



Procurement Department

ADDENDUM 2

File: 2003-915-49-5005

Title: Work Order Request Center and Answering Services

Please Note the following Changes:

The Bid opening has changed to June 15, 2020 at 2:00 p.m.

The following questions have been asked:

Question 1: Is the SAHA Elite (Emphasys) property management software web based, cloud serviced? a. Are there any special requirements to access this software platform?

Answer 1: The Emphasys Elite system is not web based, currently it is an on premise software application that runs on a virtual server installed with Windows 16 Hyper-V server, with SQL Server 2016 managing the databases. The respondent will work with the SAHA IT Network team to build two secure IPsec tunnels to go behind our firewall for access to the 2016 RDP server sessions that connect to the virtual server running the Elite software application. The two tunnels are for redundancy. Redundancy of connectivity is a requirement. The respondent workstations used to connect via the IPsec tunnel via RDP session to the Elite software Application should be Windows 10 with all the latest updates and end point local security loaded. Upon connecting to the Elite software application, the respondent staff will enter work orders and print to the SAHA printer network of printers for the delivery of work orders to our respective maintenance shops on premise. That said, in late summer we will be moving the Elite platform to a private cloud. Connectivity and access will change, the respondent should be prepared to make the change in partnership with the SAHA IT Network team.

Question 2: How frequently are phones transferred to the answering service during normal business hours? Are these calls included in the estimated volume?

Answer 2: The Work order line is a designated line for calls 24 hours a day that would be answered by the answering service.

Question 3: Exhibit A Section 6.2. states that Contractor will be required to log and track calls, wait times and call lengths, to provide SAHA statistical reports. Can you please provide a copy of this report that you are receiving currently from your incumbent provider?



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Answer 3: The solicitation requires potential Contractors to submit samples of the messages and reports they can produce to provide the required information.

Question 4: Exhibit A Section 10.2 states that Contractors shall enter data directly into the SAHA Elite (Emphasys) property management software - work order module separately/individually by Task Code. Task Codes are found on a drop down in the Elite (Emphasys) System. Multiple items may be grouped by appropriate Task Code, but input is limited to one Task Code per work order. Contractor will input the work order and provide the caller with an Elite (Emphasys) generated Work Order number, before ending the call. Can you please provide screen shots of the various windows that the agents will be completing in your system?

Answer 4: Due to client information on screens in our systems, screenshots may not be provided at this time. The system is much like any windows based system for drop down selections and text boxes for entering information. When entering a Work order, the screen will prompt you for items that must be entered and save or cancel options.

Question 5: Exhibit A Section 10.4.5 states that the Contractor will include the name and title of the person to whom the call was dispatched in the "description" section of the Work Order Module. And, in 10.4.3. it states that if SAHA staff does not respond to the Contractor within (10) minutes of the voicemail, the Contractor shall contact the next SAHA staff member according to 10.4.1. Is there an alert in your system that will notify agent that another call is necessary?

Answer 5: No, it is the Contractor's responsibility to have this alert.

Question 6: Exhibit A Section 10.7.1 states that the Contractor shall email a report, no later than 9:00 am Central Standard Time the next business day of Emergency calls handled and the report will include, at minimum, the following information from the previous shift:
10.7.1.1 SAHA staff contacted to respond to emergency work order 10.7.1.2 Time and date of call(s) 10.7.1.3 Outcome of call(s) 10.7.1.4 Information detailed in 10.4.2.1-10.4.2.7. Can you please send a copy of the current report you are getting today?

Answer 6: The solicitation requires potential Contractors to submit samples of the messages and reports they can produce to provide the required information.

Question 7: SECTION 3 Requirements states that Contactor is required to prepare and submit monthly reports on Section 3. Can you please send sample reports you are getting today?



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Answer 7: Currently all reporting is done on line but attached is a copy of our previously used paper report form.

Question 8: Under the cost analysis section where it says "PROFIT or FEE" are you asking what our markup is in relation to the rest of the analysis?

Answer 8: Yes

Question 9: Is it a requirement to hire and/or employ Section 3 residents? (As we already are fully staffed to perform the tasks.)

