



818 S. FLORES ST. SAN ANTONIO, TEXAS 78204 www.saha.org

Procurement Department

ADDENDUM #1

To: 1007-918-12-3257

RFQ for Workflow Mapping and Process Improvement

Date: August 19, 2010

Question 1: How many different processes will be involved? (HR, Procurement, Section 8, etc)

Answer 1: It will be three departments, Section 8, Public Housing, and Community Initiatives.

Question 2: How many people will be in the training?

Answer 2: Approximately 20.

Question 3: Which “major processes” SAHA wants mapped in its HCV and Public Housing program?

Answer 3: Primarily any process described in our Moving to Work Plan (i.e. Biennial Recertifications, Eliminate Third Party Verification, And Acceptable Documents). With option to extend the contract pending additional MTW activities in coming years.

Question 4: Is SAHA seeking process mapping assistance for any programs in addition to its HCV and Public Housing programs?

Answer 4: Community Development Initiatives

Question 5: What is SAHA’s preferred start date and when does the work need to be completed?

Answer 5: Start October 2010 and complete by December 31, 2010.

Question 6: How would SAHA like us to discuss our approach in the proposal? I assume (by process of elimination) this would go in the “Past experience with workflow mapping” section, but we should clarify.

Answer 6: The approach may be included anywhere in the proposal.

Question 7: What scope does SAHA have in mind for training its personnel in the process for creating “to be” workflow maps and process improvements? How many staff would require training; how formal should the training be (e.g. classroom vs. an on the job tutorial); what is the focus and expected outcome of the training (e.g. train SAHA staff on creating workflows in Visio vs. an analytic process for identifying workflow improvements)?

Answer 7: Approximately 20 Directors, Asst. Directors, Managers, and some key personnel will need formal training. The method of training will be decided by the contractor.

Question 8: What are SAHA’s submission requirements for the quote? Does SAHA expect a narrative in response to the scope of work and the evaluation criteria?



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- Answer 8: Proposals may be submitted by fax, e-mail, or delivered to our offices per the RFQ. The Quote Form must be completed, signed and submitted with the proposal.**
- Question 9: Are you looking for basic or intermediate level of training?**
- Answer 9: The training should be sufficient that SAHA personnel can perform the function detailed in the RFQ.**
- Question 10: Item 12 indicates that a local business license and/or a state business license may be applicable. Can San Antonio Housing Authority confirm whether these are applicable for this RFQ?**
- Answer 10: It is the contractor's responsibility to determine the applicability of license requirements.**
- Question 11: How many employees are in the public housing and housing choice voucher programs?**
- Answer 11: Public Housing 250 employees, Section 8 98 employees**

By: *Carl Bottoms*
Procurement Supervisor

Date: August 19, 2010