

**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
Attendee List: Pre-Bidder Conference held on December 7, 2018
Dated December 17, 2018**

Attendee List

Vendor Attendees:

<u>Attendees</u>	<u>Email</u>
Ed Fowler - FBrothers & Company, Inc.	ed@fbc.nyc
Asha Ramrakhiani - ACS Consultancy	acsconsultancy@gmail.com
Jim Van Loan – CGI Federal	James.vanloan@cgifederal.com
Stephanie Scott – Anthro-Tech, Inc.	StephanieScott@anthro-tech.com
Joel McManus - Acquia	joel.mcmanus@acquia.com

DHCR and ITS Attendees:

Christopher Chimento – DHCR
Lisa Irizarry – DHCR -
Lisa Pagnozzi - DHCR
CHRISTOPHER Davis - DHCR
Matthew Molis - ITS
Lindsey Counts - DHCR)
Gagandeep Bhatti - DHCR
Angela Lauria-Gunnink, - DHCR
Michael Weber - DHCR
Libria Gibson-Obama - DHCR
Tara Thomas - DHCR

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QUESTIONS AND ANSWERS: Pre-Bidder Conference held on December 7, 2018
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	QUESTION	AGENCY RESPONSE
1	Is it possible to provide a json file of the current data set shown on nyhousingsearch.gov?	No. a json file will not be provided.
2	The RFP states the call center must be dedicated to housing assistance and not be a shared service of any sort. Would you entertain alternate models in an effort to keep call center costs down?	No.
3	Can resources be worldwide?	No.
4	Can call center be foreign?	No.
5	Can there be alternate models to the Call Center?	No.
6	Can the call center be located in Western NY?	Yes.
7	Can HCR supply call center vendors to allow for technology companies to team up with a call center?	No.