



ADDENDUM # 2

To: 1003-915-49-3136
RFP for Answering Services for Various Properties

The following questions have been asked in regards to the RFP for Answering Services.

Question 1: Is drug screening waived this time around?

Answer: Any employee that will be taking calls for this contract will be required to undergo criminal background checks at the Contractor's expense. Employees must not have any convictions for violent crimes, crimes of a sexual nature or for crimes of moral turpitude. SAHA has agreed to waive the need for drug testing for this RFP.

Question 2: Page 12, Section 3.8. What are the peak months? What would be the call volume for non-peak months?

Answer: Peak months vary from year to year. There are multiple reasons but the one variable that always causes an increase in calls is the weather. Anytime there are extremes in the weather, calls increase. Volumes provided were approximations to use for reference purposes only. Due to the changes in the scope of work from the previous IFB to this RFP, there is no way to know how this will affect call volumes.

Question 3: Page 12, Section 3.9. Do you have past statistics or estimated number if calls for these instances?

Answer: No. We do not have information for this. This is a new requirement that will be implemented with this RFP.

Question 4: In Section 9.22.3, page 31. How does it work? Is there a PO for each call?

Answer: In this case, Purchase Orders are not applicable and will not be issued. An invoice should be submitted monthly, detailing calls for each property along with the monthly reports as outlined in Section 3.19. The monthly invoice will be processed as a single payment.

Question 5: Do you have a budget for this?

Answer: Yes, the agency has budgeted for this service.

Question 6: Page 13, Section 3.13.1. What does this mean?

Answer: In order for the contractor to properly answer the phone, as outlined in Section 3.12 and Section 3.13, the contractor must be able to identify what property the call was forwarded from, before answering the call. This will also assist them in determining what on-call or property staff to contact. If this requires the contractor to have a dedicated line/phone number for each property to transfer its calls to, in order to meet this requirement, the contractor is responsible for providing these lines at no additional charge to SAHA.



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Question 7: Is there a limit to how many people live in each unit?

Answer: Properties vary in size and requirements. This RFP is for answering phone calls and relaying messages back to the property staff.

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Date: April 29, 2010

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