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## ADDENDUM NO. 1

To: All Prospective Bidders

From: Michelle Ngo, VP of Procurement

Date: April 29, 2024

Re: INVITATION FOR BIDS # 24-13 TELEPHONE ANSWERING SERVICES

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This addendum forms part of and modifies the Invitation for Bids dated April 16, 2024, and consists of two (2) pages.

Where any items called for in the bid documents are supplemented here, the supplemental requirements shall be considered as added thereto. All other terms and conditions shall remain unchanged and in full effect.

**PLEASE NOTE:**

**FAILURE TO ACKNOWLEDGE RECEIPT OF ADDENDA ON THE BID PRICE FORM MAY SUBJECT TO DISQUALIFICATION.**

**ITEM NO. 1: QUESTIONS FOR CLARIFICATION**

Please see below for responses to inquiries:

1. How much is the current vendor charging per month?  
**A. \$1,400 base rate.**
2. What is the anticipated start date for the contract?  
**A. August 1 or September 1, 2024.**
3. What percentage of calls are Spanish calls?  
**A. 65%.**
4. Can you clarify if we need to maintain an on-call calendar for your techs? Or is the on-call always sent to the same cell phone mentioned in the RFP?  
**A. On-call is the same set of phone numbers.**

5. Can you elaborate on the extent to which you expect reimbursement for mishandled calls?
  - A. This situation does not happen often. Only when the WHA must pay staff for the mishandled call or it results in a fine, that WHA will seek reimbursement.
6. Can you elaborate on how you're currently being billed (ex. per minute)?
  - A. Same pricing structure as this RFP.
7. What percentage is weighted for Minority Owned business?
  - A. Being a minority-owned business is a plus, but scoring is weighed on how well proposals meet RFP criteria. While minority-owned status can enhance your proposal, but quality and alignment with our requirements decide the outcome.
8. Must calls be handled within the state of Massachusetts?
  - A. No.
9. Can you breakdown the exact percentage of English and Spanish calls?
  - A. Please refer to # 3.
10. Can you specify the average amount of emails vs. calls?
  - A. Regarding tenant requests, 99.9% will be a phone call. Occasionally, Control Center will reach out to the vendor via email.
11. What is your budget for this project?
  - A. Estimated annual cost is approximately \$20,000 based on the current contract and factoring in inflation.
12. Can you share any information on the incumbent?
  - A. Gilson Call Center Services based out of Florida.
13. Can we submit our responses electronically via the email?
  - A. No, hard copies of sealed proposals must be submitted to location specified in the RFP.
14. It is listed in the RFP - Vendor shall reimburse the WHA for actual costs incurred by the WHA for mishandled calls. Please provide a definition of mishandled calls and your process to measure and calculate reimbursement cost.
  - A. Please refer to #5.