



**ADDENDUM #1**  
**ISSUE DATE: Thursday, February 29, 2024**

This Addendum shall become and form a part of:

**Request for Proposals #2024-0066**  
**Interactive Voice Response (IVR) Solution**

**TO ALL VENDORS**

This Addendum, including all articles and corrections listed below, shall become a part of the original Request for Proposals ("RFP") package and shall be taken into account in preparing your proposal response.

The above-numbered solicitation is amended as set forth below. Vendors must acknowledge receipt of this addendum by completing and signing the attached *Addenda Acknowledgement Form*. The Addenda Acknowledgement Form must be submitted with the Firm's response to this RFP. *Failure to include the Form in the proposal response may subject your firm to disqualification.*

In order to ensure that all firms are given an equal opportunity to submit a competitive response, the following are responses to questions and/or requests for clarification concerning **RFP #2024-0066**.

**TO ALL PROSPECTIVE BIDDERS, PLEASE NOTE THE FOLLOWING CHANGES AND CLARIFICATIONS:**

The RFP Due Date **has** changed. The RFP Due Date is:

**3:00 P.M. on Tuesday, March 12, 2024 EDT.**

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**QUESTIONS AND ANSWERS**

1. Is Atlanta Housing Authority looking for an IVR solution to integrate with the existing Avaya IP Office solution or to replace it?

**Answer: AH is seeking integration via on-prem or cloud SIP dedicated secure trunk.**

2. How many CSR/agents do you have? (This pertains to providing Screen Pop functionality)

**Answer: Atlanta Housing currently has 15-30 as we are currently evaluating additional forecast coverage for other departments.**

3. In the RFP you state that the IVR needs to allow for document retention. Can you please explain what that means?

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**Answer:** IVR reports and customer reports, which relate to specific events or call flows. Includes programming subject files, and technical reference files that enhance AH's ability to measure adherence, acceptance, and ROI metrics. Internal AH description - Triggering event + 1 year A record may be rendered of no further value to AH either by being replaced with more current information (superseded) or by becoming outdated and irrelevant to AH without being superseded (obsolete); Or the Date last modified. Vendors are not required to adhere to this portion but are required to provide a data source that can assist AH in compliance reporting. It is requested that a minimum of 3 months reports on call data be provided.

4. What is the source of SQL database?

**Answer:** AH has custom scripts built and maintained by internal DBA staff to provide data feeds for campaigns and call drivers to our current self-service IVR. These scripts feed data from internal, and external data sources such as our Sharepoint, Knowlegelake, external partner CRM (Yardi), as well as other sources like RENTCafé.

5. Can the authority provide a breakdown of calls made for the purpose of making payments? -Annual number of payments (transactions) made via Card -Annual number of payments (transactions) made via ACH -Total annual dollar volume of payments collected via Card -Total annual dollar volume of payments collected via ACH

**Answer:** No payments are processed on any of our systems for the contact center.

6. Security Requirements:

Does AH have any additional security-based requirements for the proposed solution besides what is mentioned in sub-paragraph V. page 11?

Administration and all reporting interfaces for the solution must meet the following requirements:

1. Should be accessible to Atlanta Housing Network only. Access should be restricted from elsewhere.
2. Multi-factor authentication for all accounts
3. Single-sign-on with Azure AD
4. Industry standard Compliance certifications
5. Privacy policies documentation
6. All the AH data and its backups must not leave US shores.

7. Current Call metrics:

What is the average duration of a call within the IVR today?

**Answer:** The average duration of a call is 4 Minutes.

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What is the average queue time for callers?

**Answer:** This is not applicable in IVR as AH main number prompts calls and then routes to IVR, if IVR can't handle the call, SIP REFER sends the call back to the AH Call center system.

What is the average handle time of a call?

**Answer:** This is not applicable in IVR as AH main number prompts calls and then routes to IVR, if IVR can't handle the call, SIP REFER sends the call back to the AH Call center system.

What is the average successful containment rate of the existing IVR compared to escalated/queued calls? Does AH experience any seasonal inbound call spikes? If so, what duration and percentage of that increase?

**Answer:** No seasonal spikes, however, we have had campaign spikes that are mitigated before reaching IVR or AH phone system during the opening of waitlists (one or two times every 5-10 years, planned and executed with temp outsourced vendor, no current plans underway for this contract period, nor would it affect this IVR by design)

8. Existing Solutions

Please confirm that AH utilizes the Avaya IPO V11 as their PBX for their business users. If so, is it cloud-hosted or premise-based?

**Answer:** AH utilizes V11.0 / upgrading to 11.1 ON PREM.

9. Who is the current provider for the existing IVR solution?

**Answer:** AH is currently under contract with Dirad Technologies, Inc.

10. Please provide a copy of the existing IVR solution. (i.e., capturing menu options, prompts, etc.)

**Answer:** See the attached document.

11. How many DID's and Toll-free numbers does the current solution support?

**Answer:** There are no DID's and/or Toll-free numbers; we route callers to our cloud provider via a dedicated SIP trunk (Lower cost as it doesn't add to the per-minute rates) and route back to AH systems via SIP REFER message)

12. IVR Requirements

Should vendors assume that any caller's data captured while it should be transferred from the proposed IVR solution to AH's IPO v11?

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**Answer:** IVR transfers via SIP protocols on dedicated SIP trunk via REFER – RFC 3261

What should vendors assume from the following requirement located on pg.4? “All transfers must be compatible with AH’s IPO V11 or Cloud SIP solution”?

**Answer:** IVR transfers via SIP protocols on dedicated SIP trunk via REFER – RFC 3261

How many professionally recorded prompts does AH require to support the IVR?

**Answer:** There are currently twenty-three professionally recorded prompts.

Does AH provide virtual holds or callbacks today? If not, would this feature need to be added to the proposed solution?

**Answer:** AH has a callback assist in place.

Would a virtual agent be acceptable for supporting inbound callers?

**Answer:** Not for all inbound, only for calls sent to IVR.

What about from a web chat perspective?

**Answer:** Self-Service IVR is our virtual agent, and Web Chat is also a proposal add-on response listed as an opportunity in this RFP.

13. Knowledgebase

Does AH want to have its existing FAQs (<https://www.atlantahousing.org/developers-property-owners/faq-communication/>) dynamically accessible to callers within the IVR and citizens who perform website-based visits?

**Answer:** Yes, or at a minimum, a webhook to our FAQ and other standard responses from the website.

Does AH have a knowledge base dedicated to their business users and/or contact center agents supporting them during citizen-facing engagements? If so, what is the knowledge base's size, storage location, and format?

**Answer:** The AH CRM system varies by role; all data is prepped for API as needed by AH DBA staff. No current Screen pop is used.

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14. Third-party Integrations:

Aside from the integration with Microsoft SQL 2008, are there any additional third-party applications (i.e., Housing Counseling Client Management Systems (CMS)) that AH would like for their employees to access (via CTI connector) as they engage in escalated calls or website sessions? i.e., PHA-Web, Yardi Voyager, etc.

