



District of Columbia Housing Authority

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

202-535-1000

Tyrone Garrett, Executive Director

Addendum

Addendum No. 1

Issued: October 15, 2018

CALL CENTER ANSWERING SERVICES

Letter of Solicitation (LOS)

0040-2018

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 and **REVISES** the solicitation as referenced in Attachment A.

All Other Terms and Conditions Remain Unchanged

End of Addendum No. 1

Cheryl Moore
Contracting Officer

Acknowledgement of Receipt:

Respondent: _____

Name: _____ Title: _____

ATTACHMENT A
CALL CENTER ANSWERING SERVICES
Letter of Solicitation (LOS) 0040-2018

Question and Responses:

Question 1: Can companies Outside of the USA can apply for this?
(like, from India or Canada)?

DCHA Response: Yes, companies from outside the USA can apply.

Question 2: Will we need to come to DCHA for meetings?

DCHA Response: DCHA is open to having digital meetings.

Question 3: Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)?

DCHA Response: The contractor is responsible for providing clarity in the proposal on how tasks will be completed whether inside or outside the US.

Question 4: Can we submit the proposals via email?

DCHA Response: No. Page 20, PROPOSAL SUBMISSION, Paragraph three states – DCHA will not accept electronic submission of proposals in response to this solicitation. They are to be hand delivered or sent via mail service.

Question 5: Is it possible to get some clarification on how to submit pricing?

DCHA Response: Please refer to response #6.

Question 6: Is the Hourly Rate schedule page your primary form for providing price proposals?

DCHA Response: Yes. Offerors are to complete and submit Exhibit 1 – Fee Proposal Form Price Proposal to propose services. Part 1 Hourly Rates- to complete the Scope of Services, Offerors shall propose fully burdened hourly rates showing a breakdown of the rates profit and overhead for each personnel classification by nature of the work required to complete the Scope of Services. Part 2 Services- Pricing shall will include the intended form of pricing per call or per minute, types of calls, inbound vs outbound calls, dates and hours of service, and any additional pricing not specified.

Price Proposals shall be the lowest discounted (government) rate offered to similar client. Proposal fees should include year by year pricing. Pricing quoted will be inclusive time for meeting with Owner, daily metrics reporting, and any specific call reporting or call information.

Question 7: Are the four (4) categories listed on the price proposal form the only categories pricing can be listed for?

DCHA Response: Price Proposals shall be completed using Exhibit 1. Additional Services proposed under Part 2 are to be detailed under Other and the fees for such provided in a format consisted with the Services provided by DCHA.

Question 8: Is DCHA asking for an hourly rate to include all costs of supervisor time and operator time and all other costs?

DCHA Response: Yes.

Question 9: Since the call hours currently cover a 24 hour period do we break down the number of calls given of 4000 calls per month and use that to calculate the calls per day over a 24 hour period or are you limiting the quotable time to after hours and weekends, and what would those specific hours be?

DCHA Response: The 4000 calls per month are the anticipated average number of calls per month to be serviced by the contractor. With the exception of emergencies and holidays the contractor should expect to field calls all times outside of Monday through Friday, 8:15 a.m. to 6:00 p.m.

Question 10: What do you consider to be tele messaging?

DCHA Response: Not applicable, contractor will not be required to offer tele messaging.

Question 11: What do you consider to an autodial?

DCHA Response: Not applicable, contractor will not be required to offer autodial.

Question 12: What are you looking for in the overhead and profit columns on the hourly rate schedule?

DCHA Response: If there are any indirect cost associated with the cost you're providing this is where you would list it.

Question 13: On page 12 - Part 2. Cost Proposal – Can we submit a separate price proposal at per call and at a per minute rate?

DCHA Response: Please refer to response #6.

Question 14: The solicitation states that on the average the After Hours Call Center receives 35,000 calls per year or 2,917 calls per month. In the scope of services it states that the contractor should expect to receive 4,000 calls per month. Which number of calls should we include for pricing and does this include calls or minutes. If it is calls, please provide the estimated minutes.

DCHA Response: Please include pricing for monthly average calls between 2,917 and 4,000 calls per month.

Question 15: Are any of the calls maintenance work orders and if so does the Authority want the contractor to enter these work orders into their work order system?

DCHA Response: Yes, the operators are required to use DCHA web-based application to process work order requests.

REVISION:

REPLACE Exhibit 1, PART II: Cost Proposal; Item 8. Cost Proposal- Exhibit 1 – Fee Proposal Form with REVISED:

[Exhibit 1](#)