



ADDENDUM #1

Quotations for Small Procurements
Customer Service Surveys and Resident Feedback
Solicitation No. 2022-8074

Originally Issued October 17, 2022

Addendum 1 – Issued October 18, 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.

QUESTIONS:

1. What kind of feedback from residents in CMHA seeking with this proposal? Is there a subject? **It will vary. Currently we have a small project contacting 36 residents concerning activities in their building. Estimated to be no more than 3 to 5 questions.**
2. Will CMHA provide the vendor with all the email addresses, mail addresses and phone numbers it has for residents? **Yes. The surveys will be in-person surveys.**
3. Is this a one-time event to get resident feedback or will this be ongoing? If it's ongoing, how many feedback reports will CMHA want in a one-year period as part of this contract? **The anticipation is that CMHA will need to do this a few times this year.**
4. Has any vendor had this contract in the past? If so, who? **We used Gilson Software Solutions to contact residents regarding rent assistance that is available through the Community Action Agency.**

END OF ADDENDUM TO DATE 10/18/22

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