**Answer:** Currently AH uses API/ CTI data feeds from multiple systems to automate the current self-service IVR, we are always interested in newer technology and how it can assist in call driver / CSAT mitigations.

15. Employee Experience:

How many AH's employees utilize the existing IPO V11 solution?

**Answer:** Current is 15-30, long term subject to change.

Does AH desire remote phone capabilities from their PBX solution?

**Answer:** No remote phone capabilities are required.

Does AH desire an all-in-one cloud-host communication solution? (i.e., IVR, ACD, PBX, etc.)

**Answer:** No, not with this IVR RFP.

Please confirm whether AH has a contact center to handle escalated calls. If so, how many agents support the contact center?

**Answer:** Yes – 15-30

Please confirm the agent licensing model that the AH prefers. E.g., Named or Concurrent

**Answer:** Depends on proposal, could vary.

**AH will evaluate for maximum ROI based on submissions in price schedules.**

Some vendors may only provide direct in dial via DID and add additional per minute talk time rates, some will charge a flat fee per call.

**IVR without chatbot** - AH does not have a preference as it will evaluate price schedules as submitted. Please include all charges for SIP trunking if applicable, DID rates if applicable, and per minute rates if applicable.. Include any charges for other

**IVR with Chatbot**- AH does not have a preference, and will evaluate submitted price schedules for all items including chat time, per contact, per bulk contacts, or sms, text and chat fees. Include agent access fees, and any applicable administration campaign costs, and reporting fees.

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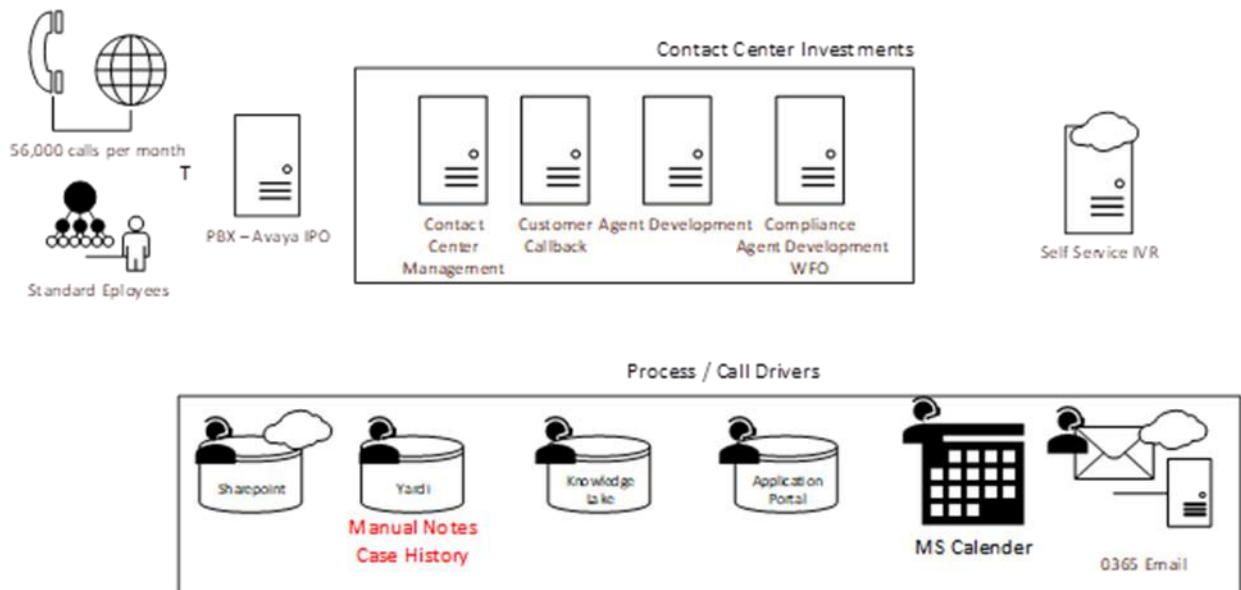
16. Proactive Notifications

What type of proactive account notifications would AH desire to incorporate with the proposed solution? i.e., Voice (agentless), Email, and/or SMS Outbound Notification Campaign.

**Answer:** The question is suggesting a outbound dialer, Email or SMS notification system, this is already in place with another vendor and is not part of this IVR solicitation.

17. Networking/Infrastructure:

Please provide a copy of the AH's telephony infrastructure. E.g., High-level design of infrastructure and data flows.



18. Is AH seeking a vendor to provide telephony services in addition to the proposed solution?

**Answer:** No, AH does not require telephony services at this time.

19. What is the desired redundancy (solution availability) AH is seeking from the proposed solution?

**Answer:** Self service IVR should be available 24/7 Please provide Industry Standard uptime Metrics (Service Level Adherence) for review on proposal.

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20. In order to determine the scope of the project, can the AHA please provide the existing IVR call flow / script? This is important in order to determine the scope of the project and provide you with accurate pricing.

**Answer:** See the attached document.

21. As a point of clarification, is this RFP a request to replace the current Atlanta Housing Authority IVR that can be reached by dialing the Customer Service local number, 404-892-4700?

**Answer:** Yes, if you call into our system and press 2 or 3 on that line 4048924700, you will be transferred to our external IVR.

If this RFP is going to replace the existing automated system, will AHA need the new vendor to port the Customer Service local number, 404-892-4700.

**Answer:** No, porting is not necessary, a dedicated secure TLS-encrypted trunk is required.

If this RFP is not to replace the entire IVR, please advise the specific portions that this RFP is for.

**Answer:** IVR has two meanings, Interactive Voice Response is the one intended in this context as our PBX does call routes based on input but does not do voice-to-speech, so we use an external IVR interactive voice routing for self-service.

If this RFP is to replace a portion of the existing automated system, will a new telephone number need to be provided, or will calls branch from the option chosen in the existing automated system?

**Answer:** Typical retailers who specialize in this understand that a dedicated SIP secure route is better on cost than a DID.

If this RFP is to replace the existing automated system, does the existing system have any limitations? What functionality would AHA like to improve upon?

**Answer:** AH is looking for the preferred vendor to provide best practices to ensure efficient service is provided to callers.

22. The Scope of Work's Specific Requirements (2.1) indicates the "*the IVR should have the ability to respond to information status only customer calls*". Would these be simple queries in the form of FAQs, or would these information status calls follow one of the options in the current IVR (404-892-4700)?

Other than a participant's T-Code or V-Code, will the IVR system need to look up any other caller or customer information using other unique identifying information such as an account number, social security or tax ID numbers, addresses, etc.?

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**Answer:** The IVR system should have the capability to look up the last four of the SSN and physical addresses.

23. The Scope of Work's Specific Requirements (2.1) provides six call examples that need to be handled by the IVR.

Please describe how the IVR handles the functionality described in the RFP as "Document Retention"?

**Answer:** We should have access to reports from the past 12 months at least.

Are there other automated functions the IVR will need to support? In order to adequately determine the full scope of the project, we will need to know all automated functions the IVR will need to have.

Answer: The IVR must adhere to SIP standards, RFC 3515.

Does the system handle any payments or provide payment information?

