



**Rent Relief RI Call Center RFP FAQ's**  
*As of 2/23/2021*

**Q : What is the Due Date of the RFP?**

A : The Due Date is 3 :00pm EST on Thursday, February 25, 2021.

**Q: Can you provide average monthly volumes, handle times and service levels for each of the contact types listed? Average time that it takes for an agent to review / assist with an application while on the phone with a caller?**

A: As this is a new program, we are not able to predict call or application volume and will need to assess upon roll-out and adjust accordingly. Calls can vary from a quick answer to a complicated, longer conversation depending on the inquiry.

**Q: Is this program for the entire state of Rhode Island?**

A: Yes.

**Q: Can you disclose who the current supplier is?**

A: RIHousing does not currently utilize a call center. This service is being procured as part of the roll-out specific to this new program.

**Q: Has a decision been made on the Management System as the Agent workflow / process will be heavily dependent on the Management System?**

A: We have completed an RFP process and a review committee has made a recommendation, which will be brought to our Board of Commissioners for approval in the next week. It has not been finalized yet, however all vendors under consideration have experience/expertise in this type of programming and are accustomed to working with call centers.

**Q : What is the full scope of application processing? Does that include eligibility determination?**

A : Respondents should present a menu of services that they think they can best deliver, including the processing of applications. However, all final eligibility determinations will be made by RIHousing

**Q: The call center RFP references the need to handle outbound calls, texts, emails - will the Management System platform be enabled for the Agents to use this platform?**

A: Yes.

**Q: Will the management system have the ability to provide a repository for Frequently Asked Questions / Knowledge Base for Call Agents?**

A: Yes.

**Q: Are there any current FAQs that RI Housing has already developed?**

A: These are currently being developed and expected to be finalized prior to program launch with updates/adjustments as the program progresses.

**Q: What is the language requirement for the program?**

A: English and Spanish speaking representatives would be required to staff the call center with ability to add additional languages as needed.

**Q: What level of funding is approved for Rent Relief RI**

A: Anticipated \$200 million.

**Q: Is this strictly for rental relief or are there any provisions for utility assistance?**

A: Utility assistance provisions as well.

**Q: What length of time do you anticipate the program being available?**

A: December 31, 2021; with options to extend if authorized.

**Q: Do you have an application portal/platform, or would we provide this as part of the proposal?**

A: We would have an application portal that the call center would be required to train on and utilize.

**Q: Would you want an IVR with Spanish options or merely allow agent transfers to Spanish-speaking agents?**

A: We are open to both options.

**Q: Do you have a protocol in place for receiving supporting documentation for applications submitted over the phone?**

A: Applicants will be highly encouraged to submit all supporting documents via the online portal that will be set up.

**Q: Will an e-signature be accepted?**

A: Yes.