



## District of Columbia Housing Authority

1133 North Capitol Street, NE Washington, DC 20002-7549

202-535-1000

Tyrone Garrett, Executive Director

### Addendum

Addendum No. 2

Issued: February 22, 2018

#### CALL CENTER ANSWERING SERVICES

Letter of Solicitation (LOS)

0010-2018

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:

The District of Columbia Housing Authority submits its responses to all questions received related to the subject solicitation. Please reference Attachment A.

**All Other Terms and Conditions Remain Unchanged**

**End of Addendum No. 2**

Cheryl Moore  
Contracting Officer

Acknowledgement of Receipt:

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

Name: \_\_\_\_\_ Title: \_\_\_\_\_

**ATTACHMENT A  
CALL CENTER ANSWERING SERVICES  
Letter of Solicitation (LOS)-0010-2018**

**Question 1:** I wanted to be able to offer you a proposal for the answering Services to assist your company, but I am not finding a place to do so in your attachments?

**DCHA Response:** Proposals shall be prepared in accordance with the format detailed under PROPOSAL FORMAT on pages 9 through 12 and Price Proposals completed on Exhibit I on page 19. All proposals must be submitted on or before 12:00 noon on Tuesday, February 27, 2018.

**Question 2:** Is \$150,000.00 the budget for a 2 year contract?

**DCHA Response:** No, the Simplified Acquisition Method award limitation is \$150,000.00. DCHA has prepared an independent cost estimate for the services and therefore anticipates an award within the threshold specified.

**Question 3:** Could the support call center role be done remotely after the normal business hours of 8:15 a.m. – 6:00 p.m.

**DCHA Response:** Yes; the call center answering services can be handled remotely after 6:00 p.m. (Eastern Time), on holidays, weekends, and when the DCHA offices are closed for administrative purposes.

**Question 4:** Does my company need to be invited to bid?

**DCHA Response:** No, all interested qualified businesses are welcome to submit a proposal.