

Housing Agency Marketplace Service Levels Guide



HAM is a national eProcurement platform connecting vendors with housing agencies. Service levels determine your communication preferences and access to solicitations.

This guide will help you understand and optimize your HAM service level settings.

Different service levels offer varying benefits, including access to bid opportunities, notification preferences, and agency communication channels. By selecting the appropriate service level, vendors can maximize their visibility to housing agencies while agencies can streamline their procurement processes.

The platform offers multiple tiers from basic access to premium partnerships, each designed to meet specific needs of different organization sizes and engagement levels. Understanding these options is essential for effective participation in the housing procurement ecosystem.

Contact the HAM Administrator at 1-866-526-0160 M-F 9:00 AM-7:00 PM Eastern Time or you may send an email to support@internationaleprocurement.com to change your dedicated agency to DCHA. Also, the Administrator will walk you through each level's features, cost considerations, and strategic advantages to help you make informed decisions about your HAM engagement.



Navigating Service Levels Under the Software Menu

The Housing Agency Marketplace platform allows vendors to customize their experience through service level settings. Following these steps will help you access and configure your preferences effectively.

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Login to HAM

Access your vendor dashboard with your credentials through the secure portal. You'll need your registered email and password to enter the system. First-time users should complete their profile setup before proceeding.
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Open Software Menu

Find service level options in the main navigation by clicking on the gear icon in the top right corner. A dropdown menu will appear showing various configuration options including "Service Levels" near the middle of the list.
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Adjust Settings

Modify Communication and Membership preferences according to your business needs. Here you can select notification frequency, bidding access levels, and customize which housing agencies you wish to engage with. Each option includes detailed descriptions of benefits and requirements.
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Save Changes

Confirm your agency selections and service levels by clicking the "Save" button at the bottom of the page. The system will display a confirmation message and may require payment processing if upgrading to a premium tier. Changes typically take effect immediately.

Once your service level changes are saved, the system will automatically adjust your visibility to housing agencies and notification settings. You can revisit these settings anytime as your business needs evolve or if you wish to expand your reach to additional agencies.



Communication and Membership Levels: Overview

Agency Connections

Establish relationships with specific housing agencies. Select which ones can send you solicitations. Higher service levels allow connections with more agencies across multiple geographical regions and housing authority types.

Email Preferences

Control the frequency and type of bid notifications. Filter by relevance to your business. Customize alerts by project size, scope, and timeline to ensure you only receive opportunities that match your company's capabilities.

Vendor Profile Visibility

Manage how agencies view your company. Highlight capabilities based on your service level. Enhanced profiles at higher tiers allow for detailed portfolio presentations, certifications display, and past performance highlights.

Bidding Privileges

Access different levels of bidding functionality based on your membership tier. Premium levels offer early notification advantages, extended response windows, and ability to submit supplemental materials with proposals.

Analytics & Reporting

Monitor your engagement with housing agencies through custom reports and dashboards. Track bid success rates, response times, and competitive positioning to optimize your approach in future solicitations.

Your selected membership level determines which communication features are available to your organization. As your engagement with housing agencies increases, consider upgrading your service level to unlock additional benefits and expand your business opportunities.



Dedicated Vendor Service Level for DCHA

The District of Columbia Housing Authority offers a specialized service tier designed specifically for vendors interested in working with this major metropolitan housing agency. This level provides essential functionality while maintaining accessibility for businesses of all sizes.



Free Access

No fees for District of Columbia Housing Authority solicitations. Access all DCHA opportunities without subscription costs or per-bid charges, making this an accessible entry point for small businesses and new vendors.



Full Response Capability

Submit bids directly through the platform with complete documentation support. Upload technical specifications, pricing details, certification documents, and supplementary materials all in one streamlined process.



DCHA Selection Required

Must specifically choose DCHA as preferred agency in your account settings. This selection activates your profile visibility to DCHA procurement officers and enables notification systems for relevant opportunities.



Standard Notification Timeline

Receive alerts about new solicitations according to standard notification schedule. Notifications arrive simultaneously with public announcements, ensuring equal opportunity for all vendors.