**Answer:** The system does not process payments but does provide some relative payment information.

Does the system allow callers to inquire about balances?

**Answer:** The system does not allow callers to inquire about balances.

Will callers need to update their account information? If so, please describe how the IVR handles updates.

**Answer:** No, callers will not need to update their account information.

Any other functionality required?

**Answer:** We may add additional functionality such as the status of a recertification, voucher expiration date, etc.

24. The minimum requirements state "*inbound calls need to be transferred back to the AHA ACD system to route the callers to an internal phone system on several dedicated telephone numbers provided by AHA*". How many dedicated telephone numbers or transfer numbers will the IVR need to support? Please describe the logic the IVR uses to determine which internal telephone number to transfer the caller to?

**Answer:** If the current caller does not enter the correct digits or requests an agent, the IVR will prompt a SIP REFER message to the internal extension causing the local AH PBX to take the call back from the external IVR.



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See SIP RFC 3515 protocol standards, we use a 4-digit VDN REFER message, currently using three separate route back numbers.

25. Please provide the unique caller information that needs to be passed from the IVR to the AHA ACD system in order to facilitate CTI screen pops (examples: caller telephone number, inbound telephone number dialed (DNIS), UUI, digit strings, call flow tags, etc.)

Does the current IVR system provide CTI data? If so, please describe the software that is being used to provide agent screen pops. We assume the IVR will need to integrate with this software, so please provide the software description and version information.

**Answer:** No linking CTI to agents is used. Self-service IVR call flow then if an agent is needed, SIP refers back to skill.

26. Other than Microsoft SQL Server, will the IVR system need to integrate with any other AHA backend systems? If so, please describe the systems, provide version information and any other details related to the integration. For example, will the IVR integrate via API.

EX: how will the IVR access payment information to provide Payment Activity on AHA accounts?

**Answer:** Currently, the IVR gets a file by export in the format it needs.

Will AHA provide API functionality?

And if so, is the API REST based on JSON?

Would AHA be able to provide documentation that details the API or proposed integration method(s)?

**Answer:** AH currently obtains relevant data from internal systems (See diagram below) and creates a data file for the current IVR. This data file is synced at night with the current vendor.

27. The Scope of Work's Specific Requirements (2.1) indicates the IVR will need to provide Appointment Date/Time requirements, does AHA use an accessible scheduling system?

Please provide more details – for instance, would this scheduling be an option for calls after business hours/holidays? How is the date / time information accessed? VIA API? Please provide software descriptions and version if possible.

**Answer:** This is for inbound callers only available 24/7; we do not use this system for outbound and thus does not require an accessible scheduling system. .

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28. What reporting requirements are needed? Please provide examples (which may be redacted) of all current reports. Reporting is a key component of the scope.

**Answer:** Providing vendor reports from our current platform is not acceptable on our contract terms. Please provide an example report of function for evaluation.

29. The Scope of Work's Specific Requirements (2.1) indicates that "approximately 90,000" calls to AHA are information status only. What is the average duration per call? What percentage of calls to the IVR eventually transfer out of the IVR to a secondary telephone number?

**Answer:** 4 minutes AHT for self-service IVR, all others get sent back to AH internal system via SIP transfer / refer to 4-digit skill VDN.

30. Is the existing IVR system "cloud-based" or does the IVR system run on hardware that is physically located at AHA facilities (on-premises)?

**Answer:** Cloud via SIP/TLS/SRTP secure routes.

31. Does the existing IVR system connect directly to the Microsoft SQL server without any middleware involved? Please provide additional details on the connection between the IVR system and the SQL Server.

**Answer:** Simple flat file from SQL sync with IVR database every night via secure file transfer method.

32. Are the current SQL Servers redundant?

Answer: Yes

AH DBA is available to assist in building any necessary API during implementation stages.

33. Does the existing IVR vendor utilize VPN tunnels to access the AHA network?

**Answer:** No, the current system does not use a VPN, the Call routing is handled via APL's. SIP trunking with TLS and other secure methods which will not be discussed to prevent publication of our networking security efforts.

34. Regarding Microsoft SQL 2008 R2 Compatible via export/import required, the RFP describes, *"Database provided will utilize customer ID numbers, VPAC, and current status to queries in the scope of the call tree described but not limited to the above examples"*.

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Please provide a description of the current import process. For example, every morning at x AM an import file.....the file is a CSV...

**Answer:** Data sources are synced internally at AH and submitted to IVR via secure file transfers at night.

Please describe how the IVR system uses the import file.

**Answer:** AH does not know how the current contracted vendor solution uses the data to generate the functions in IVR. This is Vendor-specific to design.

Please provide a sample of the import file. We understand that redactions may be necessary.

**Answer:** Will require security approval to share test data.

35. Regarding Microsoft SQL 2008 R2 Compatible via export/import required, the RFP describes, *"Database provided will utilize customer ID numbers, VPAC, and current status to queries in the scope of the call tree described but not limited to the above examples"*.

Please provide a description of the current export process. For example, every morning at x AM an export file.....the file is a CSV...

**Answer:** A timed transfer of data is submitted to our third party IVR system via a set schedule via a file.

Please describe how the IVR system uses the file export.

**Answer:** *"This information is proprietary and is subject to disclosure agreements with the current vendor"*

Please provide a sample of the export file. We understand that redactions may be necessary.

**Answer:** See attached Excel File "Sample data Redacted."

36. Please confirm that AHA is using Microsoft SQL Server 2008. Are there any plans to update the database to a newer / supported version of Microsoft SQL Server?

**Answer:** AH updates SQL versions as necessary with new deployment projects or end of life support windows. AH internal SQL upgrade roadmaps are not part of this IVR solicitation.

37. In a typical IVR setup, the backend database (SQL Server 2008) is not directly accessed for multiple reasons, including security. Does the AHA intend to provide some sort of middleware the IVR would leverage to access the necessary data? For

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example, a standards-based API that uses (JSON, XML, SOAP, etc)? Perhaps the IVR does not access the database directly, but all data uses the file import and export processes the RFP mentions?

Our organization has years of experience with multiple integration techniques from direct SQL access, http, and our most common methods JSON, XML and SOAP-based web service methodologies. We just want to be certain that we clearly understand exactly how the IVR accesses all of the necessary data.

**Answer:** We understand that this can get lost in translation, it's as simple as a CSV to be fair.

38. Is the Microsoft SQL server owned and managed by AHA or the existing IVR vendor?

**Answer:** The SQL data source AH owns is currently provide in a flat file direct from AH owned SQL databases via secure file transfer methods.

39. Can the AHA provide the number of calls and minutes the IVR has handled over the last three or six months?

**Answer:** The IVR has handled approximately 24,000 calls over the last three months averaging around 3 minutes per call.

