



ADDENDUM NUMBER 1

February 16, 2023
Request for Proposal (RFP)
HCV Administration Services
Event Number 3223
Proposal Due Date: Monday, February 27, 2023, at 5:00 P.M. CST
Chicago Housing Authority
Department of Procurement and Contracts
60 East Van Buren, 8th Floor
Chicago, IL 60605

Receipt of this Addendum is to be acknowledged by the Contractor by signing, dating and submitting with the Proposal. Failure to do so may render the Proposal non-responsive.

The following revisions, clarifications, additions and/or deletions are included in this Addendum to Solicitation No. 3223 and are to be fully incorporated into Respondent’s Response therein.

Respondent acknowledges receipt of Addendum: _____
Respondent’s Signature Date

Item Number 1: QUESTION AND ANSWERS

- 1. Please reconfirm the due date for this procurement by providing it in response to answers to questions?**

Answer: The Proposal due date is Monday, February 27, 2023, at 5:00 P.M. CST

- 2. What is the date by which you will answer these questions?**

Answer: February 16, 2023

- 3. When is the anticipated contract start date?**

Answer: October 1, 2023



4. When is the anticipated award date?

Answer: We anticipate submitting the selected respondent for board approval at our May 17, 2023 board meeting.

5. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure?

Answer: Please follow the format provided on Attachment A – Fee Form when quoting prospective pricing.

6. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer: This is not information that we make available to the public.

7. Has the current contract gone full term?

Answer: Contract will expire September 30, 2023.

8. Have all options to extend the current contract been exercised?

Answer: Yes

9. Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer: Nan McKay and Associates, Inc. (NMA) has provided services for Inspections for Tenant Based, Project Based, and Public Housing, Wait List and New Admissions, and Call Center since October 1, 2018. CVR Associates (CVR) has provided services for Owner Services and Communications Workshops, and Events on the current contract since October 1, 2018.

10. How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer: This incumbent sends an invoice monthly based on fixed fee or actual program activity in accordance with the completed Fee Form for each category.



11. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer: This information may be requested via a Freedom of Information Act Request (FOIA). CHA's contracts including award amounts are posted to our website. Please reference the CHA website at thecha.org for FOIA information and our contract library.

12. Is previous experience with any specific customer information systems, phone systems, or software required?

Answer: Previous experience with specific customer information systems, phone systems, or software is preferred, but not required.

13. What is the minimum required total call capacity?

Answer: Current calls received are from 2,500 to 3,000 daily.

14. What is the minimum simultaneous inbound call capacity?

Answer: From 2,500 to 3,000 calls daily.

15. What is the maximum wait time?

Answer: 2 minutes

16. What is the maximum hold time?

Answer: 10 minutes

17. What percentage of calls must be resolved without a transfer, second call, or a return call?

Answer: All.

18. What percentage of inbound calls must be answered by a live operator?

Answer: All.

19. What is the maximum percentage of calls that can be terminated by the caller without resolution?



Answer: *None.*

20. Is there a minimum or maximum number of operators and supervisors?

Answer: *Respondents should use their expertise to prescribe a work plan that best supports the scope of work.*

21. What is the required degree of dedication for the call center? (Can call centers have other clients)?

Answer: *See RFP page 21 Option D Call Center .*

22. What is the required degree of dedication for the operators? (Can operators have other clients)?

Answer: *See RFP page 21 Option D Call Center .*

23. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Answer: *Uptivity/Call Copy has 500GB of disk space for recording.*

24. What are the recording and storage requirements for non-phone communications?

Answer: *Recording are done by Uptivity/Call and the recording retention policy 30 days.*

25. What is the current number of seats for operators and supervisors at your existing call center?

Answer: *Under 50 seats.*

26. What is the current average wait time for phone calls?

Answer: *2 minutes*

27. What is the current average handle time for phone calls and other types of communications?

Answer: *10 minutes*



28. What is the current average after-call work time for operators?

Answer: Please reference the Call Center Baseline information provided on page 21 of the RFP

29. Over the past year, what is the percentage of calls received in English versus non-English?

Answer: Under 2%

30. Over the past year, what percentage of calls received were in Spanish?

Answer: Under 2%

31. What time of day, days of the week, or times of the year do calls typically peak?

Answer: Monday and Friday.

