



ADDENDUM #2

2067-23 Afterhours Answering Services

Original Notice of RFP Issued on: May 4, 2023

Response Due Date: Thursday, May 25, 2023 @ 2:00pm

May 11, 2023

To All Prospective Bidders: This addendum 2 is to correct and update the original posted on **Published Version May 4, 2023 and to answer questions from potential bidders.**

Section 2 (Scope of Services)

Volume and Nature of Calls

Phone calls will generally involve tenant-landlord matters, mostly concerning maintenance. While some of the calls will be routine in nature, requiring only that a message be taken, many of the calls will require immediate dispatch to the appropriate Property Manager in accordance with the Dispatch Procedures provided in this Scope of Work (see "Dispatched Calls" below). HACH has averaged approximately 1,700 minutes per month for the last five months. Most calls are of a short duration.

Edited corrected version 5/11/23 and posted 5/11/23:

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QUESTION AND ANSWERS 1-5:

1. Are all calls answered by a live person or is there a customized greeting on the line (call screening). The reason I ask is because the call volume is much higher than what it was when Hartford Housing left our service. **Answered live**
2. Why are the calls reported in the addendum so long? The addendum shows use of 2200 minutes in March, 3200 in February and 3325 in January. Was there something out of the ordinary happening during those months that would make call length so excessive? **Not to our knowledge**
3. Can you provide current scripting or information being gathered from each caller? It might help explain why length of call is so long. **See below**

To answer your questions below; we currently gather the following information:

- **Property Name**
- **Name**
- **Company (if applicable)**
- **Phone Number**
- **Address**
- **If caller is not at home, we ask if we have permission to enter**
- **Gather maintenance details**

If maintenance issue is on your emergency list, we contact the on call via text and phone call. If they are not available, we text and call the Manager for the property, we continue this process until someone is reached verbally. If the maintenance issue is not on your emergency list or the call is regarding a routine office matter, we hold for scheduled email.

4. Because we bill by time, and not per call, would HHA be open to discussing ways to answer more efficiently? **We are looking for quotes based on blocks of time per minute.**
5. Is HHA looking for improved quality or simply a lower price for service? **Both would be great.**

All other terms and conditions remain the same.

Kim Cotharin, Contracting Officer
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