40. Does AHA have a preference for a cloud based IVR solution or on premises equipment?

**Answer:** AH does not have a preference.

41. Will AHA require a notification system, outbound telephone calls or SMS text messaging, to notify customers or landlords of pending appointments or inspections? For example, *"Hello, this is the Atlanta Housing Authority calling to remind you of your inspection scheduled for <date>, <time>. To confirm this appointment, press 1. To reschedule this appointment, press 2."*

**Answer:** AH already has another solution for this. Not applicable in this RFP.

**\*Please find the **Addenda Acknowledgement Form** attached. Please upload this form on the Pre-Requisites page in Jaggaer. The Form must be included in the Firm's response to the RFP.**

Addenda to this RFP will only be issued and posted on AH's website at <https://www.atlantahousing.org/doing-business-with-ah/>. Addenda **will not** be mailed to potential Respondents. It is the responsibility of the Respondent to monitor AH's website for any addenda issued. Each Respondent must acknowledge all addenda issued by completing and signing the *Addenda Acknowledge Form*. *The Form must be included in the Firm's response to the RFP.*

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DocuSigned by:

*Albert Murillo*

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Albert Murillo  
Senior Vice President, Contracts & Procurement

Atlanta Housing Authority  
PBX Auto Attendant -- Call Flow  
Recommendations

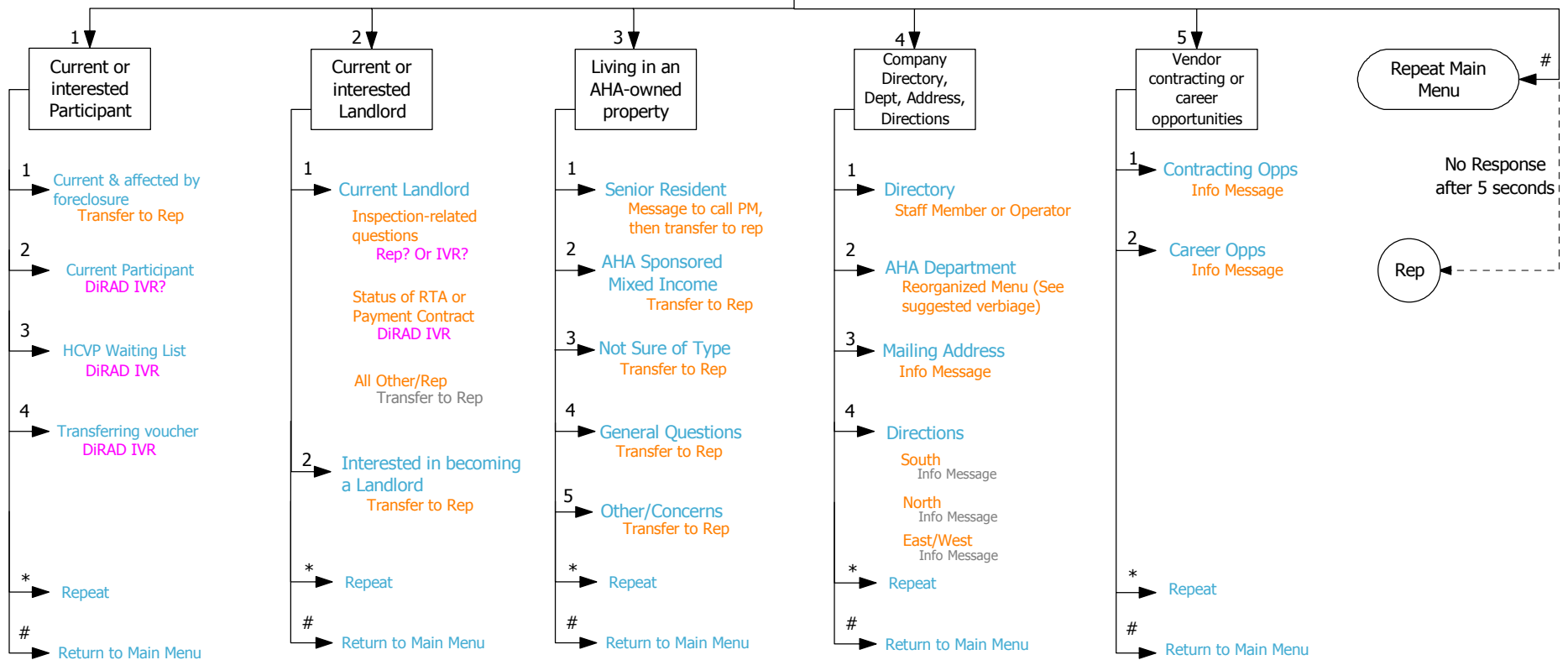
Call comes in on 404-892-4700

Introductory  
Greeting

9 Unvoiced Option

Employee Inclement Weather,  
etc. Message

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AH Rebrand

## IVR and PBX Updates

Extension: Current Script:	Changed Script:
<b>2000</b> YOU HAVE REACHED ATLANTA HOUSING AUTHORITY's AUTOMATED SYSTEM	<b>2000</b> YOU HAVE REACHED ATLANTA HOUSING's AUTOMATED SYSTEM
<b>2002</b> YOU HAVE REACHED ATLANTA HOUSING AUTHORITY's AUTOMATED SYSTEM	<b>2002</b> YOU HAVE REACHED ATLANTA HOUSING's AUTOMATED SYSTEM
<b>2004</b> YOU HAVE REACHED ATLANTA HOUSING AUTHORITY's AUTOMATED SYSTEM	<b>2004</b> YOU HAVE REACHED ATLANTA HOUSING's AUTOMATED SYSTEM
<b>2019</b> YOU HAVE REACHED ATLANTA HOUSING AUTHORITY's AUTOMATED SYSTEM	<b>2019</b> YOU HAVE REACHED ATLANTA HOUSING's AUTOMATED SYSTEM
<b>2110</b> ACCESSING INFORMATION USING YOUR TCODE IS QUICK AND EASY! YOUR TCODE IS PRINTED ON ALL CORRESPONDENCE YOU RECEIVE FROM THE ATLANTA HOUSING AUTHORITY. WITHOUT YOUR TCODE, YOU WILL NEED TO PROVIDE THE PHONE NUMBER AND THE LAST FOUR DIGITS OF THE SOCIAL SECURITY NUMBER ASSOCIATED WITH YOUR ACCOUNT, TO OBTAIN INFORMATION. FOR FASTER SERVICE, USE YOUR TCODE NEXT TIME!	<b>2110</b> ACCESSING INFORMATION USING YOUR TCODE IS QUICK AND EASY! YOUR TCODE IS PRINTED ON ALL CORRESPONDENCE YOU RECEIVE FROM ATLANTA HOUSING. WITHOUT YOUR TCODE, YOU WILL NEED TO PROVIDE THE PHONE NUMBER AND THE LAST FOUR DIGITS OF THE SOCIAL SECURITY NUMBER ASSOCIATED WITH YOUR ACCOUNT, TO OBTAIN INFORMATION. FOR FASTER SERVICE, USE YOUR TCODE NEXT TIME!
<b>2604</b> YOU WILL RECEIVE WRITTEN CONFIRMATION FROM THE ATLANTA HOUSING AUTHORITY REGARDING PAYMENT INFORMATION.	<b>2604</b> YOU WILL RECEIVE WRITTEN CONFIRMATION FROM THE ATLANTA HOUSING AUTHORITY REGARDING PAYMENT INFORMATION.
<b>3110</b> ACCESSING INFORMATION USING YOUR VCODE IS QUICK AND EASY! YOUR VCODE IS PRINTED ON ALL CORRESPONDENCE YOU RECEIVE FROM THE ATLANTA HOUSING AUTHORITY. WITHOUT YOUR VCODE, YOU WILL NEED TO PROVIDE THE PHONE NUMBER ASSOCIATED WITH YOUR ACCOUNT, AND THE STREET NUMBER OF THE PROPERTY, TO OBTAIN INFORMATION. FOR FASTER SERVICE, USE YOUR VCODE NEXT TIME! (To 3120)	<b>3110</b> ACCESSING INFORMATION USING YOUR TCODE IS QUICK AND EASY! YOUR TCODE IS PRINTED ON ALL CORRESPONDENCE YOU RECEIVE FROM ATLANTA HOUSING. WITHOUT YOUR TCODE, YOU WILL NEED TO PROVIDE THE PHONE NUMBER AND THE LAST FOUR DIGITS OF THE SOCIAL SECURITY NUMBER ASSOCIATED WITH YOUR ACCOUNT, TO OBTAIN INFORMATION. FOR FASTER SERVICE, USE YOUR TCODE NEXT TIME
<b>3604</b> YOU WILL RECEIVE WRITTEN CONFIRMATION FROM THE ATLANTA HOUSING AUTHORITY REGARDING PAYMENT INFORMATION. PAYMENT INFORMATION IS ALSO AVAILABLE IN THE LANDLORD PORTAL. THANK YOU FOR DOING BUSINESS WITH THE ATLANTA HOUSING AUTHORITY!	<b>3604</b> YOU WILL RECEIVE WRITTEN CONFIRMATION FROM ATLANTA HOUSING REGARDING PAYMENT INFORMATION. PAYMENT INFORMATION IS ALSO AVAILABLE IN THE LANDLORD PORTAL. THANK YOU FOR DOING BUSINESS WITH ATLANTA HOUSING!