32. Are there any geographic restrictions from where the services must be performed (i.e., on-shore, near-shore, off-shore) including back office support?

Answer: Call Center must be on-site.

33. Will we get a copy of today's ppt deck?

Answer: Power Point Deck posted to CHA Supplier Portal and CHA Website.

34. Are call center operations required onsite or will a remote agent workforce be acceptable?

Answer: The Call Center must be on-site.

35. Are sole proprietors eligible?

Answer: Yes

36. Can you email us the slides of the presentation?

Answer: Power Point Deck posted to CHA Supplier Portal and CHA Website.



37. Would you consider a remote call-center solution?

Answer: The Call Center must be on-site.

38. How many Call Center FTE are supporting project today?

Answer: We are looking for respondents to use their expertise to prescribe a work plan that best supports the scope of work as outlined in the RFP.

39. Who are current vendors providing each segment?

Answer: See question 9.

40. On the fee form there are cost categories that already have descriptions. Are all cost categories required or are they listed for example purposes?

Answer: If the cost category is not relevant, please zero out the column.

41. There is a cost category for CHA facilities and a dollar amount. Is there a set fee for this?

Answer: The CHA Facilities Use Agreement Fee is \$1.

42. Can we add footers to the fee forms for additional descriptions/information?

Answer: See question 5.

43. If 2022 financial statements have not been finalized, May 2021 be provided?

Answer: Please provide the most recent 2 years of financial statements completed.

44. Can additional lines be added to the fee form or are we limited by what is presented?

Answer: See question 5.

45. Any guidance on anticipated volume of PH/RAD inspections? Historical data?

Answer: Vendors should be prepared to complete approximately of 17,500 PH/RAD inspections annually.



46. INSPECTIONS

Do we know about the content of the monthly owner workshops?

Answer: Monthly inspection workshops provide HCV owners and participants information on the inspection process.

47. INSPECTIONS

What about PH/RAD special inspection

Answer: PH/RAD special inspections (i.e., emergency inspections) are not included in this RFP.

48. INSPECTIONS

Are there any expectations for meeting with the PH/RAD property management staff?

Answer: Vendors will not be expected to meet with PH/RAD property management staff outside of the date of the assigned inspections to facilitate the walk throughs.

49. WAITLIST AND NEW ADMISSIONS

What is the scope of assistance to CHA during the waitlist opening?

Answer: The vendor must support CHA during the waitlist opening. Assistance will be appropriately communicated prior to the waitlist opening.

50. WAITLIST AND NEW ADMISSIONS

Will the informal review process parallel the informal hearing process, or will the contractor be wholly responsible for conducting and determining the outcome of the hearings?

Answer: The informal review process will be solely conducted by the contractor and only applies to applicants denied to the program.

51. WAITLIST AND NEW ADMISSIONS

What is the condition of the PBV waitlist?



Answer: CHA maintains a site-based waitlist for the Project Based Vouchers: [CHA's Waitlist Portal – Apply or Update \(thecha.org\)](#). Applicants update their information via the portal on a regular basis. There is a CHA Administrative portal for selection and returning the applicants to the waitlist. The PBV waitlist remains open. New properties are added to the waitlist by CHA staff (not the vendor). As of February 2023, there are more than 58,000 applicants in current status on the PBV waitlist.

52. WAITLIST AND NEW ADMISSIONS

What role does the individual property management staff have in the waitlist and hearing processes?

