

Amendments

**New York State
Division of Housing and Community Renewal
RFP for 2014 Housing Locator and Listing Service:
NYHousingSearch.gov Website and
Customer Care Call Center
RFP # 06202014
(RELEASED: Friday, June 20, 2014)**

Amendment 1. Business Capacity (Section VIII.B.)

Section VIII. B. entitled “*Business Capacity*” of the RFP is hereby replaced with the language below:

The successful Proposer must maintain sufficient staffing levels and facilities to operate the Website and the Call Center, provide one-on-one assistance to property owners and tenants, and promptly and properly respond to up to an average of between 1,500 and 3,000 incoming calls per month. The successful Proposer must also provide a marketing plan, identify key staff and partners, and provide and a timeline for implementation. The Customer Care Call Center office(s) and staff must reside in the continental United States.

Amendment 2. Budget (Section X. B. Part II)

The last sentence of the first paragraph of Section X. B. Part II entitled “*Tab 4: Budget,*” is hereby replaced with the language below:

It should be noted that DHCR will consider proposals that amortize set-up costs over the course of four years so that the annual fee does not exceed \$275,000. (For example: If annual costs are proposed at \$200,000 and initial set-up costs are \$80,000, the successful Proposer may bill the Agency \$275,000 during the first year on the contract and \$205,000 during the second year of the contract.)

Amendment 3. Key Events/Dates (Section VI)

This RFP originally stated that all responses to questions regarding the RFP will be posted by 5:00 p.m. (EDT) on July 8, 2014. With the issuance of this notice, DHCR hereby extends the deadline for responses to RFP Questions to **July 10, 2014 at 5:00 p.m. (EDT)**.