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**AH Rebrand****IVR and PBX Updates**

<p><b>4100</b></p> <p>ATLANTA HOUSING AUTHORITY'S HOUSING CHOICE WAITING LIST IS CURRENTLY CLOSED.</p>	<p><b>4100</b></p> <p>ATLANTA HOUSING'S HOUSING CHOICE WAITING LIST IS CURRENTLY CLOSED.</p>
<p><b>4102</b></p> <p>ATLANTA HOUSING AUTHORITY IS NOT ACCEPTING ANY ADDITIONAL PRE-APPLICATIONS. FOR INFORMATION ON OTHER HOUSING RESOURCES, PLEASE VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, or CONTACT YOUR LOCAL UNITED WAY HELPLINE. WITHIN THE METRO ATLANTA AREA HANG UP AND DIAL 2-1-1 TO REACH THE UNITED WAY HELPLINE.</p>	<p><b>4102</b></p> <p>ATLANTA HOUSING IS NOT ACCEPTING ANY ADDITIONAL PRE-APPLICATIONS. FOR INFORMATION ON OTHER HOUSING RESOURCES, PLEASE VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, or CONTACT YOUR LOCAL UNITED WAY HELPLINE. WITHIN THE METRO ATLANTA AREA HANG UP AND DIAL 2-1-1 TO REACH THE UNITED WAY HELPLINE.</p>
<p><b>4106</b></p> <p>IF YOUR NAME WAS SELECTED FOR THE OFFICIAL WAITING LIST, YOU WILL RECEIVE AN APPOINTMENT TO DETERMINE YOUR ELIGIBILITY WHEN A VOUCHER IS AVAILABLE. AT THAT TIME, YOU WILL BE REQUIRED TO COMPLETE A FULL APPLICATION AND MEET ATLANTA HOUSING AUTHORITY'S HOUSING CHOICE VOUCHER PROGRAM ELIGIBILITY REQUIREMENTS. FOR MORE DETAILS, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>.</p>	<p><b>4106</b></p> <p>IF YOUR NAME WAS SELECTED FOR THE OFFICIAL WAITING LIST, YOU WILL RECEIVE AN APPOINTMENT TO DETERMINE YOUR ELIGIBILITY WHEN A VOUCHER IS AVAILABLE. AT THAT TIME, YOU WILL BE REQUIRED TO COMPLETE A FULL APPLICATION AND MEET ATLANTA HOUSING'S HOUSING CHOICE VOUCHER PROGRAM ELIGIBILITY REQUIREMENTS. FOR MORE DETAILS, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a></p>
<p><b>4150</b></p> <p>THE ATLANTA HOUSING AUTHORITY'S WAITING LIST WILL BE OPEN FROM X DATE TO X DATE.</p>	<p><b>4150</b></p> <p>ATLANTA HOUSING'S HOUSING CHOICE WAITING LIST WILL BE OPEN FROM X DATE TO X DATE.</p>
<p><b>4200</b></p> <p>IF YOU ARE INTERESTED IN TRANSFERRING YOUR VOUCHER TO THE ATLANTA HOUSING AUTHORITY, YOU MUST MEET ALL ATLANTA HOUSING AUTHORITY ELIGIBILITY REQUIREMENTS.</p> <p>TO BE CONSIDERED ELIGIBLE TO TRANSFER, OR PORT, INTO ATLANTA HOUSING AUTHORITY'S JURISDICTION, ALL PORT APPLICANTS MUST:</p> <ul style="list-style-type: none"> <li>RECEIVE APPROVAL FROM YOUR CURRENT PUBLIC HOUSING AUTHORITY</li> </ul>	<p><b>4200</b></p> <p>IF YOU ARE INTERESTED IN TRANSFERRING YOUR VOUCHER TO ATLANTA HOUSING, YOU MUST MEET ALL ATLANTA HOUSING ELIGIBILITY REQUIREMENTS.</p> <p>TO BE CONSIDERED ELIGIBLE TO TRANSFER, OR PORT, INTO ATLANTA HOUSING'S JURISDICTION, ALL PORT APPLICANTS MUST:</p> <ul style="list-style-type: none"> <li>RECEIVE APPROVAL FROM YOUR CURRENT PUBLIC HOUSING AUTHORITY</li> </ul>



