



Housing Authority
of the
City of Alameda

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Responses to Questions Submitted for ITB: Telephone Answering Services

1. What is the date by which you will answer these questions?

Response: February 20, 2024

2. Why has this bid been released at this time? If there was a previous solicitation for these services, what was its title, number, release date, and due date?

Response: This Bid has been released to comply with the Procurement guidelines to solicit new proposals every five years.

3. Is there a deadline for questions?

Response: February 8, 2024 at 4:00pm

4. When is the anticipated award date?

Response: The award date has not been set at this time.

5. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Response: AHA encourages minority-owned, women-owned, and other categories of small and disadvantaged businesses. With that said, AHA does not have a specific requirement related to these categories for this proposal.

6. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?

Response: Vendor will be selected based on the best value bid taking into account the overall cost and how closely the proposal matches the needs of the agency.

7. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Response: Please see Page 2 of the ITB for the Quote Form. If there are additional costs related to the services or alternative pricing categories, vendors are able to submit an alternate fee structure.

8. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Response: The AHA conducts regular solicitations to ensure that the best value and service is being provided.

9. If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

Response: The standard agreement term shall be three years with the option to renew annually for a maximum of five total years.

10. Has the current contract gone full term?

Response: Yes.

11. Have all options to extend the current contract been exercised?

Response: Yes.

12. Who is the incumbent, and how long has the incumbent been providing the requested services?

Response: Direct Line Tele Response.

13. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Response: Services are expected to be conducted remotely. Location of headquarters will have minimal impact on selection.

14. How are fees currently being billed by any incumbent(s), by category, and at what rates? The billing is completed on a monthly basis disaggregated by type of task.

Response: The billing is completed on a monthly basis disaggregated by type of task.
Employee Attendance Line = \$111/month for 50 minute allowance and \$1.61 each additional minute over.
Corporate line = \$103/month for 50 minute allowance and \$1.52 each additional minute over.
Resident line = \$710/month for 500 minute allowance and \$1.40 each additional minute over.

15. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response: Approximately \$15,000 was paid to the vendor in 2023.

16. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.

Response: Telephone and Email.

17. Is previous experience with any specific customer information systems, phone systems, or software required?

Response: No specific customer information systems, phone systems, or software required.

18. What is the minimum required total call capacity?

Response: There is no minimum call capacity. The awarded vendor will need to meet the benchmark standards for calls that are detailed in the Invitation to Bid.

19. What is the minimum simultaneous inbound call capacity?

Response: The minimum simultaneous inbound call capacity is one call at a time.

20. What is the maximum wait time?

Response: The maximum wait time should be one minute.

21. What percentage of inbound calls must be answered by a live operator?

Response: 100% of calls should be answered by a live operator.

22. What percentage of calls must be resolved without a transfer, second call, or a return call?

Response: No specific dedication requirements.

23. What is the maximum percentage of calls that can be terminated by the caller without resolution?

Response: There is no maximum percentage of calls that can be terminated by the caller without resolution. The awarded vendor will need to meet the benchmark standards for calls that are detailed in the Invitation to Bid.

24. Is there a minimum or maximum number of operators and supervisors?

Response: No.

25. What are the required language options?

Response: Korean, Mandarin, Cantonese, Filipino, Spanish are the top five languages spoken by the residents at the property. There may be additional languages which may require translation.

26. What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

Response: This information is unavailable.

27. What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

Response: No specific dedication requirements. Vendor is able to work on other contracts at the same time.

28. What was your average monthly call volume over the past year?

Response: This information is unavailable.

29. What is the current number of seats for operators and supervisors at your existing call center?

Response: This information is unavailable.

30. What is the current average wait time for phone calls?

Response: This information is unavailable.

31. What is the current average handle time for phone calls and other types of communications?

Response: This information is unavailable.

32. What is the current average after-call work time for operators?

Response: This information is unavailable.

33. Over the past year, what is the percentage of calls received in English versus non-English?

Response: This information is unavailable.

34. Over the past year, what percentage of calls received were in Spanish?

Response: This information is unavailable.

35. What time of day, days of the week, or times of the year do calls typically peak?

Response: This information is unavailable. The only available information is that there is a peak in number of calls for the Residential line during the mornings.

36. When is the anticipated award date?

Response: The award date has not been set at this time..

37. What is the contract length?

Response: The standard agreement term shall be three years with the option to renew annually for a maximum of five total years.

38. Do you currently outsource these services to an answering service?

Response: Yes.

39. How many minutes did AHA average per month over the previous 12 months?

Response: The amount of use fluctuates from month to month and type of service provided.

40. Do you anticipate the above average to remain the same, increase, or decrease?

Response: This information is unavailable.

41. Is near-shore activity permitted?

Response: Companies outside of California and/or the United States may respond to the Invitation to Bid; however, the awarded Vendor must be able to meet all legal requirements to conduct business in the United States and California, as well as meet the requirements provided in the Invitation to Bid.

42. How long is the initial agreement and will additional years be awarded?

Response: The standard agreement term shall be three years with the option to renew annually for a maximum of five total years.

43. What is the number of calls, monthly/yearly?

Response: This information is unavailable.

44. What is the call duration?

Response: This question is unclear.

45. Which languages require translation other than Spanish?

Response: Korean, Mandarin, Cantonese, Filipino, Spanish are the top five languages spoken by the residents at the property. There may be additional languages which may require translation.

46. Who is the current provider and are stats available?

Response: Direct Line Tele Response is the current provider. No additional statistics are available at this time.

47. What is the current rate?

Response: A Public Records Request may be submitted for specific information related to the current vendor agreement.

48. What is the annual budget?

Response: There is no specified annual budget for this service due to variability of the service need month-to-month.

49. Does the current provider have a training manual?

Response: That information is not available