

**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 1 - Dated, December 17, 2018**

	<b>QUESTION</b>	<b>AGENCY RESPONSE</b>
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 <a href="http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm">http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm</a>
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 <a href="http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm">http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm</a>
8	We are from out of state. Can we offer our proposal regarding this contract?	Yes.