**ADDENDUM #1**

Request for Proposals #2024-0066

Interactive Voice Response (IVR) Solution

**AH Rebrand****IVR and PBX Updates**

<ul style="list-style-type: none"> <li>• MEET ALL ATLANTA HOUSING AUTHORITY ELIGIBILITY REQUIREMENTS, INCLUDING AHA'S WORK/PROGRAM REQUIREMENT. GO TO <a href="http://www.atlantahousing.org">www.atlantahousing.org</a> TO REVIEW AHA'S ELIGIBILITY REQUIREMENTS.</li> <li>• AND ENSURE THAT A COMPLETE INBOUND PORT PACKAGE IS RECEIVED FROM YOUR CURRENT PUBLIC HOUSING AUTHORITY</li> </ul>	<ul style="list-style-type: none"> <li>• MEET ALL ATLANTA HOUSING ELIGIBILITY REQUIREMENTS, INCLUDING AH'S WORK/PROGRAM REQUIREMENT. GO TO <a href="http://www.atlantahousing.org">www.atlantahousing.org</a> TO REVIEW AH'S ELIGIBILITY REQUIREMENTS.</li> <li>• AND ENSURE THAT A COMPLETE INBOUND PORT PACKAGE IS RECEIVED FROM YOUR CURRENT PUBLIC HOUSING AUTHORITY</li> </ul>
<p><b>3422</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON THE ORANGE 'FOR LANDLORDS' BUTTON ON THE RIGHT SIDE OF THE PAGE. THEN CLICK THE 'HOW TO PARTICIPATE LINK.' THEN CLICK THE LINK FOR 'AHA'S LANDLORD PORTAL'.</p> <p>NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL.</p>	<p><b>3422</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON "DEVELOPER &amp; PROPERTY OWNERS", THEN CLICK ON "PROPERTY OWNER PORTAL"</p> <p>NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL.</p>
<p><b>3432</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON THE ORANGE 'FOR LANDLORDS' BUTTON ON THE RIGHT SIDE OF THE PAGE. THEN CLICK THE 'HOW TO PARTICIPATE LINK.' THEN CLICK THE LINK FOR 'AHA'S LANDLORD PORTAL'.</p> <p>NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL.</p>	<p><b>3432</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON "DEVELOPER &amp; PROPERTY OWNERS", THEN CLICK ON "PROPERTY OWNER PORTAL"</p> <p>NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL.</p>
<p><b>3452</b></p>	<p><b>3452</b></p>

## ADDENDUM #1

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Interactive Voice Response (IVR) Solution



AH Rebrand

## IVR and PBX Updates

<p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON THE ORANGE 'FOR LANDLORDS' BUTTON ON THE RIGHT SIDE OF THE PAGE. THEN CLICK THE 'HOW TO PARTICIPATE LINK.' THEN CLICK THE LINK FOR 'AHA'S LANDLORD PORTAL'.</p> <p>NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL</p>	<p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON "DEVELOPER &amp; PROPERTY OWNERS", THEN CLICK ON "PROPERTY OWNER PORTAL</p>
<p><b>6330</b></p> <p>FOR ADDITIONAL INFORMATION ON PAYMENT RECONCILIATION, PLEASE VISIT THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON THE ORANGE 'FOR LANDLORDS' BUTTON ON THE RIGHT SIDE OF THE PAGE. THEN CLICK THE 'HOW TO PARTICIPATE LINK.' THEN CLICK THE LINK FOR 'AHA'S LANDLORD PORTAL</p>	<p><b>6330</b></p> <p>FOR ADDITIONAL INFORMATION ON PAYMENT RECONCILIATION, PLEASE VISIT THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE NOTICE OF INITIAL INSPECTION TO LANDLORD LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON "DEVELOPER &amp; PROPERTY OWNERS", THEN CLICK ON "PROPERTY OWNER PORTAL</p>
<p><b>8424</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE INSPECTION RESULTS LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON THE ORANGE 'FOR LANDLORDS' BUTTON ON THE RIGHT SIDE OF THE PAGE. THEN CLICK THE 'HOW TO PARTICIPATE LINK.' THEN CLICK THE LINK FOR 'AHA'S LANDLORD PORTAL'.</p> <p>NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL.</p>	<p><b>8424</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE INSPECTION RESULTS LETTER TO OBTAIN INSPECTION DETAILS</p> <p>TO ACCESS THE LANDLORD PORTAL, VISIT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, AND CLICK ON "DEVELOPER &amp; PROPERTY OWNERS", THEN CLICK ON "PROPERTY OWNER PORTAL"</p>
<p><b>8434</b></p> <p>PLEASE ACCESS THE LANDLORD PORTAL AT <a href="http://www.atlantahousing.org">www.atlantahousing.org</a>, OR REFERENCE THE INSPECTION RESULTS LETTER TO OBTAIN INSPECTION DETAILS</p>	<p><b>8434</b></p>

ADDENDUM #1

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Interactive Voice Response (IVR) Solution



AH Rebrand

IVR and PBX Updates

TO ACCESS THE LANDLORD PORTAL, VISIT [www.atlantahousing.org](http://www.atlantahousing.org), AND CLICK ON THE ORANGE 'FOR LANDLORDS' BUTTON ON THE RIGHT SIDE OF THE PAGE. THEN CLICK THE 'HOW TO PARTICIPATE LINK.' THEN CLICK THE LINK FOR 'AHA'S LANDLORD PORTAL.'

NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL

PLEASE ACCESS THE LANDLORD PORTAL AT [www.atlantahousing.org](http://www.atlantahousing.org), OR REFERENCE THE INSPECTION RESULTS LETTER TO OBTAIN INSPECTION DETAILS

TO ACCESS THE LANDLORD PORTAL, VISIT [www.atlantahousing.org](http://www.atlantahousing.org), AND CLICK ON "DEVELOPER & PROPERTY OWNERS", THEN CLICK ON "PROPERTY OWNER PORTAL"

