



## District of Columbia Housing Authority

1133 North Capitol Street, N.E. Washington, DC 20002-7599

(202) 535-1000

Adrienne Todman, Executive Director

### ADDENDUM

ADDENDUM NO. 1

ISSUED: March 15, 2016

SOLICITATION NO.: LOS 0012-2016 – Cloud Communication Services

All respondents shall acknowledge receipt of this addendum in their proposal. Failure to acknowledge receipt of this addendum may be cause for rejection of your proposal.

Respondents are informed that the above named solicitation is modified as follows:

The District of Columbia Housing Authority has received questions in response to the subject letter solicitation and is outlined in "Attachment A" of this addendum. .

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**

**END OF ADDENDUM NO. 1**

Cheryl Moore  
Contracting Officer

**Acknowledgement of Receipt:**

**Respondent:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Letter of Solicitation No. 0012-2016**  
**Cloud Communication Services**  
**Addendum No. 1 Attachment "A"**

**Question No.1:** Can you define further "Send voice messages by telephone within a specified time period.

**Response No. 1:** Client needs the ability to have full control of the timing of robo-calls.

**Question No. 2:** Does current solutions provide number of reattempts(s) for voice message delivery.

**Response No. 2:** Client needs full recording of voice messaging attempts.

**Question No. 3:** What is the expectation regarding how users will create new recorded voice messages. Do you already have or will you be creating a user interface to record messages?

**Response No. 3:** Recorded voice messages will be created and provided by the customer, typically as custom MP3 files.

**Question No. 4:** Are you planning on integrating an existing infrastructure to cloud communications via a web-based API?

**Response No. 4:** Yes. System needs to be web-based API.

**Question No.5:** Do you need to learn in advance whether a number is mobile or landline before sending message? (i.e. to determine whether to send voice or SMS?

**Response No.5:** No.

**Question No. 6:** Could you provide estimated monthly volumes for SMS and Voice Messages?

**Response No. 6:** It's impossible to determine as it fluctuates based upon uncontrollable variables. Typically, more than 7,500/month, but can balloon to tens of thousands.

**Question No. 7:** How long do archives messages need to be available for future delivery?

**Response No. 7:** A maximum of seven (7) days.

**Question No. 8:** How are current 15,000 cell phone numbers being contacted via SMS today?

**Response No. 8:** Web-based API.

**Question No. 9:** How many phone lines are you looking for?

**Response No. 9:** One

**Question No. 10:** Are you requesting any other cloud services?

**Response No. 10:** No

**Question No. 11:** The submittal instructions indicate "Proposal may also be emailed". Can the email submittal substitute for the Hard Copy Submittal?

**Response No. 11:** Yes

**Question No. 12:** We plan on proposing a teaming partner we know well, with strong Cloud Communication quals. Can we present their Past Performance along with ours?

**Response No. 12:** This can be done at the respondent's discretion as long as your proposal conforms to the requirements for the submission as outlined in the letter of solicitation.

**Question No. 13:** Re the Section 3 Compliance requirements. Can you please provide the contact information for the Section 3 Compliance Coordinator?

**Response No. 13:** The contact number for the Section 3 Coordinator is (202) 535-1517.

**Question No. 14:** With respect to the Section 3 requirements, would you consider extending the due date for this proposal two weeks, in order to provide sufficient time for interested vendors to communicate with the Section 3 Compliance coordinator and evaluate potential DCHA program participants and/or Section 3 businesses?

**Response No. 14:** Please review the examples provided within the Letter of Solicitation and propose your Section 3 Plan on company letterhead. If required and prior to contract award, the Section 3 Coordinator will contact offerors to negotiate and finalize Section 3 Plans.