



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.