NOTE THAT IF YOU NEED TO REQUEST A RE-INSPECTION, THIS MUST BE DONE USING THE LANDLORD PORTAL

**8452 inspections reasons (reject)**

BR Count Does Not Match Voucher Size.wav

Bedroom count does not match voucher size

Unit is Below AHA Standards.wav

UNIT IS BELOW ATLANTA HOUSING AUTHORITY STANDARDS

Unit Did Not Pass within 15 Days.wav

UNIT DID NOT PASS WITHIN 15 DAYS

**8452 inspections reasons (reject)**

BR Count Does Not Match Voucher Size.wav

Bedroom count does not match voucher size

Unit is Below AH Standards.wav

UNIT IS BELOW ATLANTA HOUSING STANDARDS

Unit Did Not Pass within 15 Days.wav

UNIT DID NOT PASS WITHIN 15 DAYS

## ADDENDUM #1

Request for Proposals #2024-0066

Interactive Voice Response (IVR) Solution



AH Rebrand

IVR and PBX Updates

## **PBX Announcements**

<b>Ext 1000: Introductory Greeting (Business Hours)</b> Welcome to the Atlanta Housing Authority, building healthy vibrant communities where families can thrive!	<b>Ext 1000: Introductory Greeting (Business Hours)</b> Welcome to Atlanta Housing building healthy vibrant communities where families can thrive!
<b>Ext 1001: Introductory Greeting (Off-hours and Holidays)</b> Welcome to the Atlanta Housing Authority, building healthy vibrant communities where families can thrive! Customer Service Representatives are available Monday through Friday, 8:00am to 5:00pm, excluding holidays.	<b>Ext 1001: Introductory Greeting (Off-hours and Holidays)</b> Welcome to Atlanta Housing Authority, building healthy vibrant communities where families can thrive! Customer Service Representatives are available Monday through Friday, 8:00am to 5:00pm, excluding holidays
<b>Ext 1003: Disconnect Message (If PBX has ability to play a disconnect message prior to disconnecting a caller)</b> Thank you for calling the Atlanta Housing Authority. Please visit us online at <a href="http://www.atlantahousing.org">www.atlantahousing.org</a> . Good-bye.	<b>Ext 1003: Disconnect Message (If PBX has ability to play a disconnect message prior to disconnecting a caller)</b> Thank you for calling Atlanta Housing. Please visit us online at <a href="http://www.atlantahousing.org">www.atlantahousing.org</a> . Good-bye.
<b>Ext 1004: Non-published Option 888_aha_4_you:</b> Thank you for calling the Atlanta Housing. If this is an emergency, please hang up and dial 911. If you are calling to report an issue or concern with an AHA property, policy, program or services, please hold while your call is forwarded to a staff member.	<b>Ext 1004: Non-published Option 888_aha_4_you:</b> Thank you for calling Atlanta Housing. If this is an emergency, please hang up and dial 911. If you are calling to report an issue or concern with an AH property, policy, program or services, please hold while your call is forwarded to a staff member.
<b>Ext 1005: Holiday Greeting</b> Thank you for calling the Atlanta Housing Authority. Our offices are closed for the holiday. We will resume business hours the next business day.	<b>Ext 1005: Holiday Greeting</b> Thank you for calling Atlanta Housing. Our offices are closed for the holiday. We will resume business hours the next business day.
<b>Ext 1008: Employee Emergency Notification</b> You have reached the Atlanta Housing Authority's employee notification line. There are currently no weather or other events to report. Normal business hours are in effect.	<b>Ext 1008: Employee Emergency Notification</b> You have reached Atlanta Housing's employee notification line. There are currently no weather or other events to report. Normal business hours are in effect.
<b>Ext: 1011: AHA_Closed_Weather_Msg:</b> The Atlanta Housing Authority is closed today due to unexpected events.	<b>Ext: 1011: AHA_Closed_Weather_Msg:</b> Atlanta Housing is closed today due to unexpected events.
<b>Ext: 1012: AHA_Property_Owner_Message:</b>	<b>Ext: 1012: AHA_Property_Owner_Message:</b>

## ADDENDUM #1

## Request for Proposals #2024-0066

## Interactive Voice Response (IVR) Solution



## AH Rebrand

## IVR and PBX Updates

<p>Please note, many of your questions can be answered by visiting our website, <a href="http://www.atlantahousing.org">www.atlantahousing.org</a> . Select “For Landlords”. There you will find detailed information including our Landlord portal, How to get started with the Atlanta Housing Authority, and other frequently asked questions.</p>	<p>Please note, many of your questions can be answered by visiting our website, <a href="http://www.atlantahousing.org">www.atlantahousing.org</a> . Select “Doing Business with AH”, then “Property Owners”. There you will find detailed information on how to get started with Atlanta Housing, and other frequently asked questions.</p>
<p><b>Ext 2000 Main Menu</b>  To access our company directory, reach a specific AHA Department, or for our address or directions, press 1.  If you are a current Housing Choice Voucher Program Participant, or are interested in becoming a Participant, press 2.  If you are a current Housing Choice Voucher Program Landlord, or are interested in becoming a Landlord, press 3.    For vendor contracting or career opportunities, press 4.</p>	<p><b>Ext 2000 Main Menu</b>  To access our company directory, reach a specific AH Department, or for our address or directions, press 1.    If you are a current Housing Choice Voucher Program Participant, or are interested in becoming a Participant, press 2.  If you are a current Housing Choice Voucher Program Landlord, or are interested in becoming a Landlord, press 3.    For vendor contracting or career opportunities, press 4.</p>
<p><b>EXT 3000 Option 1</b>  To access the Company Directory, press 1.              Caller enters name of staff member or is offered option to say ‘Operator’    To reach a specific AHA Department, press 2.              For the Human Resources Department, press 1. (Transfer to Department)              For the Housing Choice Department, press 2. (Transfer to Department)              For the AHA Finance Division, press 3. (Transfer to Department)              For the Asset Management and Policy Development Division, press 4. (Transfer to Department)              For the Real Estate Development and Acquisitions Department, press 5. (Transfer to Department)              For the Community and Governmental Affairs Division, press 6. (Transfer to Department)</p>	<p><b>EXT 3000 Option 1</b>  To access the Company Directory, press 1.              Caller enters name of staff member or is offered option to say ‘Operator’    To reach a specific AH Department, press 2.              For the Human Resources Department, press 1. (Transfer to Department)              For the Housing Choice Department, press 2. (Transfer to Department)              For the AH Finance Division, press 3. (Transfer to Department)              For the Asset Management and Policy Development Division, press 4. (Transfer to Department)</p>

## ADDENDUM #1

Request for Proposals #2024-0066

Interactive Voice Response (IVR) Solution



**AH Rebrand**

### **IVR and PBX Updates**

<p>For AHA-owned Property Management, press 7. (Transfer to Department)</p> <p>For the Contracts and Procurement Department, press 8. (Transfer to Department)</p> <p>For the Legal Department, press 9. (Transfer to Department)</p> <p>To repeat this message, press the star key.</p> <p>To return to the Main Menu, press the pound key.</p> <p><b>For our mailing address, press 3.</b></p> <p>Our mailing address is: 230 John Wesley Dobbs Avenue, Atlanta, Georgia 30303</p> <p>To repeat this information, press the star key.</p> <p>To return to the main menu, press the pound key.</p> <p><b>For directions to our office, press 4.</b></p> <p>We are conveniently located in downtown Atlanta.</p> <p>If you are traveling from south of downtown Atlanta, press 1.</p> <p>Proceed north on I-75/85 to exit 248B - Edgewood/Auburn/John Wesley Dobbs exit. Turn left at the third light which is John Wesley Dobbs Avenue. 230 John Wesley Dobbs is one block on the right. Visitor parking is across the street and accessible from Jessie Hill Drive.</p> <p>To repeat this information, press the star key.</p> <p>To return to the main menu, press the pound key.</p> <p><b>If you are traveling from north of downtown Atlanta, press 2.</b></p> <p>Proceed south on I-75/85 to exit 248D - Jessie Hill Drive/John Wesley Dobbs Avenue exit. 230 John Wesley Dobbs is on the left,</p>	<p>For the Real Estate Development and Acquisitions Department, press 5. (Transfer to Department)</p> <p>For the Community and Governmental Affairs Division, press 6. (Transfer to Department)</p> <p>For AH-owned Property Management, press 7. (Transfer to Department)</p> <p>For the Contracts and Procurement Department, press 8. (Transfer to Department)</p> <p>For the Legal Department, press 9. (Transfer to Department)</p> <p>To repeat this message, press the star key.</p> <p>To return to the Main Menu, press the pound key.</p> <p><b>For our mailing address, press 3.</b></p> <p>Our mailing address is: 230 John Wesley Dobbs Avenue, Atlanta, Georgia 30303</p> <p>To repeat this information, press the star key.</p> <p>To return to the main menu, press the pound key.</p> <p><b>For directions to our office, press 4.</b></p> <p>We are conveniently located in downtown Atlanta.</p> <p>If you are traveling from south of downtown Atlanta, press 1.</p> <p>Proceed north on I-75/85 to exit 248B - Edgewood/Auburn/John Wesley Dobbs exit. Turn left at the third light which is John Wesley Dobbs Avenue. 230 John Wesley Dobbs is one block on the right. Visitor parking is across the street and accessible from Jessie Hill Drive.</p> <p>To repeat this information, press the star key.</p>
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## ADDENDUM #1

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**AH Rebrand**

### **IVR and PBX Updates**

at the intersection of John Wesley Dobbs and Jessie Hill Drive. Visitor parking is across the street and accessible from Jessie Hill Drive.

