COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: March 12th, 2025

RFP 2025-005 Advanced Interactive Voice Response

TO ALL PROPOSERS:

The specifications are hereby amended and supplemented by this addendum, which will form a part of the contract documents and should be considered in preparation of bid.

ADDENDUM # 1

1. When in cut off for questions?
    a. Tuesday March 11th, 2025 @ 2:00pm
    b. No questions will be accepted for response after said date.
2. Any extension possible on RFP due date
    a. No extension request will be honored at this time.
    b. RFP Submission due date: March 19th, 2025 @ 2:00pm

Details about the current IVR system:

3. Can you provide more details about your current IVR system (if any), including its strengths and limitations?

    a. Currently, it is a traditional phone tree. Starts with an intro prompt and leads into a language selection prompt. This dictates which branch of the tree to follow, which present the same options in the selected language. We allow a few options that we know are common questions such as location and business hours, then present an option to speak with an agent. Selecting this option will add the user to the pool for agents to pick up once available.

4. What specific challenges are you facing with your current system that you hope to address with the new solution?

    a. Currently we need to be able to predict common questions to prevent an agent being needed, and since the demands evolve, we are unable to evolve with it in a timely manner. Also, we don't want to have too many options so it doesn't take an inconveniently long time to get to an agent.

Compliance and regulatory requirements:

5. Are there any specific compliance or regulatory requirements (e.g., HUD, FERPA, GDPR) that the solution must adhere to?

a. The solution must adhere to applicable federal and state privacy laws. Other regulatory and statutory requirements may also apply. CMHA advises consulting with your legal counsel on this.

b. The solution should be able to identify PII or HIPAA related information to be able to redact or remove from transcriptions and recordings.

Implementation timeline:

6. What is the expected timeline for implementation and go-live?

    a. Hoping for this fall.

Call handling and automation:

7. What percentage of calls are currently handled by human agents versus automated systems?

    a. Not sure, but predict the vast majority is resolved with human agents.

8. What types of queries are currently handled by human agents that you would like to automate?

    a. Request for basic information such as CMHA business hours, location, generic instructions for procedures and communicate general announcements from the agency

    b. Request for user specific information such as:

        i. Wait list queue order number

        ii. Financial information such as income, rent, utility reimbursement

        iii. Current voucher information

        iv. Past and upcoming inspection information

        v. Past and upcoming annual re-examinations

NLP system training:

9. Are there specific housing authority terms, phrases, or workflows that the NLP system must be trained on?

    a. Yes, the assumption is training will be required in order to accurately understand and correspond to user requests

Voice recognition and transcription accuracy:

10. Do you have a preference for the accuracy rate of voice recognition and transcription?

    a. As close to 99% as possible.

    b. Word error rate below 10%.

Dialects and regional accents:

11. Are there any dialects or regional accents within the supported languages (English, Spanish, French, Somali, Nepali, Arabic) that need special consideration?

   a. Somali Dialect – Maay-Maay, among others.

VOIP phone system integration:

12. Can you provide details about your current VOIP phone system (e.g., GoTo) and any specific integration requirements?

   a. Our current VOIP phone system solution is GoTo Contact Center Configuration v5.19.0

13. Is GoTo a required system? Are you open to considering other telephony platforms to support the contact center?

   a. We are open to other platforms but want to ensure the solution is not tied to a particular platform.

Yardi system details:

14. What version of Yardi are you currently using, and are there any customizations or modules in use?

   a. Voyager 7S

15. Are there specific data fields or workflows in Yardi or your data warehouse that the IVR system must interact with?

   a. Whatever data is necessary to deliver the user requested data.

16. Do you have APIs or other integration tools available for Yardi and your data warehouse?

   a. Yardi has an API, which we currently do not have access to but plan to gain access.

Call escalation criteria:

17. What criteria should determine when a call is escalated to a human agent (e.g., complexity, caller sentiment)?

   a. Looping or Repetitive Responses: If the AI agent gets stuck in a loop or provides repetitive, unhelpful responses, escalation is necessary.
   b. Failed Attempts: If the AI agent fails to resolve the issue, the call should be escalated
   c. Out-of-Scope Requests / Requests Beyond AI Capabilities: If the caller's request falls outside the AI agent's defined scope or capabilities, escalation is required.
   d. New or Unforeseen Issues: If the caller reports a new or unforeseen issue that the AI agent hasn't been trained on, escalation is necessary
   e. Caller Sentiment: If the caller expresses negative sentiment, escalation is necessary

18. Do you have a preferred escalation process (e.g., transfer to a specific department or agent)?

   a. The call is placed in the appropriate queue based on its category. The AI agent categorizes the issue based on the nature of the request (e.g., Landlord, Voucher, Applicant, FSS, etc).

Retention policy for call recordings:

19. What is your retention policy for call recordings and transcripts?

    a. Call recordings and transcripts are currently stored for up to 13 months.

Sentiment analysis:

20. Do you require real-time sentiment analysis, or is post-call analysis sufficient?

    a. Requirement of post-call analysis, with a desire for real time analysis

Metrics and KPIs:

21. Are there specific metrics or KPIs (e.g., call resolution time, first-call resolution rate) that you would like to track?

    a. Yes, the following are the specific metrics or KPI's we'd like to track - call resolution time, first-call resolution rate, total calls by outcome, total calls by evicted system, average call duration, average wait time, total calls over time, total calls by outcome, que caller summary, call volume, total call duration over time, average call duration, individual performance summary, Handle time analysis, que calls transferred by agent

Call volume and concurrency:

22. What is the expected call volume (daily, monthly, or annually)?

    a. Previous 12 months call volume is around 1,708 hours or 142.33 hours per month

    b. Previous 12 months call duration is around 3,447 hours or 287.25 hours per month

23. How many concurrent calls should the system be able to handle?

    a. We'd like at least 100 concurrent calls to be able to be handled

24. Do you have any specific uptime or reliability requirements (e.g., 99.9% uptime)?

    a. 99% uptime

Security and data privacy requirements:

25. Are there any security or data privacy requirements (e.g., encryption, access controls)?

    a. Data must be encrypted and must reside in the United States.