HOUSTON
HOUSING AUTHORITY
Transforming Lives & Communities

2640 Fountain View Drive, Houston, Texas 77057 | 713.260.0600 | David A. Northern, Sr., **President & CEO**
Houston Housing Authority Board of Commissioners: LaRence Snowden, *Chair* | Kristy M. Kirkendoll, *Vice Chair*
Dr. Max Miller, Jr. | Stephanie Ballard | Andrea Hillard Cooksey | Kris Thomas | Guillermo "Will" Hernandez

The Houston Housing Authority ("HHA"), has issued this Amendment No. 1 to RFP 23-09 Prepaid Debit Card Services for the purposes of:

1. Revising Section 4.0 Procurement Schedule as follows:

Deadline for the receipt of sealed responses	**2 P.M. CST February 23, 2023**
Estimated Contract Award Date	**March 2023/April 2023**

2. Revising Exhibit A Scope of Work, item 35 to read as follows:

   Vendor shall handle each type of call from cardholders, including call escalation procedures, issue resolution, call closures, and ongoing quality assurance and continuous improvement efforts. Vendor shall provide card status data to HHA electronically so this information can be reviewed by HHA's Financial team. The format and the frequency of this data shall be agreed upon by both parties.

3. Answer the following questions that were submitted to "HHA" by the published due date:

   Question 1: Can you provide load volumes or projected card counts?

   Answer 1: Based on the previous 12 months we estimate approximately 3500 card loads monthly at a value of approximately $300,000.

   Question 2: Under the qualifications section 1.2 the following - Must be a federal government or state government-chartered banking institution – are you requiring this to be done through a financial institution or can it be done through a program manager with a relationship with a financial institution?

   Answer 2: Partnering with a financial institution would satisfy banking requirements.

   Question 3: Approximately how many cards are distributed each year?

   Answer 3: Initial distribution will approximate 3500 cards – new card issuance is estimated to be approximately 100 per month.

Question 4: How many individuals will be receiving disbursements?

Answer 4: Approximately 3500 per month.

Question 5: Approximately how much (in dollars) is disbursed each year?

Answer 5: Approximately $3.6 million.

Question 6: What type of information/format is typically required to integrate with HHA's Pension Administration System?

Answer 6: There is no integration with a Pension Administration system – the payments we issue go to individual participants in one of our housing programs – we currently export a data file using csv format.

Question 7: If cards are being mailed, can recipients receive a digital version of a card within four days?

Answer 7: We do not currently issue digital versions – this would be something that would require us to evaluate before we could accept this as a distribution method.

Question 8: Approximately how many calls should the vendor expect to receive during peak retirement application processing season(s) and at month-end when benefit payments are issued?

Answer 8: Unknown – this is not an employee related program – there is no retirement application processing season.

Question 9: How will HHA collect references? Will it be provided by the bidder or would HHA contact reference contacts?

Answer 9: References provided by bidder – contact will be made by HHA.

Question 10: We will be partnering with our Financial Institution provider to submit this proposal; therefore, would that satisfy the banking requirements as per section 7.3.6 of Special Terms and Conditions?

Answer 10: Yes.

Question 11: Will our partner bank is required to be compliant with section 7.3.5 of Special Terms and Conditions and whether that is sufficient for this proposal as TC is no evaluated for the Community Reinvestment Act?

Answer 11: Yes – Partner bank will need to be compliant.

Question 12: Would our partner bank be considered a subcontractor as per Attachment C requirements?

Answer 12: Yes.

Question 13: As we will be providing the debit cards as "materials only" in this proposal, are we except under sub section V for section 3 activities as per Attachment D?

Answer 13: Yes.

Question 14: In addition to monthly utility allowance distributions, what are the other uses that Houston Housing Authority would like to do with a prepaid debit card?

Answer 14: At the present time there are no additional uses contemplated – we would be open to considering other uses at some undetermined future date.

Question 15: Approximately how many cards will be distributed to end users?

Answer 15: We estimate approximately 3500 initial issuances.

Question 16: What is the estimated average card dollar amount?

Answer 16: $75 - $100 per month.

Question 17: What is the approximate amount of monthly dollar volume expected for all distributed cards?

Answer 17: Approximately $300,000.

Question 18: With the requirement for hard copy submissions, will you please extend the due date another week or two to allow for obtaining the required signatures and shipping of the proposal?

Answer 18: As noted in this Amendment, the due date has been extended.

Question 19: The Scope of Work is outlined in Section 5 but is not mentioned in Section 7.3 (Proposal content outline) or Exhibit B (Evaluation Criteria). Does the Scope of Work fall under 7.3.8.1 Program Accessibility? If not, how will it be included in the evaluation/scoring?

Answer 19: Yes, the evaluation of Program Accessibility covers many of the items in the scope of work. HHA also considers that any company submitting a proposal to the solicitation meets the qualifications and can perform the scope as outlined in Exhibit A and any changes made to it in published amendments.

All other terms and conditions in the solicitation shall remain the same.

Austin Crotts 2-2-2023
Austin Y. Crotts MA
Procurement Manager,
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