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## ADDENDUM #1

Request for Proposals  
Answering Services for Property Management and  
Call Center Services for Housing Choice Voucher  
Solicitation No. 2022-1010

Originally Issued July 25, 2022

### Addendum 1 – Issued August 15, 2022

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror's proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

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### CHANGES:

**The Proposal Submittal Deadline has been extended to August 25, 2022 at 11:00 AM.**

### QUESTIONS:

1. Does this procurement replace #2022-8039 or #2021-8040?  
**When the previous contracts for these services end (maximum \$50,000/3 years) then this contract will replace them.**
2. What is the date by which you will answer these questions?  
**Please refer to the Addendum date above.**
3. Why has this bid been released at this time?  
**To procure a longer term contract.**
4. 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? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

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Equal Opportunity Employer, Equal Housing Opportunities

No. Proposals must use the Attachment B Fee Form.

5. Has the current contract gone full term?

No.

6. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Please refer to Attachment A Scope of Work Sections 1.1.6, 2.1.7, 3.1.7, and 4.1.6.

7. What is the minimum required total call capacity?

There is no required minimum.

8. What is the minimum simultaneous inbound call capacity?

There is no required minimum.

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

100%.

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

No.

11. What are the call center's hours of operation?

Please refer to Attachment A Scope of Work Section 4, first bullet and Section 4.2, first bullet.

12. What is the required degree of dedication for the call center?

There is no required degree of dedication.

13. What is the required degree of dedication for the operators?

There is no required degree of dedication.

\*\*\*END OF ADDENDUM TO DATE 8/15/22\*\*\*