



## ADDENDUM NUMBER ONE

December 29, 2021

### **RFP #22-914-05; ADMINISTRATION OF MOBILITY SERVICES UNDER THE HANO COMMUNITY CHOICE DEMONSTRATION**

THIS ADDENDUM IS BEING ISSUED TO INCORPORATE THE FOLLOWING IN THE REFERENCED REQUEST FOR PROPOSALS (RFP)

#### **ITEM #1 WRITTEN QUESTIONS RECEIVED**

**Q1:** While it is noted that the SMRS services have not been developed yet, does the HA identify which family receives the SMRS service?

**A1:** HANO will identify which families have been selected to receive SMRS.

**Q2:** Throughout the proposal, the 'Program CRM' is a required element of each phase of the client experience. Is this a specialized program that will be provided to the contractor? Or, will the contractor need to purchase an additional CRM system?

**A2:** This is a specialized program that will be provided to the contractor.

**Q3:** As part of the last phase of the program the RFP alludes to a damage mitigation refund, will this be managed by the HA or contractor?

**A3:** The contractor will manage the damage mitigation refund process.

**Q4:** The RFP says the "Team Lead" will have primary responsibility for processing financial assistance and incentive requests from clients and landlords. Does this mean we would be submitting requests for this assistance/incentives to HANO, who will actually cut the checks, or will the contractor actually manage the money and cut the checks?

**A4:** HANO envisions the contractor managing the funds and processing payments; however, the proposer may offer an alternate arrangement in the proposal.

**Q5:** One of the responsibilities of the "Leasing Coordinator" is to "maintain an available unit list." Is there an existing version that can be used as a resource? If so, what are the expectations for the new list (how different from the existing)?

**A5:** Details of the requirements of the list will be provided by HUD Technical Assistance providers as the program is rolled out. HANO does have Housing Choice Connect which is currently utilized by landlords wishing to advertise available units to HANO participants; however, HUD may have requirements that differ from this existing list.

Q6: What is the topline amount available?

A6: We are unable to release this information at this time.

Q7: Can we be a non-profit DBE?

A7: Yes.

**Proposals must be received by the Housing Authority of New Orleans (HANO) in the Department of Procurement and Contracts by 2:00 p.m. CST on Tuesday, January 4, 2022. All terms and conditions shall remain as stated in the original Request for Proposals. All addenda must be acknowledged.**

**END OF ADDENDUM NUMBER ONE**