

**ADDENDUM #2**  
**RFP 22-1107**

**Work Order Intake & Dispatch Services**

Housing Authority of Kansas City  
Procurement@hakc.org

**NOTICE TO ALL RESPONDENTS**

The following addendum to the Request for Proposal #22-1107 comprises this addendum and is hereby made part of the RFP.

**Note: Per Addendum #1, the Closing Date is extended to receive submitted proposals by 10:00 A.M. December 30, 2022.**

---

Below is a list of the questions received and the answers of additional information regarding the Work Order Intake and Dispatch Services.

- 1.) Q: What is the anticipated start date for this project?  
A: February 1, 2023  
  
Q: How much time will be provided for implementation?  
A: 30 Days from contract award signing.
- 2.) Q: The RFP states that Professional Liability Insurance is required for this contract, but there was no amount of insurance provided. What level per occurrence and aggregate is required?  
  
A: The Professional, at the Professional's sole cost and expense, will procure and maintain during the term of this Agreement or any extension thereof, Professional Liability Insurance Coverage. A copy of the certificate of insurance evidencing such coverage will be provided to HAKC at the time of signing.
- 3.) Q: Can you provide direct VLAN access to the Elite system? In the event of having reliability issues in connecting to client bridge groups at 2 layer; and may cause not being effective at connecting layer 3 switches and routers to an infrastructure.  
  
A: Cyber security rules stipulate that there will be a VPN Connection and then direct access via a View connection
- 4.) Q: Please confirm that the contractor must have a backup data entry/capture

solution to continue documenting and dispatching work orders if Elite is unavailable at any time.

A: HAKC would like to know what type of any back up of data/capture of work orders a company can provide if Elite is not available.

5.) Q: Please disclose the languages/dialects required to be supported. What is the historical or estimated percentage of foreign language calls?

A: For our Somalia population it can be Somali or Arabic dialects for families from Myanmar it is a Burmese dialect. The data % of the type of foreign language calls is not available.

6.) Q: Does the stated 1,100 average monthly calls include outbound calls?

A: Yes, total volume including outbound call volume.

7.) Q: Is text message dispatch of calls to on-call staff acceptable?

A: Yes, but a call should be placed if a response to the text is not received in a timely manner.

8.) Q: To assist vendors in determining staffing requirements and costs, please provide an estimate or historical call length, including after-call work.

A: The average call length is 2 minutes or less.

9.) Q: As pricing structures can vary, will HAKC provide some guidance on a fee schedule format that vendors may use?

A: Pricing at a set monthly base rate for up to a specific number of interactions is recommended, with additional fees indicted for interactions above that set amount/call volume.

10.) Q: Since the Housing Authority's resident population is very diverse and some of those languages may be difficult to support 24 hours per day, will the Housing Authority pay a per-minute or per-call fee for language translation if the vendor needs to engage a third-party service to support languages not spoken in-house?

A: Pricing proposal should include any 3<sup>rd</sup> party additional fees required to support translation services to families with language barriers.

There are no other changes at this time.

This written response is being submitted to the Housing Authority of Kansas City, Missouri in conjunction with the RFP 22-1107 dated November 17, 2022.

**I hereby represent that I am a duly authorized agent for the company identified below, AND THAT I HAVE RECEIVED THE ADDENDUM #2.**

**Company:** \_\_\_\_\_

**Authorized Signatory:** \_\_\_\_\_

**Printed Name**

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

NOTE: THIS COVER PAGE MUST BE ATTACHED TO THE WRITTEN BID SUBMITTED