



## Addendum

Mon, Nov 08, 2021  
02:09 PM PST

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### Addendum

Solicitation #: Q22003

Addendum Title: ADDENDUM NO. 1: Q & A'S


Date and Time Issued: 11/08/2021 02:07 PM PST

Good Afternoon,

Please find the attached pertaining to the questions and the answers provided regarding this solicitation.

Thanks for your interest in our agency.

Sincerely,  
Linda Simpson  
SNRHA Contracts Administrator

Filename	Size
 <a href="#">Addendum No. 1.docx.pdf</a>	132.01 KB

Note: One of the files available for downloading might be a ZIP file.

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ADDENDUM NO. 1

TELEPHONE ANSWERING SERVICES (RFQ Q22003)  
QUESTIONS AND ANSWERS

1. What is the anticipated monthly call volume?

**ANSWER:** Please see below:

<u>Contact Service Queue Activity Report</u>					
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<b>Reporting Period:</b>	October 2021				
Queue	Calls Presented	Calls Handled	%	Calls Handled by System	%
Admissions Waitlist	1,834	903	49.24%	931	50.76%
Affordable Housing	311	156	50.16%	155	49.84%
Complaints	388	196	50.52%	192	49.48%
General Info	1,836	984	53.59%	852	46.41%
HCVP	2,799	1,657	59.20%	1,142	40.80%
Public Housing	625	311	49.76%	314	50.24%
Spanish	250	89	35.60%	161	64.40%
Work Orders	1,651	829	50.21%	822	49.79%
<b>Totals</b>	<b>9,694</b>	<b>5,125</b>	<b>52.87%</b>	<b>4,569</b>	<b>47.13%</b>

2. How much is the current contract being paid?

**ANSWER:** The total cost paid to this contractor is stated within the RFQ.