



Addendum

Addendum No. 3

Issued: July 16, 2014

Letter of Solicitation No. : 0044-2014 Online Quality Control Tool

All respondents shall acknowledge receipt of this addendum, sign below and return it with your bid. **Failure to acknowledge receipt of this addendum may be cause for rejection of your bid.** Respondents are informed that the above named solicitation is modified as follows:

- I. The District of Columbia Housing Authority has received questions in response to the subject solicitation and is outlined below:
 - 1) Scope of Services: Does DCHA intend to have the 8 private management companies use this online performance management and training tool or will staff from DCHA use the tool to evaluate the performance of the private management agencies?

Response: There are two (2) Private Management companies where they will have Quality Control staff to evaluate staff progress

- 2) Item 9: Are all of the agency specific practices listed in #9 already available in electronic form? Is it anticipated the contractor will need to assist with updating the practices?

Response: It is anticipated that the contractor assist with updating the practices

- 3) Item 11: requires the Contractor to provide the ability to track individual training progress for staff. Please confirm (or otherwise clarify) that this is intended to mean that the system should be able to track the progress an individual is making over time with respect to the standards of performance measured in the system. (e.g., progress a staff member is making in the accuracy of income determinations).

Response: Yes, the system should be able to track the progress an individual is making over time with respect to the standards of performance measured in the system. (e.g., progress a staff member is making in the accuracy of income determinations)

- 4) Item 12: To what degree do you expect the contractor will need to update and/or create detailed procedures?

Response: The DCHA will need assistance with the updating of their current procedures

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

End of Addendum No. 3



Cheryl Moore
Interim Contracting Officer

Acknowledgement of Receipt:

Respondent: _____

Name: _____ Title: _____