



Addendum

Tue, Nov 09, 2021
03:07 PM PST

Addendum

Solicitation #: Q22003

Addendum Title: ADDN 2: Q & A AND MAINTENANCE POLICIES

Date and Time Issued: 11/09/2021 03:05 PM PST

Good Afternoon,

Please find the attached Questions and Responses for your information and records.

Thanks for your consideration in providing a bid on these services.

Kind regards,
Linda Simpson
SNRHA Contracts Administrator

Filename	Size
 Questions Answers 1-TF.pdf	81.41 KB
 Questions Answers 2-TF.pdf	56.45 KB
 Public Housing Maintenance Policy - updated 11-8--2021.pdf	488.33 KB
 Affordable Housing Maintenance Pollicy - updated 11-8-2021.pdf	488.34 KB

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

November 8, 2021

Southern Nevada Regional Housing Authority (RFQ No. Q22003)

Questions:

1. What is the current unit rate? Per call or per min plus the cost of other services?

A: Refer to section 2.3

2. How many employees are on the contact list? Are the contacts property managers?

A: total of 7 Managers and Directors

3. Please provide a sample of your script for operators?

A: No Script; Contractor Agents ask the questions from the message ticket and SNRHA provides a list of information to be captured from the callers.

4. Do you have any daily/hourly call counts that you can provide?

A: 20 callouts per day on an average month

5. What is the Average Handling Time for calls handled?

A: 3 minute 35 seconds

6. What is the expected transition period?

A: N/A

7. What types of calls are defined as "Emergency"?

A: Maintenance Policy and Dispatch Procedure

8. How are the emergency calls currently handled?

A: Maintenance Policy and Dispatch Procedure

9. Will you be using a pre-assigned telephone number you already have for the Call Center to answer? Which company is the telephone provider?

A: Vendor is required to provide a toll-free number to which SNRHA will forward the existing maintenance line.

A: CenturyLink

10. For "system handled calls"; Do you have a decision tree type IVR messaging established? **NO**

a. If so, Please provide a sample of the decision tree structure.

11. Are there any established key performance indicators?

A: None

12. Are you open to a "call back" feature? (person calls in and instead of holding for extended period, leaves name/number and nature of call – Call Center returns the call)

A: No due to the nature of calls since most are consider emergency and high priority after-hours calls

After reading the RFP referenced in the subject field, we wish to submit the following questions.

What is the date by which you will answer these questions? **asap**

Why has this bid been released at this time? **Services are needed; current solicitation has run its term.**

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?

No. The pricing item is relative to what we need and looking for. If there is something you want us to know, please insert it under Tab 11 of the solicitation, Other information"

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

Has the current contract gone full term? **Yes**

Have all options to extend the current contract been exercised? **Yes**

Who is the incumbent, and how long has the incumbent been providing the requested services? **Calls Plus; 5 years**

How are fees currently being billed by any incumbent(s); by category, and at what rates? **See RFQ Doc, Section 2.3**

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **See RFQ Doc, Section 2.3**

Is previous experience with any specific customer information systems, phone systems, or software required? **Yes**

What is the minimum required total call capacity? **650 per month**

What is the minimum simultaneous inbound call capacity? **3**

What is the maximum wait time? **5 minutes**

What is the maximum hold time? **1 minute**

What percentage of inbound calls must be answered by a live operator? **100%**

What percentage of calls must be resolved without a transfer, second call, or a return call? **100%**

What is the maximum percentage of calls that can be terminated by the caller without resolution? **0%**

Is there a minimum or maximum number of operators and supervisors? **no**

What is the required degree of dedication for the call center? **n/a**

What is the required degree of dedication for the operators? **n/a**

What information is to be included in call logs? **Tenant's Name, Address Problem, Dispatch Info and Phone Number**

What was your average monthly call volume over the past year? **Unknown**

What is the current number of seats for operators and supervisors at your existing call center?
3-operators 1-supervisor

What is the current average wait time for phone calls? **34 Seconds**

What is the current average handle time for phone calls and other types of communications?
2 mins 35 seconds

What is the current average after-call work time for operators? **1:00**

Over the past year, what is the percentage of calls received in English versus non-English?
Information is not current tracked.

