



PURCHASING DEPARTMENT
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ADDENDUM #1

**RFP # 18-29
Telephone Answering Services**

August 1, 2018

This addendum is to give notice for the following:

Enclosed are the RFP results, containing specific pricing/fee structure, from the last bid solicitation.

All other terms and conditions of this solicitation remain unchanged.

Please be sure to acknowledge this Addendum on the cover page of your Price Proposal Form.

Thank you,

Jackson Restrepo
Chief Procurement Officer

WORCESTER HOUSING AUTHORITY

PURCHASING DEPARTMENT

**PROPOSAL RESULTS FOR
RFP #15-17**

ANSWERING SERVICES

January 1, 2016 - Dec 31, 2016

Highly Advantageous

UnResponsive (Minimum Criteria)

Bid Opening: 10:00 a.m., July 9, 2015

Contract Manager: Steve Alvarez

Flat Monthly Fee: \$1,176.00

<p align="center">Answer Plus Communications, LLC 131 Bradley Rd Woodbridge, CT 06525 rick@executiveansweringvc.com</p>	<p align="center">Communications Center Inc 829 Grant St Franklin, PA 16323-0868 hblack@commctr.com</p>
Year 1	\$ 14,112.00
Year 2	\$ 14,112.00
Year 3	\$ 14,112.00
Total	\$ 42,336.00

- #1 - Plan of Services
- #2 - Key Personnel
- #3 - Audio Call Recordings
- #4 - Call Reporting
- #5 - Location of Office
- #6 - Experience

<u>Page #</u>	<u>Rating</u>		
7-8	Highly Advantageous		
6	Highly Advantageous		
7	Highly Advantageous		
18	Highly Advantageous		
5	Advantageous		
9-10	Highly Advantageous		

Price Proposals				
Answer Plus Communications, LLC				
Description – YEAR ONE				
Base Rate	Per Month	\$1,176.00	12 Months	\$14,112.00
(2,400 calls per month – total inbound and outbound)				
Additional Inbound/Outbound Operator Assisted Calls	Per Call	\$0.00	1654 each	\$0.00
Patch Minutes	Per Minute	\$0.00	10 each	\$0.00
(Tenant connected directly to Maint. Personnel)				
YEAR ONE TOTAL				\$14,112.00
Description – YEAR TWO				
Base Rate	Per Month	\$1,176.00	12 Months	\$14,112.00
(2,400 calls per month – total inbound and outbound)				
Additional Inbound/Outbound Operator Assisted Calls	Per Call	\$0.00	1654 each	\$0.00
Patch Minutes	Per Minute	\$0.00	10 each	\$0.00
(Tenant connected directly to Maint. Personnel)				
YEAR TWO TOTAL				\$14,112.00
Description – YEAR THREE				
Base Rate	Per Month	\$1,176.00	12 Months	\$14,112.00
(2,400 calls per month – total inbound and outbound)				
Additional Inbound/Outbound Operator Assisted Calls	Per Call	\$0.00	1654 each	\$0.00
Patch Minutes	Per Minute	\$0.00	10 each	\$0.00
(Tenant connected directly to Maint. Personnel)				
YEAR THREE TOTAL				\$14,112.00

GRAND TOTAL **\$42,336.00**
(Years 1, 2, 3)