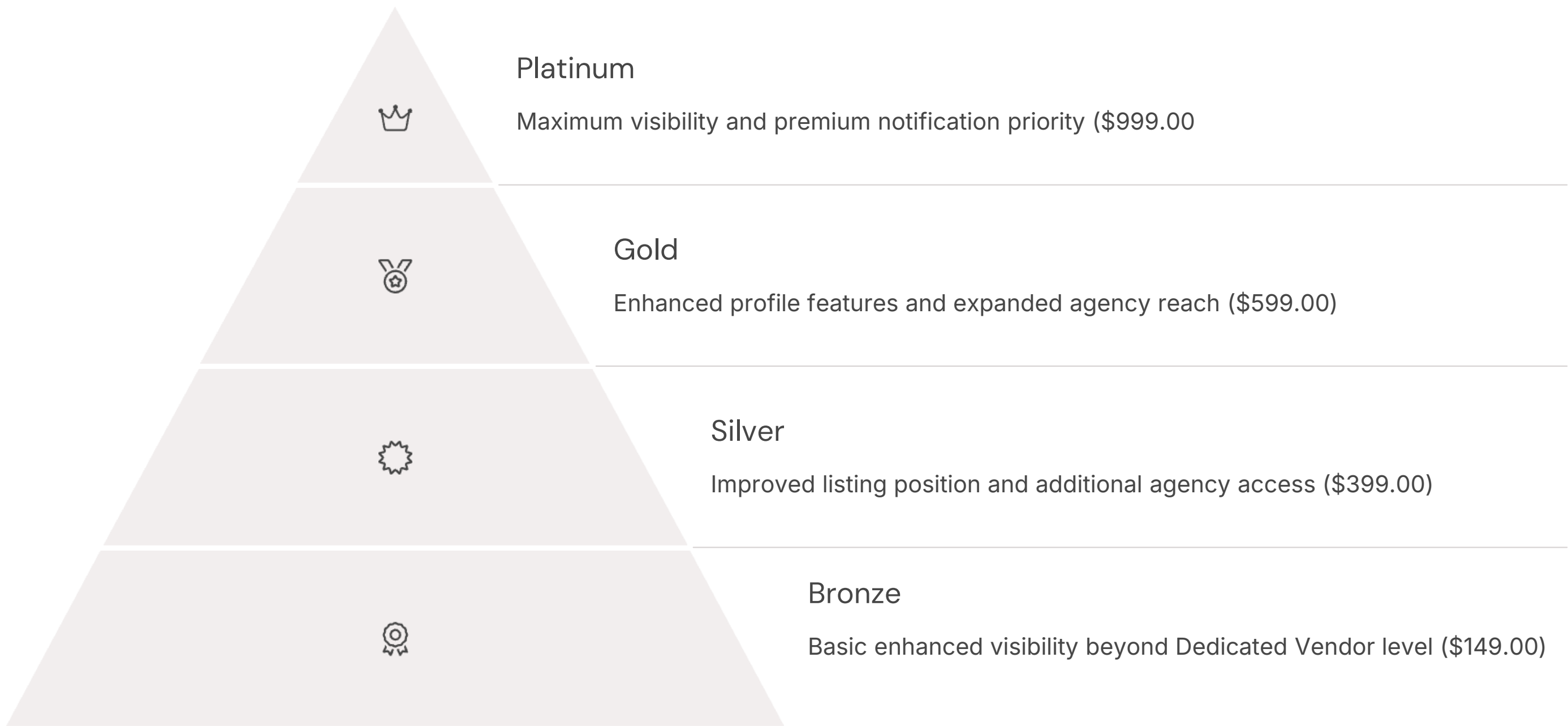


Basic Vendor Profile

Maintain a standard company profile visible to DCHA procurement teams. Include essential company information, primary service categories, and contact details to facilitate agency review.

The DCHA-specific service level serves as an excellent starting point for vendors seeking to establish relationships with this housing authority. As your business grows or you seek to expand to additional agencies, consider upgrading to premium service tiers for enhanced capabilities and broader reach.

Additional Service Levels: Bronze Through Platinum





How to Set or Change Your Service Level

Access Service Level Settings

Navigate to the Software Menu in the top navigation bar after logging in to your account. Click on "Account Settings" and then select "Communication & Notification Preferences" from the dropdown menu. This section contains all service level configuration options.

Complete Payment Process

For premium service levels, complete the secure payment process. The system accepts major credit cards, ACH transfers, and purchase orders from verified organizations. Your new service levels will be activated immediately after payment confirmation.

Select Target Agencies

Browse through the complete list of available housing agencies or use the search function to find specific agencies or use the search function to find specific authorities. Check the boxes next to each agency you wish to work with. You can select multiple agencies simultaneously to streamline your configuration process.

Confirm and Save Changes

Review all your selections on the summary screen. Verify agency selections and corresponding service levels, then click the "Save Changes" button. You'll receive an email confirmation with details of your updated service level configuration.

Review Agency Requirements

For each selected agency, review their specific vendor requirements displayed in the information panel. Some agencies may require additional documentation or certifications before accepting your service level changes.

Assign Service Levels

Using the dropdown menu next to each selected agency, choose the appropriate service level (Free, Bronze, Silver, Gold, or Platinum). Different agencies can be assigned different service levels based on your business priorities and procurement strategy.

Maximizing Bid and Notification Advantages

Selecting the appropriate service level provides significant competitive advantages in the procurement process. Understanding these benefits helps optimize your investment and improve success rates with housing agencies.



These advantages combine to create a significant edge in the competitive housing agency procurement process. Higher service levels provide not only better visibility but also create efficiencies in your team's workflow and response capabilities.



Summary: Choosing the Right Service Level

Select the appropriate service level based on your business needs, budget, and growth strategy. Higher tiers offer increased visibility and enhanced features, while lower tiers provide cost-effective solutions for smaller operations.

Service Level	Cost	Best For
Dedicated Vendor	Free for DCHA	Vendors exclusively serving DCHA who need basic visibility without additional agencies. Ideal for specialized local contractors with established DCHA relationships.
Bronze	\$149/year	Small businesses and startups looking to establish presence with limited housing agencies (up to 5). Provides essential notification features and basic listing visibility.
Silver	\$399/year	Mid-sized contractors with regional focus (up to 15 agencies). Includes enhanced notification timing, priority in search results, and limited multi-user access.
Gold	\$599/year	Growing businesses targeting expansion across multiple regions (up to 30 agencies). Features include early bid notifications, advanced analytics, and collaborative team access for up to 5 users.
Platinum	\$999/year	National contractors requiring maximum exposure across all housing agencies. Includes earliest notification access, premium placement in all search results, dedicated account manager, and team access for up to 10 users.

All paid service levels include progressive benefits that stack as you move up tiers. Annual subscriptions offer the best value, with monthly payment options available at slightly higher rates.