



**HOUSTON**  
HOUSING AUTHORITY

**Transforming Lives & Communities**

**RESOLUTION NO. 3559**

At the meeting of the Houston Housing Authority Board of Commissioners, **November 15, 2022**, the following resolution was moved by **Andrea Cooksey** and seconded by **Stephanie Ballard**:

**Resolution:** That the Houston Housing Authority Board of Commissioners authorizes the President & CEO or designee to negotiate, execute and make necessary changes and corrections to a contract with Gilson for Call Center Services not to exceed \$300,000 annually for three years with an additional two-year option, pursuant to the memorandum from Donna Dixon, Director of Community Affairs & Customer Services dated November 1, 2022, to David A. Northern, Sr., President & CEO.

A true and accurate copy of the vote is listed below, and a true and correct copy of the Resolution that was approved is attached hereto.

Name	Aye	No	Abstain	Name	Aye	No	Abstain
L. Snowden, Chair	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>G. Hernandez</i>	<i>Resigned</i>		
K. Kirkendoll, Vice Chair	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A. Cooksey	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K. Thomas*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	S. Ballard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M. Miller	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

**\*Absent: K. Thomas**

(SEAL)



DocuSigned by:

*David A. Northern, Sr.*

9E0B1D8C1AF04AA

David A. Northern, Sr., Secretary  
HHA Board of Commissioners



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**REQUEST FOR BOARD AGENDA ITEM**

**1. Brief Description of Proposed Item**

Consideration and/or to take action to authorize the President & CEO or designee to execute a contract with Gilson for Call Center Services

**2. Date of Board Meeting:** November 15, 2022

**3. Proposed Board Resolution:**

**Resolution:** That the Houston Housing Authority Board of Commissioners authorizes the President & CEO or designee to negotiate, execute and make necessary changes and corrections to a contract with Gilson for Call Center Services not to exceed \$300,000 annually for three years with an additional two-year option, pursuant to the memorandum from Donna Dixon, Director of Community Affairs & Customer Services dated November 1, 2022, to David A. Northern, Sr., President & CEO.

**4. Department Head Approval** Signature DocuSigned by:  
*Donna Dixon*  
AA5BAE673025AA2 Date: 11/9/2022

**5. Statement regarding availability of funds by VP of Fiscal Operations**

Funds Budgeted and Available  Yes  No Source \_\_\_\_\_

**VP of FO Approval** Signature DocuSigned by:  
*Mike Rogers*  
3FC87AD4710742D... Date: 11/9/2022

**6. Approval of President & CEO** Signature DocuSigned by:  
*David A. Northern, Sr.*  
9E0B1D8C1AF0AAA Date: 11/9/2022



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**MEMORANDUM**

**TO:** DAVID A. NORTHERN, SR., PRESIDENT & CEO  
**FROM:** DONNA DIXON, DIRECTOR OF COMMUNITY AFFAIRS & CUSTOMER SERVICES  
**SUBJECT:** CONSIDERATION AND/OR TO TAKE ACTION TO AUTHORIZE THE PRESIDENT & CEO OR DESIGNEE TO EXECUTE A CONTRACT WITH GILSON FOR CALL CENTER SERVICES  
**DATE:** NOVEMBER 1, 2022

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This memorandum recommends that the Houston Housing Authority Board of Commissioners authorizes the President & CEO to take all necessary actions to negotiate, execute and make necessary changes and corrections to a contract with Gilson for Call Center Services.

**BACKGROUND:**

Over the years, the Houston Housing Authority has been challenged with promptly answering calls from residents, applicants, landlords, vendors, and others. The current call center does not meet the residents' or the Authority's needs. At any point, thousands of calls can be waiting in the queue, with no possible way that a staff of four can answer all of the calls. Due to the high volume of calls, the wait time is extremely long, and there is a high volume of abandoned and disconnected calls due to outdated equipment. After an analysis, the cost of additional staff and updating the current equipment would far exceed the cost of outsourcing. It is in the best interest of the Housing Authority to outsource the call center to a provider with the capability to respond effectively to the needs of our callers.

Gilson performs Call Center Services for only Housing Authorities and currently serves over 145 Housing Authorities, from 100 units to 9,500 units. Their Call Center will answer all calls from residents, applicants, citizens, employees, landlords, vendors, and others within 20 seconds or by the third ring.

**Gilson Services:**

- Provides callers direct bi-lingual communications 24/7
- All Customer Service Representatives specialize & receive training in HCVP, public housing, tax credit, and other Housing Authority programs
- Provides direct entry of call information into the Elite system
- Caseworkers receive emails related to calls received from clients
- Provides clients with unlimited phone numbers/queues to allow routing to a specific department
- Announcements are customized with multiple announcements that provide callers with HHA information
- Callers will be notified of their place on the line
- Provide daily reports to HHA that includes summary graphics and detailed call logs

Functions provide to clients:

- Recertification examination or appointments
- Rental increase
- Landlord HAP amount
- Call from Landlords related to abated payments
- Unit inspections
- Landlord change of ownership
- Inspection dates

Gilson is ready to start taking calls one week after receiving the contract.

**ADVERTISEMENT:**

On August 9, 2022, a legal notice advertising RFP 22-35 Call Center was posted in the Houston Chronicle and Forward Times Newspapers and in the Houston Business Journal.

In addition to posting RFP 22-35 on its website, HHA's Procurement Department sent emails advertising this solicitation to potential Firms on its Bidder's List; to the City of Houston Office of Business Opportunity ("OBO"); and to the Houston Minority Supplier Development Council ("HMSDC").

Interested parties were also able to access RFP 22-35 by going to the websites of the City of Houston Office of Business Opportunity ("OBO"); the Greater Houston Black Chamber of Commerce ("GHBC"); the Houston Minority Supplier Development Council ("HMSDC"); the Houston Chapter of the National Association of Minority Contractors ("NAMC"); and to the Houston Office of the United States Small Business Administration ("SBA").

**EVALUATION PROCESS:**

The following HHA staff evaluated the fifteen (15) responsive proposals received:

- Donna Dixon – Director of Community Affairs & Customer Services
- Darwin Petaway – Customer Service Supervisor
- Jennifer Jensen – Communications & Social Media Coordinator
- Tienne Callender – Customer Service Operations Manager

The proposal was reviewed individually and evaluated according to the following seven (7) criteria:

Evaluation/Selection Criteria	Maximum Score
Company Profile	5
Experience	25
Methodology	30
Qualifications of Personnel	20
Cost and Cost Control	10
M/WBE Participation	5
Section 3 Participation	5

<b>Total</b>	<b>100</b>
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Rank	Firm/Company	M/WBE	Evaluation Rating
1	Gilson Software & Call Center Services	N/A	93
2	Nan McKay	N/A	86
3	Maximus	N/A	83
4	Calls Plus	M/WBE	82
5	22 <sup>nd</sup> Century	WBE	81
6	Senture	N/A	80
7	Group O	MBE	78
8	Navient BPO	N/A	78
9	Direct Interactions	N/A	77
10	Automated Health Systems	N/A	76
11	AnswerNet	N/A	74
12	The CMI Group	WBE	72
13	Global Agility Solutions	N/A	68
14	Conversion Calls	N/A	65
15	OneSupport	N/A	57

- References for Gilson Software & Call Center Services have been checked and returned positive. There are no conflicts of interest, and Gilson Software & Services is not on the HUD Debarment List

#### RECOMMENDATION

Accordingly, I recommend that the Board considers this resolution, which states:

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