May 24, 2019

RE: Addendum # for RFQ 19-03 Answering Services

Prepared by: Greater Dayton Premier Management (GDPM)

This Addendum modifies and shall become a part of the original Request for Quote (RFQ) and is hereby made part of the Bidding Documents for the referenced project.

**All bidders shall indicate in their Quote that this Addendum has been received and considered in their Quote.**

The Addendum items are intended to supplement, clarify or correct parts of the RFQ package. Items in the addendum shall take precedence over items corrected and shall be of equal value with items supplemented or clarified. Any questions in reference to this addendum must be directed by e-mail to Procurement@gdpm.org.

**Addendum**

1. See attached responses to vendor questions.

END OF ADDENDUM

Information added to gdpm.org on 5/24/19
This is Addendum #1
Vendor Questions for Answering Service RFQ

1.) What is your budget for this project? GDPM does not provide estimates or budget information

2.) Do you require any documentation of the non-work order calls (i.e. inquiries about billing/rent, requests that staff return phone calls, complaints)? If so, please disclose what documentation is required and how that information should be submitted. No. Non-work order related calls should be referred to 937-910-7500

3.) What is the anticipated/historical inbound and outbound calls/texts completed each month? 2,000 call received per month. Estimated 500 calls per month

4.) Do you require any statistical reports from the contractor? If so, disclose the statistics required and the frequency. No, Yardi will provide all reports

5.) Will the vendor’s log-in/ password be one shared or individual passwords? Vendor will need to let GDPM know how many login accounts would be needed and we will set up the login.

6.) Has this been awarded before? If so, what was the value of the contract? What is currently being paid per month for this service? The current contract award amount is $41,940.00

7.) Are you requiring dispatching for non-emergency work orders? Non-emergency work orders should be assigned to the Site Supervisor in Yardi. Emergency calls during business hours should be sent to the Supervisor to assign. After hours emergency calls should be dispatched to the on-call employee for that specific property.

8.) Please provide historical call volume data. See response to question #3

9.) What are the system requirements for Yardi Voyager? See attached document.

10.) Will vendor by required to provide daily call reports? All reports will come from Yardi. Yardi will also show history of all calls for the property.

11.) Will there be an area to enter notes when a tenant calls to check on their work order? We will consult with Yardi on entering notes on existing work orders.

12.) Will the work order be automatically texted to the on-call technician when it is saved/submitted? No. The contractor will need to call and notify the on-call technician of the emergency and the technician will then have to sync his phone to the app to get the work order. Non-emergency calls will not need to contact the technician.

13.) Will there be an escalation protocol if the on-call technician doesn’t answer the call? Yes. The information will be included with the on-call schedule.

14.) What is the expected call length on average? The call lengths will vary. Minutes used per month has ranged from 6,173 to 9,008 over a 12 month period.
15.) Do you expect busy hours or an even spread (on average) throughout the 24 hour day? The number of calls vary throughout the day. Call volumes seem to increase when the weather is changing (late fall/early summer).

16.) Please provide us with the total number of units that will be serviced by the Answering Service Contractor.  2,700 units

17.) Provide us with the total number of calls on a monthly basis and the average number of minutes per call. See response to questions 3 and 14

18.) For the 2,000 work orders that are received on a monthly basis, provide the average number of minutes it takes to enter a work order in the Yardi Voyager 7S System. Calls should take only 2 to 3 minutes

19.) Provide us with the current Answering Service Contractor and the monthly rate for the services. See response to question #6. Maximum Communications is our current provider.

20.) Will GDPM Management allow for the acceptance of Text back functionalities to confirm that an On-call Staff has received the information on an emergency work order? Yes, if vendor provides a text back number.

21.) Will GDPM Management allow for a Text Blast announcement to residents when there is a major outage in a heating, AC or water system or weather guidance? GDPM does not always have cell phone numbers for residents and that would require resident consent.

22.) Will GDPM Management provide On-Call Supervisors the ability to update the Web On-Call schedule or will this need to be performed by the contractor? There is no web on-call schedule in Yardi. on-call schedule, and any changes during the week, is provided by GDPM to the vendor on a weekly basis.

23.) Does the RFQ require the pre-determined On-Call Schedule to be by Property? Does the RFQ require the pre-determined On-Call Schedule to be by Building? Does the RFQ require the pre-determined On-Call Schedule to be by type of Job/Task such as Plumbing, Lock-outs, etc? The on call schedule is by AMP (groups of properties)

24.) Will Maintenance Management provide the Contractor with a list of questions to be asked by the Contractors Customer Service Representatives (CSR) or will GDPM utilize the Contractors standard list of emergencies jobs and questions? GDPM will review the script with the vendor and determine if it is acceptable or if any changes need to be made to the script.

