



## ADDENDUM NUMBER ONE

July 6, 2020

### HOUSING CHOICE VOUCHER PROGRAM WAITING LIST PURGE PROCESSING PROJECT RFP #20-914-21

**THIS ADDENDUM IS BEING ISSUED TO INCORPORATE THE FOLLOWING IN THE REFERENCED REQUEST FOR PROPOSALS.**

#### **ITEM #1 PROPOSAL DUE DATE**

DELETE: "TUESDAY, JULY 7, 2020 AT 2:00 P.M." from the RFP.

INSERT: "WEDNESDAY, JULY 29, 2020 AT 2:00 P.M.", into the RFP.

#### **ITEM #2 WRITTEN QUESTIONS RECEIVED**

**Q1: Is HANO open to an alternative online process to accept applicant updates as opposed to a mailed questionnaire, with alternative methods that allow for reasonable accommodations for applicants with disability or lack of internet access? This process would include a letter being mailed to the family advising them of the online update process with how to request assistance if they need a reasonable accommodation.**

A1: HANO would not be opposed to an electronic online process to accept applicant responses; to include advising the applicant on how to request a reasonable accommodation.

**Q2: When does HANO want to send out the waiting list purge letters to the applicants?**

A2: Upon award of a contract, the Waiting List Purge Letters will be provided to the applicants.

**Q3: How long does HANO wish to accept waiting list purge responses?**

A3: HANO will accept waiting list purge response in accordance with our Administrative Plan. As noted in the HANO Administrative Plan; "families that do not respond to a request for updated information within 14 calendar days from the date of the notice will be withdrawn from the waiting list".

**Q4: Are there languages, other than English, that the waiting list update questionnaire should be translated into for this process?**

A4: HANO does not translate written documentation as the Limited English Proficiency population in Orleans Parish is below the established safe harbor for translation. However, reasonable accommodations are considered upon request.

**Q5: For applicants who may be on more than one waiting list, will the vendor be required to have the family submit multiple questionnaires or can the update be consolidated?**

A5: The questionnaire should address if the applicant is on more than one waiting list.

**Q6: Will the vendor be responsible for handling informal review requests after the update process?**

A6: The vendor will be responsible for collecting requests for informal reviews and submitting it to HANO for scheduling the informal review for the applicant.

**Q7: Will the vendor be responsible for the cost of the advertisements necessary for the purge process?**

A7: Yes, the vendor will be responsible for advertising costs.

**Q8: When were the waiting lists last opened and last purged?**

A8: The HCVP waiting list was last opened in 2016 and the latest site-based PBV waiting list opening occurred in 2019. HANO began purging the HVCP list in December of 2019.

**Q9: The RFP states that the vendor must “resubmit notifications to applicant with a forwarding address from the post office”.**

**Returned mail can often take an unpredicted and extended timeframes to be returned to the sender by USPS. How long is the vendor expected to gather returned mail with a forwarding address and submit a 2<sup>nd</sup> attempt letter to the family as a part of this Contract?**

A9: The vendor is expected to collect returned mail with forwarding addresses for resubmittal within 14 calendar days after receiving the returned mail.

**Q10: Is the vendor expected to maintain applicant support, such as a call center, through the second wave of families for these cases?**

A10: Yes, the vendor is expected to maintain applicant support throughout the process.

**Q11: Please confirm the due date. On BidSync it says September 23, 2020 (see attached). The RFP says July 7, 2020.**

A11: Refer to Item #1 of this Addenda.

**Q12: Is there a possibility of the due date to be extended, if the correct date is July 7<sup>th</sup>?**

A12: Refer to Item #1 of this Addenda.

**Q13: During this time of COVID-19, is it possible for an electronic submission rather than a hard copy submission?**

A13: “Unfortunately, HANO will not be able to accept proposal submittals in electronic format. Please submit proposals by hand delivery or by U.S. Mail, Federal Express, or any other type of delivery service.”

**Q14: What is HANO’s expected timeframe for the Contractor to finish purging and updating the Waitlist?**

A14: HANO’s expected timeframes for finishing the purge and updating of the Waitlists is 6 – 8 months from the contract start date.

**Proposals must be received by the Housing Authority of New Orleans (HANO) in the Office of Procurement and Contracts by 2:00 p.m., local time on Wednesday, July 29, 2020.** All terms and conditions shall remain as stated in the original Request for Proposals. **All addenda must be acknowledged.**

**END OF ADDENDUM NUMBER ONE**