

**REQUEST FOR PROPOSAL
AFTER HOURS ANSWERING SERVICES
ISSUED: APRIL 12, 2017**

***All questions should be submitted and directed to Mary Jackson at jjimenez@hacityventura.org in writing. Please check this document daily to ensure you receive all updated Q&As.**

1. Whether companies from Outside USA can apply for this? (like from India or Canada)

Yes, companies from Outside the USA can respond to this RFP.

2. Whether we need to come over there for meetings?

No, typically no meetings have been required in the past. Any conversations or meetings can be accomplished via telephone.

3. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)

Yes, all tasks can be performed outside the USA, since they are performed via telephone and email.

4. Can we submit the proposals via email?

No, any proposal sent via email will not be accepted. This is stated in the RFP on page 6, part B, RFP Terms and Conditions, Section 2: **Electronic and FAX responses will not be accepted for this request.**

5. Who is the current incumbent and what is the original contract date?

The name of the current incumbent is irrelevant to this RFP and the contract is past its contract date.

6. What is the total obligated budget for the current contract and the total contract value over the full contract term?

The Housing Authority has selected to go out for an RFP and based on the responses from the RFP, the Housing Authority will set its budget for this contract.

7. What was the base year contract value? Did this include Transition?

This question is ambiguous as to "base year contract value? Did this include Transition?"

8. What are the optional years contract obligation values?

This is a 1 year contract with an option for the Housing Authority to extend up to 4 additional years. There are no set contract obligation values.

9. Under contract, please specify number of calls/minutes the contractor handles each month.

Contractor can handle up to 1200 minutes on peak months and an average of 600 minutes on non-peak months.

10. What is current hourly rate?

Current contract covers all aspects of this RFP and there is no hourly rate designated.

11. Approximately 200 to 500 calls can be received during peak months, which peak months are they?
Peak months have been historically from December-March and June-August.

12. What is the average number of calls per month during non-peak?
Below 200 calls per month on non-peak months.

13. What is average number of calls during weekday after hours? Weekends?
On average, we receive 0-5/day calls during the week and 0-15/day calls during weekends.

14. What is average call handling/minutes per call?
Typically, 0-2 minutes per call

15. Historically, how many calls per year?
Unfortunately, this data is not immediately available.

16. How many call center agents currently supporting the weekday after hours and weekend?
This information is something we cannot provide because we are unaware of the staffing levels the current contractor uses to fulfill their service agreement.

17. From time to time, Contractor may be requested to answer all incoming emergency and routine maintenance calls during normal business hours when staff is out of the office. How often is this per month?
This is not very typical, might happen once every six months and during holidays that land during the week.

18. What's minimum staffing coverage during normal business hours?
There is no minimum set forth by the Housing Authority. The contractor will set those coverage limits to fulfill their service agreement.

19. Is there a different procedure or a script for non-emergency to emergency calls?
Yes, there is a different procedure when taking an emergency call.

20. What is the percentage of emergency calls versus non-emergency calls during weekday and weekend? Please provide script if available.
Cannot provide this type of data because the Housing Authority has not tracked this type of data in the past.

21. Can you provide us a sample of the monthly report for performance?
A sample monthly report is not available.

22. Can you provide us a sample of the daily report for performance?
We cannot provide a sample daily report at this time.

23. Are there written screening procedures?
There are written procedure to what is deemed an emergency versus a non emergency.

24. How many departments and stand-by personnel require notification?

The only person to be notified is the on-call technician on duty.

25. Are there written screening procedures for non-emergency and emergency events?

Yes, there are written procedures for non-emergency and emergency events.

26. Are there written procedures when we cannot get a hold of stand-by personnel?

Yes, there is a written procedure as whom should be contacted in the event that the on-call personnel is not available.

27. Has the contract criteria changed since the original contract award? If so, please provide us with some of the more significant changes and requirements.

No, the criteria has remained the same.

28. Any general security requirements for this RFQ?

There are no general security requirements for this RFP

29. We have one reference in California and not the city of Ventura, but we have federal contracts. Can we still qualify for this contract?

There is a panel that will deem qualifications, you are strongly encouraged to submit a response to the RFP if you are interested.

30. Based on the number of scripts, we would staff program with dedicated hourly agents. Would this model be satisfactory?

The Housing Authority does not designate how you staff phones for us after-hours, as long as you are able to fulfill the service agreement.

31. Is there a current training plan established?

No, there is no established training plan.

32. Is there a case management system being used? If yes, are we going to use the same case management system? is there any security requirements to access?

The current incumbent uses their own software and whomever is awarded this contract will be able to utilize their own system. There are no security requirements to access.

33. Is there currently a "ticketing" system in use to track calls?

There is no ticketing system currently used by the answering service contractor. The chosen contractor will keep a log of all calls and report them daily to the Housing Authority.

34. Is there a split for emergency or non-emergency calls between operators?

There is no split.

35. What are the expected service level agreements?

The Housing Authority is unclear what is being ask.

36. How are the calls currently fielded during the day and after-hours?

During normal working hours, calls are fielded by Housing Authority staff. After hour calls are fielded by answering service contractor.

37. If the call center is 24/7, how are non-emergency calls to be handled during normal business hours? Is the call center expected to transfer the call to the appropriate office or is the caller given the correct POC info and told to make a separate call to that number/person?

During normal business hours, the answering service contractor will not receive those calls as they will be fielded by Housing Authority staff. Only 24/7 on Fridays, weekends, holidays, staff closures, and emergency calls are transferred or forwarded to appropriate on-call personnel. In the event that the contractor is fielding calls during normal business hours, they will follow the written procedure for non-emergency calls and report back, in a log, at the end of the shift.