGER FOR:

*LOCKOUTS

*FIRE - FIRE ALARMS GOING OFF IN THE EVENING AND AT NIGHT

*ANY SITUATION INVOLVING LAW ENFORCEMENT (DOMESTIC VIOLENCE ETC.)

MAINTENANCE EMERGENCY:

THE SITUATION CONSTITUTES A SERIOUS THREAT TO THE LIFE, SAFETY OR HEALTH OF RESIDENTS OR STAFF; OR THE SITUATION WILL CAUSE SERIOUS DAMAGE TO THE PROPERTY STRUCTURE OR SYTEMS IF NOT REPAIRED WITHIN 24 HOURS.

*FIRE ALARMS GOING OFF IN THE EVENING AND AT NIGHT

*LOST OR STOLEN KEYS

*FIRST FLOOR WINDOW WILL NOT SHUT OR LOCK

*PLUGGED TOILET, TUB OR SINK, OVERFLOWING TOILET, TOILET WILL NOT FLUSH
(ONLY TOILET IN UNIT)

*KITCHEN SINK WILL NOT DRAIN

*NO HOT WATER IN THE UNIT

*NO POWER IN THE UNIT OR KITCHEN

*REFRIGERATOR OR ENTIRE RANGE NOT WORKING

*HOT WATER TANK LEAKING

*BROKEN WINDOW WHEN GLASS IS BROKEN THROUGH BOTH PANES

*IMMEDIATE HARM ITEMS

*WATER LEAKING FROM CEILING

*SMOKE DETECTOR BEEPING, NOT WORKING, OR HAS FALLEN

*NO HEAT IN UNIT

*TENANT LOCKED OUT OF BATHROOM (ONLY BATHROOM IN UNIT)

*FIRE - ALSO INSTRUCT CALLER TO CALL 911

*FLOOD - ALSO CALL 911

*ELEVATOR IN HIGH RISE BUILDING NOT WORKING

*GAS SMELL IN UNIT - ALSO INSTRUCT CALLER TO CALL 911

*ENTRANCE DOOR CANNOT LOCK OR UNLOCK

*BODY FLUIDS IN COMMON AREAS

*******IF A CALLER IS INSTRUCTED TO CALL 911 THE FOLLOWING MUST ALWAYS BE CONTACTED*******

- | | |
|---------------------|------------------------------|
| 1. MATT PETERSON | [2065741220] OR [4259995233] |
| 2. BILL COOK | [2065711150] OR [2063756121] |
| 3. ANNELIESE GRUYTA | [2065741154] OR [2065806072] |

KING COUNTY HOUSING AUTHORITY

HOLIDAY SCHEDULE

New Year's Day – First day in January

Martin Luther King Jr. Day – Third Monday of January

Presidents' Day – Third Monday of February

Memorial Day – Last Monday in May

Juneteenth – June 19th

Independence Day– July 4th

Labor Day – First Monday in September

Veterans Day – November 11th

**Thanksgiving Holiday – Fourth Thursday in November
Friday following Thanksgiving**

**Christmas Holiday – December 24th Christmas Eve
December 25th Christmas**

PLEASE NOTE:

If the holiday falls on the weekend, we will be closed on the closest business day!

END OF ADDENDUM