25.) Does the RFQ require the Contractor to provide a daily report of all calls and work orders processed the previous day? See response to question #10

26.) What Quality Control procedures are required by the RFQ especially as it relates to the Yardi Voyager 7S System? Not applicable
# Yardi Voyager 7S System Requirements

Recommended hardware and software specifications\(^1\) for a Yardi Voyager 7S client system.  

## Client Specifications

| Operating system (depending on hardware) | Microsoft Windows 10\(^2\); or Microsoft Windows 8.1\(^3\); or Microsoft Windows 8; or Microsoft Windows 7;  
| - with latest MS service pack/security updates  
| - or -  
| Android 4.4 or later; or  
| Apple OS X 10.11 and later; or  
| Apple iOS (varies by app) |
| Processor | Intel Dual Core or greater, Intel Pentium, AMD, or compatible, 1 GHz or faster  
(Mobile platforms: not applicable) |
| RAM | 2 GB  
(Mobile platforms: not applicable) |
| Software applications and components | Mozilla Firefox or  
Google Chrome or  
Apple Safari (Apple hardware only)  
For Microsoft Windows:  
Microsoft Edge\(^4\); or Microsoft Internet Explorer 11\(^5,6,7\); or Microsoft Internet Explorer 10\(^5,6,7\)  
- with latest MS service pack and security updates  
- with latest MS service pack/security updates (as applicable)  
Microsoft .NET Framework v4.5 and v2.0 (for Yardi yCheck, PAYscan, and CHECKscan operations)  
Yardi yCheck (if printing checks from workstation)  
Adobe PDF Reader |
| Screen resolution | 1024 x 768 or higher (minimum)  
(Mobile platforms: not applicable) |

- The Yardi yCheck application will install and operate only on Microsoft Windows platforms\(^2\).
- The following applications will install and operate only on Microsoft Windows platforms with Microsoft Internet Explorer, except as noted\(^2\): Yardi CHECKscan and Yardi PAYscan viewer.
- The client hardware and software specifications listed in this document are for releases of Yardi Voyager 7S (including the associated Yardi SaaS and SaaS Select client services) that were available at the time of this publication. As newer system versions are introduced and services upgraded, Yardi reserves the right to update and modify these recommendations.
- Hardware, memory, and storage requirements can vary greatly, depending on the number of users, network applications, hard disk sizes, remote connection protocol and type, device type, and other issues. Your organization should regularly review company and user hardware and software resources and compare them to current system requirements.
- Clients connect to Voyager 7S through the Internet. Good security practices for remote-access communications require the use of standard security hardware and software, such as firewalls and utilities for protection against computer viruses and spyware. Security configuration for hardware and applications is the responsibility of your organization and users.
- For more information about computer and peripheral requirements and resources in your organization, contact your system administrator or computer consultant. For additional information about Voyager 7S client and Yardi SaaS and SaaS Select client system requirements, contact Yardi technical support.

\(^1\) System requirements presented herein are accurate and reliable to the best of Yardi System's knowledge and belief but are not guaranteed to be so. These requirements are subject to change without notice. Nothing herein is to be construed as recommending any practice or any product in violation of any patent or in violation of any law or regulation. It is the user’s responsibility to determine the suitability of any equipment and/or procedure for a specific purpose and to use such equipment and/or procedure as may be necessary and pertinent to the user's organization and business practices.

\(^2\) Microsoft Windows 10 and Microsoft Edge are not yet qualified for use with CHECKscan and the .NET version of Yardi yCheck.
3 Microsoft Windows 8.1 and Internet Explorer 11 are not yet qualified for use with the .NET version of Yardi yCheck.

4 Microsoft Edge is only qualified for Microsoft Windows 10.

5 For Windows 8.1 and 8 with Internet Explorer 11 or 10, use Desktop browser mode, not Modern/Metro UI browser mode.

6 For Microsoft Internet Explorer 11 and 10, Voyager 7S requires Compatibility View turned off.

7 Although Voyager 7S is qualified for Microsoft Internet Explorer 10, Microsoft ended support and no longer provides security updates for Microsoft Internet Explorer 10 as of January 12th, 2016. For more information, see https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support.