To repeat this information, press the star key.  
To return to the main menu, press the pound key.

**If you are traveling from east/west of downtown Atlanta, press 3.**

Proceed east/west on I-20, and then merge onto I-75/85 north. Take exit 248B Edgewood/Auburn/John Wesley Dobbs exit. Turn left at the third light, which is John Wesley Dobbs Avenue. 230 John Wesley Dobbs is one block on the right. Visitor parking is across the street and is accessible from Jessie Hill Drive.

To repeat this information, press the star key.  
To return to the main menu, press the pound key.

**To repeat these options, press the star key.**  
**To return to the main menu, press the pound key.**

**To repeat the main menu, press the pound key.**

**For assistance, please remain on the line.** (Transfer to representative during business hours or play 'Reps Not Available' message during off hours.)

To return to the main menu, press the pound key.

**If you are traveling from north of downtown Atlanta, press 2.**

Proceed south on I-75/85 to exit 248D - Jessie Hill Drive/John Wesley Dobbs Avenue exit. 230 John Wesley Dobbs is on the left, at the intersection of John Wesley Dobbs and Jessie Hill Drive. Visitor parking is across the street and accessible from Jessie Hill Drive.

To repeat this information, press the star key.  
To return to the main menu, press the pound key.

**If you are traveling from east/west of downtown Atlanta, press 3.**

Proceed east/west on I-20, and then merge onto I-75/85 north. Take exit 248B Edgewood/Auburn/John Wesley Dobbs exit. Turn left at the third light, which is John Wesley Dobbs Avenue. 230 John Wesley Dobbs is one block on the right. Visitor parking is across the street and is accessible from Jessie Hill Drive.

To repeat this information, press the star key.  
To return to the main menu, press the pound key.

**To repeat these options, press the star key.**  
**To return to the main menu, press the pound key.**

# ADDENDUM #1

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## AH Rebrand IVR and PBX Updates

	<p><b>To repeat the main menu, press the pound key.</b></p> <p><b>For assistance, please remain on the line.</b> (Transfer to representative during business hours or play 'Reps Not Available' message during off hours.)</p>
<p><b>EXT 4000 Option 2</b></p> <p>If you are a current Housing Choice Voucher Program Participant, or are interested in becoming a Participant, press 2. If you are a current resident at an AHA High-rise or Family community, press 3. If you are calling about the waiting list, press 4. If you are interested in transferring your voucher to AHA, press 5.</p> <p>If you are a calling about the status of RTAs, Inspections, or Payments, press 1. (DiRAD IVR)</p> <p>If you are a current resident at an AHA High-rise or Family community, press 3. (Transfer to CSR)</p> <p>If you are calling about the HOUSING CHOICE VOUCHER PROGRAM Waiting List, press 4. (DiRAD IVR)</p> <p>If you are calling about transferring your Housing Choice voucher to the city of Atlanta, press 5. (DiRAD IVR)</p> <p>For all other questions, press xx. (Transfer to CSR)</p>	<p><b>EXT 4000 Option 2</b></p> <p>If you are a current Housing Choice Voucher Program Participant, or are interested in becoming a Participant, press 2. If you are a current resident at an AH High-rise or Family community, press 3. If you are calling about the waiting list, press 4. If you are interested in transferring your voucher to AH, press 5.</p> <p>If you are a calling about the status of RTAs, Inspections, or Payments, press 1. (DiRAD IVR)</p> <p>If you are a current resident at an AH High-rise or Family community, press 3. (Transfer to CSR)</p> <p>If you are calling about the HOUSING CHOICE VOUCHER PROGRAM Waiting List, press 4. (DiRAD IVR)</p> <p>If you are calling about transferring your Housing Choice voucher to the city of Atlanta, press 5. (DiRAD IVR)</p> <p>For all other questions, press xx. (Transfer to CSR)</p>



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AH Rebrand

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To repeat this information, press the star key.  
To return to the main menu, press the pound key

To repeat this information, press the star key.  
To return to the main menu, press the pound key

**EXT 6000 Option 4**

**For vendor contracting press 1. For career opportunities, press 2.**

**Vendor contracting message:** For a list of contract opportunities, please visit our website at [www.atlantahousing.org](http://www.atlantahousing.org) select “Doing Business”, then “Contracting Opportunities”.

**Career opportunities message:** For a list of current career opportunities at the Atlanta Housing Authority, please visit our website, [www.atlantahousing.org](http://www.atlantahousing.org) and select “Careers”, then “Career Opportunities”.

To repeat this information, press the star key.  
To return to the main menu, press the pound key.

**EXT 6000 Option 4**

**For vendor contracting press 1. For career opportunities, press 2.**

**Vendor contracting message:** For a list of contract opportunities, please visit our website at [www.atlantahousing.org](http://www.atlantahousing.org) select “Doing Business with AH”, then “Vendors”.

**Career opportunities message:** For a list of current career opportunities at Atlanta Housing, please visit our website, [www.atlantahousing.org](http://www.atlantahousing.org) and select “Careers”.

To repeat this information, press the star key.  
To return to the main menu, press the pound key.

ADDENDUM #1  
Request for Proposals #2024-0066  
Interactive Voice Response (IVR) Solution

Sample Data 1 (Payment information)

OutputDate	Telephone Number	Last4SSN	tcode	sAddr1	sAddr2	sCity	sState	sZipCode	EffectiveDate	LastPaidHAPDate	LastPaidURPDate	UtilityReim	HAPToOwn	TenantRentT oOwner	vcode
	2.19202E+12	REDACTED	REDACTED	t0123456	123 anywhere drive	ATLANTA	GA	303542651	12312013	REDACTED	REDACTED	0	-1201	1201	v0123456

Sample Data 2 (RFTA)

OutputDate	Telephone Number	Last4SSN	tcode	VCode	sAddr1	sAddr2	sCity	sState	zip	RFTA Received Date	RFTA Status Date	RFTAStatus
	2.19E+12	REDACTED	REDACTED	t0123456	v0123456	123 Anywhere street	APT 6001	ATLANTA	GA	303154888	2192024	2192024 Insp. Assigned

SAMPLE DATA 3 Inspections

OutputDate	TCode	Telephone Number	Last4SSN	VendorCoc	SADDR1	SADDR2	City	State	Zip	InspectionDate	ScheduledDate	InspType	PrimaryInspStatus
	2.19E+12	b0123456	REDACTED	REDACTED	v0123456	123 Anywhere Street	APT 12	ATLANTA	GA	303121304	12012023	12012023	Special Insp Pass