



SOLICITATION ADDENDUM

Solicitation Number: RFP-24-VS-0092 Addendum #1

Solicitation Due Date: February 23, 2024 at 5:00 p.m. Local Time

CITY OF PHOENIX
HSD Procurement
200 W. Washington Street
18th Floor
Phoenix, AZ 85003

Victim Services, Screening and Hotline for Emergency Shelter Services

In accordance with the Section I – Instructions, 13. Addenda, the Solicitation is hereby amended as set forth below.

The following questions have been received:

<u>Question</u>	<u>Answer</u>
1. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.	The location of services is not defined under this contract. However, services must be accessible by phone to the community within Maricopa County. Phone or hotline services shall be provided through a phone number using local area codes 602, 623, 480 or toll-free numbers. Contractor shall be required to attend monthly meetings in person at a location in Phoenix, Arizona.
2. Is previous experience with any specific customer information systems, phone systems, or software required?	No. Contractor shall establish a centralized screening hotline phone system operating 24 hours a day, seven (7) days a week.
3. What is the minimum simultaneous inbound call capacity?	Calls to the hotline shall be answered within five (5) rings. "Hold" times, when "hold" is utilized shall not exceed five (5) minutes.
4. What percentage of calls must be resolved without a transfer, second call, or a return call?	There is no metric addressing this concern.
5. What is the maximum percentage of calls that can be terminated by the caller without resolution?	There is no metric addressing this concern.
6. Is there a minimum or maximum number of operators and supervisors?	6.1.1.1. Contractor shall establish a centralized screening hotline phone system operating 24 hours a day, seven (7) days a week. 6.1.1.2. Calls to the hotline shall be answered within five (5) rings. "Hold" times, when "hold" is utilized shall not exceed five (5) minutes.



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7. Can you provide more details on the language requirements beyond English?	Languages other than English shall also be accommodated through this service.
8. What is the required degree of dedication for the call center?	The hotline shall operate 24 hours a day, 7 days a week, 365 days each year.
9. What is the required degree of dedication for the operators?	The hotline shall operate 24 hours a day, 7 days a week, 365 days each year.
10. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	There are no requirements for recording. Confidentiality of client information must be maintained.
11. What are the recording and storage requirements for non-phone communications?	This is addressed in Solicitation under clause 2.8.10.
12. What information is to be included in call logs?	6.1.1.3.1. Documentation shall include: 6.1.1.3.1.1. The callers name, address and phone number 6.1.1.3.1.2. The names and ages of members of the caller’s family members also seeking shelter. 6.1.1.3.1.3. A unique “Caller Number” shall be assigned to each caller. 6.1.1.3.1.4. Date and time of each call made to the hotline. 6.1.1.3.1.5. Relevant details of the nature of the call and the caller’s situation. All outcomes will be documented.
13. What was your average monthly call volume over the past year?	771 is the average monthly calls during FY2022-2023
14. What is the current number of seats for operators and supervisors at your existing call center?	The current call center is operated under contract. We do not staff or operate the center. We do not know.



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15. What is the current average wait time for phone calls?	Contract requires calls to the hotline shall be answered within five (5) rings. "Hold" times, when "hold" is utilized shall not exceed five (5) minutes.
16. What is the current average handle time for phone calls and other types of communications?	Unknown
17. What is the current average after-call work time for operators?	Unknown
18. Over the past year, what is the percentage of calls received in English versus non-English?	No data.
19. Over the past year, what percentage of calls received were in Spanish?	No data.
20. What time of day, days of the week, or times of the year do calls typically peak?	No patterns were tracked related to time of day or day of week.
21. How many agents is this for?	We do not specify the number of agents which the proposer might use.
22. Expected call volume?	Call Volume for fiscal year 2023 was 9,249 calls.
23. We have US agents; can they work remotely?	The location of services is not defined under this contract.
24. 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? No. 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?	The pricing sheet is included in the solicitation.



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<p>25. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.</p>	<p>If you would like responses to specific requests that have been awarded, please submit a public records request.</p> <p>Please access the following online resources for the records requested.</p> <p>To search current city contracts and agreements, please visit the public records search page.</p> <p>To view current payments to city vendors, visit the City of Phoenix Checkbook at https://phoenixaz.opengov.com/transparency#/ . You may search by department or vendor.</p>
<p>26. Has the current contract gone full term?</p>	<p>If you would like responses to specific requests that have been awarded, please submit a public records request.</p> <p>Please access the following online resources for the records requested.</p> <p>To search current city contracts and agreements, please visit the public records search page.</p> <p>To view current payments to city vendors, visit the City of Phoenix Checkbook at https://phoenixaz.opengov.com/transparency#/ . You may search by department or vendor.</p>
<p>27. Have all options to extend the current contract been exercised?</p>	<p>If you would like responses to specific requests that have been awarded, please submit a public records request.</p> <p>Please access the following online resources for the records requested.</p> <p>To search current city contracts and agreements, please visit the public records search page.</p> <p>To view current payments to city vendors, visit the City of Phoenix Checkbook at https://phoenixaz.opengov.com/transparency#/ . You may search by department or vendor.</p>



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<p>28. Who is the incumbent, and how long has the incumbent been providing the requested services?</p>	<p>If you would like responses to specific requests that have been awarded, please submit a public records request.</p> <p>Please access the following online resources for the records requested.</p> <p>To search current city contracts and agreements, please visit the public records search page.</p> <p>To view current payments to city vendors, visit the City of Phoenix Checkbook at https://phoenixaz.opengov.com/transparency#/ . You may search by department or vendor.</p>
<p>29. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?</p>	<p>Vendors have to be registered with Arizona Corporation Commission (ACC) but can be headquartered out of state.</p>
<p>30. How are fees currently being billed by any incumbent(s), by category, and at what rates?</p>	<p>If you would like responses to specific requests that have been awarded, please submit a public records request.</p> <p>Please access the following online resources for the records requested.</p> <p>To search current city contracts and agreements, please visit the public records search page.</p> <p>To view current payments to city vendors, visit the City of Phoenix Checkbook at https://phoenixaz.opengov.com/transparency#/ . You may search by department or vendor.</p>
<p>31. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?</p>	<p>If you would like responses to specific requests that have been awarded, please submit a public records request.</p> <p>Please access the following online resources for the records requested.</p> <p>To search current city contracts and agreements, please visit the public records search page.</p> <p>To view current payments to city vendors, visit the City of Phoenix Checkbook at https://phoenixaz.opengov.com/transparency#/ . You may search by department or vendor.</p>



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The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the bid or proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____