

**New York State Division of Housing and Community Renewal
Request for Proposals for
2018 Housing Locator and Listing Service:
NYHousingSearch.Gov Website and Customer Care Call Center
QUESTIONS AND ANSWERS: Round 2 - Dated, January, 2019**

	QUESTION	AGENCY RESPONSE
1	Is the expectation to host both the front end and the back end of the website?	Yes
2	Is financial management in play?	If by “Financial Management” the vendor means having functionality in the site to manage budgets and funding (as accounting software), then the answer is no, it is not needed.
3	Whether we need to come over there for meetings?	Vendors are not required to come to the Agency for live meetings. As defined in RFP under 9.10.4.2 Project Management Plan,” the Vendor must define their Communication Plan as part of the Project Management Plan.
	Please provide confirmation on the expected delivery date of the fully functional and operational NYHousingSearch.gov Website and Call Center - is the date 5/28/2020 or 5/29/2020?	May 29, 2020.
5	What is the estimated man power (human capital) call center requirement?	Vendors should staff their call center as necessary to meet the requirements.
6	How many days per week for Call Center Operation? 5 days? 7 days?	We expect a minimum of 5 days. Vendors can choose to do 7 days if they wish.
7	May the 11 hours represent more than one shift?	We expect a minimum of 5 days. Vendors can choose to do 7 days if they wish.
8	What month(s) and day(s) are the peak calling period?	Monday and Tuesday are busy days. There are no peak months. Rather there is an uptick when marketing occurs or there is a conference where NYHousingSearch was highlighted.

9	Historically what times were peak inbound calling?	Information is not available.
10	Will the current site bidder bid again for the opportunity?	Incumbent is eligible to submit a proposal if they wish to.
11	What percentage the yearly budget will be billable until May 29, 2020 for website development?	It is at the discretion of the vendor to allocate funds as necessary in the budget for Website development. This should include budgeting for future website enhancements that may come during maintenance years.
12	May the Call Center be located outside of the State of New York but not outside of the contiguous 48 United States?	Yes
13	Will having the Call Center Operators become a licensed real estate agent add any value?	Call Center operators should have affordable housing knowledge (or training in it) but they do not need to be licensed real estate agents. See Section 9 – Scope of Services in RFP.
14	Please define what level of real estate knowledge is needed for this opportunity regarding the housing and real estate industry? Beginner, Intermediate, Expert?	There should be a background in or knowledge of the affordable housing industry.
15	In the past what is the percentage of calls the were non-English and non-Spanish?	Information not available at this time. See section 9.5 Customer Care Call Center hyperlink to the Governor’s Statewide Language Access Policy in the RFP for high level reference.
16	Can you provide historical call frequency data, based on month, day and time for inbound and outbound calls?	Information is not available
17	May we billed additional dollars for human capital coverage if needed assist those displaced due to a fire, water or other natural disaster?	No, there will be no additional billing. Disaster response is included in the budget.

18	Typically what is the number of inbound calls during a peak call period?	We do not have information on number of calls during peak call periods
19	What percentage of inbound calls historically went into voicemail and returned by the call center operator no later than 24 hours?	Information not available.
20	Historically what were the top languages other than English or Spanish represented?	Information not available. See section 9.5 Customer Care Call Center hyperlink to the Governor's Statewide Language Access Policy in the RFP for high level reference.
21	Will DHCR provide feedback and with website development regarding speed, security, user friendliness and visual impact before going live?	Yes, DHCR will give feedback during interactive testing.
22	May this be website also be an application 'app' located with Google Play / Apple?	See section 9.6.3.1 General Project Requirements/Deliverables of the RFP. Responsive Design and Mobile Compatibility.
23	What is the insurance liability requirements regarding website security and personal information protection?	These Insurance Requirements can be found in Section 14.3 (viii)
24	Provide a copy of performance measurement analysis and metric of reporting goals vs actual by current vendor?	Information not available at this time.

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QUESTIONS AND ANSWERS: Round 1 - Dated, December 17, 2018**

	QUESTION	AGENCY RESPONSE
1	What is the call volume by day or call arrival patterns?	Expectations, as stated in Section 9.5 of the RFP, are that “ <i>Call Center must be able to handle an average of 1,500 to 3,000 incoming calls per month.</i> ”
2	What is the average handle time?	This information is not available.
3	What is the average talk time?	RFP does not identify an average talk time. Current service does not limit length of call per customer.
4	What is the average after call work time?	This information is not available.
5	The hours of operation are from 8:00am-9:00pm, but what are the days of the week?	RFP does not identify days of the week. Current service operates Monday through Friday.
6	Can you please tell me where the MWBE/SDVOB partner list is posted?	The list is posted to DHCR’s website at http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm
7	Can you tell me when the list of attendees from the call last week will be posted and where I can find the list of interested subcontractors?	As indicated in the RFP, vendors should check DHCR’s website frequently for updates. The list is posted to DHCR’s website at http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm
8	We are from out of state. Can we offer our proposal regarding this contract?	Yes.