Over the past year, what percentage of calls received were in Spanish? **Information is not tracked; Contractor provides Spanish-language capacity for every shift of operations; (SNRHA can require at least one Spanish Speaker per shift)**

What time of day, days of the week, or times of the year do calls typically peak?
Intraday or weekly call volume varies; summertime is normally the busiest period for calls.



**SOUTHERN NEVADA REGIONAL HOUSING AUTHORITY
MAINTENANCE SERVICE POLICY
PUBLIC HOUSING**

The telephone number for maintenance work order requests, including emergency, routine, after hours, weekends, and holidays is:

(702) 477-3100

EMERGENCY REPAIRS TO BE COMPLETED OR A TEMPORARY REPAIR MADE TO MAKE SAFE WITHIN 24 HOURS.

AN EMERGENCY IS WHEN THERE IS IMMINENT DANGER TO PERSONAL SAFETY OR THE SECURITY OF THE PROPERTY.

- **Sewer Stoppages-** Toilets, outdoor main sewers, toilets backing up into tub are emergencies. Kitchen sink, bathroom sink, washer drains, and units with more than 1 toilet are **not** deemed emergencies.
- **Toilet(s)** - Running toilet, regardless of the number of toilets in a home.
- **Total loss of Water:** No running water to the entire unit.
- **Inoperative Refrigerator:** If not cooling or leaking.
- **Plumbing Breaks or Leaks-** Indoor and outdoor main water lines; breaks that cause flooding in unit, and broken water tanks are emergencies. Faucet leaks drain lines where water can be shut off from faucets, and toilet tanks running will **not** be considered emergencies.
- **Water Heater Failure:** No hot water at all.
- **Electrical Failure-** Entire unit **MUST** have no electrical service to be considered an emergency.
- **Broken windows** (glass)
- **Exterior Door:** Any door that cannot be opened if it's the **ONLY** point of entry/exit.
- **Exterior Door:** Any door that cannot be secured doesn't matter if alternative means of entry/exit.
- **Windows:** Any window that cannot be opened or secured.

- **Air and Heating Calls:** All heating and cooling calls will take priority over routine calls. Cooling calls where temperature **exceeds 90 degrees** will be deemed an emergency. Heating calls where temperature drops to **55 degrees or lower** will be deemed emergency. Although we attempt to promptly respond to all calls, because of the extremely high volume of calls received during extreme temperatures, please keep in mind it is **24 HOURS from call out**. We recommend you keep portable fans or heaters available for use during these times.

URGENT REPAIRS TO BE COMPLETED OR A TEMPORARY REPAIR MADE TO MAKE SAFE WITHIN THREE WORKING DAYS. AN URGENT REPAIR IS WHEN THERE IS A POTENTIAL DANGER TO PERSONAL SAFETY OR THE SECURITY OF THE PROPERTY IF IGNORED.

- Partial loss of electrical power
- Partial loss of water supply
- Blocked sink, shower or bath
- Minor roof leaks

ROUTINE REPAIRS ARE RESPONDED WITHIN TEN (10) WORKING DAYS. A ROUTINE REPAIR IS WHEN THERE IS NO DANGER TO PERSONAL SAFETY OR THE SECURITY OF THE PROPERTY IN THE NEAR FUTURE.

- **Lock Changes:** Lockouts and lock changes will not be considered an emergency at any time. All immediate lock changes will be subject to a \$25.00 same day service fee, in addition to \$25.00 per lock changed, during normal business hours. A picture ID will be required and such requests are only taken through the management office, during normal business hours. Requests after 5:00 pm, weekends, and holidays will be taken through the After Hours Service, and need verification of residency by the Property Manager and/or Director, and a flat fee of \$75.00 will be assessed. Only the Head of Household will be granted access. **Lock changes will not be performed after hours, only access given to the unit.**

If maintenance responds to an “emergency” and it is found not to be an “emergency” a charge will be applied to your account. We bill our labor rate \$ 50.00 an hour at a minimum of two hours. If the emergency or call is deemed a resident caused issue, you will be billed (see charge sheet posted in office), and payment will be due and payable within 14 days of service.



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AFFORDABLE HOUSING**

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