Answer 9: It is not a requirement for a Contractor to hire people that are not needed. The Contractor can work with the Section 3 Coordinator to meet their Section 3 goals.

Question 10: Are there any other bilingual requirements besides Spanish?

Answer 10: At this time the only bilingual requirement is Spanish

Question 11: What service levels are required for all Calls?

Answer 11: Please refer to the Specifications Exhibit A for call answering and appropriate handling and routing of all calls and caller information.

Question 12: What is the length of training time required for each Agent to completely understand and navigate through SAHA's system to complete each Call Type received? Can you provide a training outline and training materials of the training program utilized today?

Answer 12: Training on systems can vary depending on the individual however most training provided can be completed within a 30 minutes to 1 hour. Training would entail entering a work order, printing a work order and notification. Training materials will be provided to the awarded vendor. The awarded vendor would be provided initial training and materials and would then be responsible for training of their staff as needed.

Question 13: Are the Work at Home agents an option for your program?

Answer 13: If all the requirements of this solicitation can be met, there is still quality customer service and agents are able to connect via secured connection, agents should be able to answer calls from clients.

Question 14: Would a distributed team/remote worker solution be acceptable for this procurement?



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Answer 14: If all the requirements of this solicitation can be met, there is still quality customer service and agents are able to connect via secured connection, agents should be able to answer calls from clients.

Question 15: The instructions for Tab 4, Evaluation Factors list item “C. Quality Plan and Approach” (Page 15). How many points are associated with this evaluation criteria? It is not listed in the evaluation criteria specified on page 6.

Answer 15: Disregard item C. No additional points will be awarded for this item. The necessary information is requested in A, B, D and E.

Question 16: Regarding Tab 6, Small/Minority/Woman/Disadvantaged/Veteran Business Enterprise Utilization Plan. What are the SAHA M/WBE participation ranges or goals for this procurement? Would a prime contractor that is already 100% MBE meet this requirement?

Answer 16: You will insert a goal that you feel is fair and reasonable.

Question 17: We would like to bid on the after-hours answering service contract, however, we are not local, and will that eliminate us?

Answer 17: No, if you can meet all the requirements of the solicitation, you can be considered.

Question 18: Do we have to be part of section 3 program?

Answer 18: Submitting a Section 3 compliance plan is a requirement.

By: Patti Keller

Date: June 05, 2020

Purchasing Agent



Contractor's Monthly Section 3 Compliance Report For The San Antonio Housing Authority

Contract #: _____
 Prime Contractor
 Sub-Contractor
 Address: _____
 Name of Contact Person: _____

Contract Start Date: _____ Reporting Period For the Month of: _____
 Contract Completion Date: _____ Date of Report: _____
 Contact Person Phone #: _____ Contact Person E-Mail Address: _____

Specific actions undertaken during this reporting period (e.g., job postings, job fair, etc) to achieve the objectives of Section 3 compliance	Name of New Hire – List ALL New Hires	Using Job Codes table at bottom left insert Job Code & Position Title	Did this person qualify under Section 3?	Wage Rate of Section 3 Employees - ONLY	Most recent contact information of Section 3 employees and trainees – Please indicate if their preferred spoken language is not English.

JOB CODES

1 – Professionals	6 – Craft workers (skilled)
2 – Technicians	7- Operatives (semi-skilled)
3 – Office/Clerical	0 – Laborers (unskilled)
4 – Officers/Managers	9 – Service workers
5 – Sales	10 – Other – List & describe

Section 3 of the Housing and Urban Development Act of 1969, as amended, 12 U.S.C. 1741u, mandates that the Department ensure that employment and other economic activities generated by its housing and community development and assistance programs are directed toward low- and very low persons, particularly those who are recipients of government assistance for housing. The regulations are found at 24 CFR Part 135. The information will be used by the Department to monitor program receipts' compliance with Section 3, to assess the results of the Department's efforts to meet the statutory objectives of Section 3, to prepare reports to HUD, and by recipients as a self-monitoring tool.

Certified this _____ day of _____ By: _____
 Printed Name _____ Signature _____