Answer: The PBV waitlist is selected by the CHA PBV vendor through a Waitlist Administration Portal, based on the criteria established for the unit – such as unit size, accessibility features, any preferences. A letter is generated by the PBV vendor and sent to each applicant. The PBV vendor sends the PBV waitlist to the property manager and the manager completes required outreach to the Applicants. The property manager sends a final notice to the applicant of the status of their application. The applicant can appeal to the property manager if the final status letter submitted to CHA is incorrect. The property manager submits the waitlist documentation to the PBV vendor – to house, to return to the waitlist, or to remove from the waitlist. Through the Waitlist Administration Portal, the Owner Services Vendor will review documentation and update the record to return or remove the name from the waitlist. In 2023, a new Waitlist Mitigation portal will be operational in which the applicant will be notified of the change to the waitlist record. The Applicant will be given 10 days to appeal the decision through the Waitlist Mitigation Portal and a mitigation hearing will be scheduled. Property managers would not play a role in this Waitlist Mitigation process.

53. CALL CENTER

How much space is available in terms of staff volume?

Answer: See question 25.

54. CALL CENTER

Is there consideration for remote or hybrid call center functions?

Answer: The Call Center must be on-site.



55. CALL CENTER

Are all the data elements identified in (3) and (4) available as existing reporting from CHAs various systems? Does CHA use Cisco reporting for call center data and integration with tracking call disposition?

Answer: Yes, CHA utilizes Cisco's data to determine whether calls was handled within the timeframe.

56. CALL CENTER

What appointment scheduling system will be used for this engagement?

Answer: CHA system of record.

57. What is the average handle time (AHT) for inbound, and if applicable, outbound calls?

Answer: See question 27.

58. Will this call center also handle outbound calls such as callbacks? If yes, is there a dedicated outbound team and does it receive special training?

Answer: See RFP.

59. What is the total time to onboard a customer service agent once a name is submitted to the CHA onboarding process?

Answer: We are looking for respondents to use their expertise to prescribe a work plan that best supports the scope of work as outlined in the RFP.

60. What are the current and target agent staffing numbers?

Answer: We are looking for respondents to use their expertise to prescribe a work plan that best supports the scope of work as outlined in the RFP

61. What is the current and maximum agent capacity of the call center?

Answer: See question 25.

62. What call center software/platform does the call center use?



Answer: *We are currently using UCCX version 11.6.2 – The Agents utilize Cisco Finesse Desktop.*

63. How is quality currently measured?

Answer: *CHA will utilize Cisco's data to determine whether the Contractor handles calls within the timeframe.*

64. What is/are the quality service level expectations?

Answer: *Provide excellent customer service for an efficient and effective call center.*

65. What are the quantitative metrics tracked for service levels?

Answer: *Accurately track calls handled (by creating case) in CHA's System(s).*

66. What are the quantitative service level expectations?

Answer: *Provide resolution to caller's inquiry/concern. Assign to operations for follow-up and resolution.*

67. What is the current attrition rate, month over month, and year over year?

Answer: *We are unable to provide this information.*

68. How is the credentialing of agents/support staff executed?

Answer: *CHA will provide credentialing upon final execution of contract.*

69. What security standards does the current call center operate under? e.g. PCI or HITRUST.

Answer: *CHA doesn't utilize PCI (Credit Card Compliance Standards) nor HITRUST (Data Security Compliances).*

70. Is there ever a need for the contact center agents to handle credit card information?

Answer: *No*



71. Are there different tiers of agents? (If yes, what is the criteria for advancement and please provide the population per tier?)

Answer: We are looking for respondents to use their expertise to prescribe a work plan that best supports the scope of work.

72. ADDITIONAL RESPONSIBILITIES

Are the 48 hours referenced in section 2b 48 business hours or 48 consecutive hours?

Answer: 48 business hours

73. OWNER SERVICES

Does 8b only pertain to processing rent increases or does it include completing the initial rent determination for PBV or RAD units?

Answer: Only for rent increases for PBV and RAD units. Initial rents will be determined by the CHA staff.

******* END OF ADDENDUM NO. 1*******

Chicago Housing Authority

DocuSigned by:

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Tamika Carson
Procurement Manager