



Housing Authority
of the
City of Alameda

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REQUESTS FOR BIDS – TELEPHONE ANSWERING SERVICES

February 1, 2024

The Housing Authority of the City of Alameda (AHA) is requesting bids for telephone answering services for call-ins for employee attendances, call forwarding of absent employees to answering service, short- or long-term answering of any or all agency phones, and after-hours maintenance. Translation services are to be provided by the vendor if needed.

SCOPE OF WORK

AHA is requesting telephone answering services for twenty-four (24) hours per day, three hundred and sixty-five (365) days per year. AHA is requesting one telephone line for three answering service types at this time, but with the option to increase this number if needed. Vendor shall be able to provide the following:

1. Answering Service to provide a live person when answering phone calls. No automated phone trees are permitted.
2. Callers shall not be placed on hold for more than one (1) minute.
3. Calls shall be answered in a courteous and professional manner.
4. Answering Service shall accurately collect the following information from caller:

Employee Attendance Line (45 employees):

- a. Name
- b. Phone Number
- c. Manager's Name
- d. Department
- e. Type of Leave to be used and hours

After Hours Maintenance:

- a. Name
- b. Phone Number
- c. Property Address & Unit
- d. Detailed Issue or Emergency Noted

Other lines may be expanded, but include:

- a. Name of caller
- b. Phone number
- c. Reason for call

5. Maintain a log of all received calls and responding transactions with AHA staff for a period of two (2) years. Reported statistics will be established in coordination with AHA and will include the following along with any other statistics deemed pertinent on a monthly, quarterly and annual basis, in total:

- Total calls - offered, answered and abandoned
- Calls by type of request for staff absences, residential maintenance issue (flooded toilet, no water, lost key fire, etc.) or other
- Number of calls and percentage of total calls answered within the following times:
 - i. 20 seconds or less
 - ii. 21-60 seconds
 - iii. 61-90 seconds
 - iv. 91-120 seconds
 - v. 121 seconds or longer
- Average time to answer all calls
- Number of lost calls
- Number of live calls transferred to an on-call property manager.
- Number of non-English calls requiring translation assistance by language
- Average call duration

FEE SCHEDULE

Bidders are requested to fill out and submit a Quote Form below. If there are additional or optional services including charges for language services, please indicate it in the Quote Form.

Base Rate/ Month	Minutes Included	Each Additional Minute	One-Time Setup Fee

BID PROCESS

Bids Due: Bids will be accepted by email until 4:00 p.m., February 19, 2024. Bidders are responsible for ensuring that quotes are received on time. AHA does not afford a bidder an opportunity for re-submission of their bid. Quotes received after the due date and time will be rejected without consideration. Quotes may also be submitted via email to Radha Mehta at rmehta@alamedahsg.org.

Insurance: Please also confirm you have the insurance and workers compensation coverage required in the contract. This will be collected after an award is made. Please complete the vendor conflict of interest form at <https://form.alamedahsg.org/Forms/A4Gpo>.