

**QUESTIONS AND ANSWERS ENDORSEMENT SUPPORT SERVICES
R-CHI-00961**

QUESTION 1: I am in the process of completing the Standard Form 1499 to send in. Is there anything else you need sent in with this form?

- **ANSWER 1:** All factors beginning on page 46 will have to be addressed.

QUESTION 2: Also, do you want the bid submitted by email?

- **ANSWER 2:** Please see instructions on page 50 of 55, 3.5.10. The email size should be no larger than 5MB.

QUESTION 3: What is the value of this contract?

- **ANSWER 3:** The value is based on the successful bid awarded.

QUESTION 4: Who is the incumbent? (I would just like to know if the “Endorsement Support Services” initiative is a new requirement, or is there a contractor currently performing these services)?

- **ANSWER 4:** The incumbent is L.E. Pernell & Associates, Cerritos, CA

QUESTION 5: Are they ineligible to bid for any reason?

- **ANSWER 5:** No

QUESTION 6: When was incumbent awarded the present contract?

- **ANSWER 6:** March, 2003

QUESTION 7: What was the value of the award (made under answer to Question #3)

- **ANSWER 7:** The base year award was \$500,000.

QUESTION 8: What were the financial terms of the award (given to incumbent)?

- **ANSWER 8:** Base year plus 4 option years.

QUESTION 9: What is the current number of personnel performing on this contract?

- **ANSWER 9:** There are three (3) on-site.

QUESTION 10: What is the anticipated number of personnel required?

- **ANSWER 10:** To be determined by the awarder.

QUESTION 11: What is the definition of the term “Quantity” in this solicitation? Specifically is it man-hours or number of loans? Please elaborate?

- **ANSWER 11:** Number of case binders

QUESTION 12: What is the anticipated number of loans per year for the duration of the bid?

- **ANSWER 12:** Estimated maximum is 160,000, see page 39 of the solicitation

QUESTION 13: What has been the average number of loans for each of the years of the present contract?

- **ANSWER 13:** The average has been approximately 110,000 per year.

QUESTION 14: Do you expect the loan volumes to increase during the next five years? And, if so at what rate?

- **ANSWER 14:** The volumes of cases are not expected to exceed 160,000 cases per year.

QUESTION 15: Can you provide the data related to the performance of current contractor for the entire duration of the current contract? If you can, please provide the details.

- **ANSWER 15:** The current contractor’s performance has been satisfactory.

QUESTION 16: Are there any travel funds allocated to this project for the travel of contract staff?

- **ANSWER 16:** No

QUESTION 17: Will there be multiple awards or one award from this procurement?

- **ANSWER 17:** Only 1 award

QUESTION 18: The SOW for R-CHI-00961 includes a task that is performing quality control on the endorsement contractor. The question was for a contractor that provides both IEP and Support Services.

- **ANSWER 18:** The task of removing the Quality Control (QC) requirements from the Endorsement Support Services (ESC) contract has been addressed by the

Philadelphia HOC; when a contractor performs both the IE and ESC. The QC task would have to be negotiated prior to award of the Endorsement Support Services contract, if the contractor is performing the Insurance Endorsement (IE) task.

QUESTION 19: Can you please confirm the file size limitation of 500MB for submitting the proposal by email? Our experience with the Department is that file size limitation for email attachments is just 5MB.

- **ANSWER 19:** The size limitation is 5MB. When receiving attached files of 5MB they should be “detached/saved as” as opposed to opening them directly from email.

QUESTION 20: What is the definition of the term “CAIVRS”?

- **ANSWER 20:** Credit Alert Interactive Voice Response System.

QUESTION 21: At present, how many managers and alternate managers incumbent has at the site?

- **ANSWER 21:** 1 manager on-site

QUESTION 22: Is a bidder required to be registered as a small business with SBA?

- **ANSWER 22:** Reference the Federal Acquisition Regulations (FAR) 19.301-1 Representation by the offeror.

QUESTION 23: Do all members of the bidding team (Prime and Subs) need to be small businesses certified by SBA.

- **ANSWER 23:** Please see amendment on page 22 of 55 to 52.219-14 Limitations on Subcontracting.

QUESTION 24: How are the binders structured? How many pages?

- **ANSWER 24:** There are no set number of pages, it depends on if the case is refinance: purchase; new construction, etc. The number of pages could be 30-100 plus.

QUESTION 25: How many resources are currently providing these services?

- **ANSWER 25:** The number of resources currently providing these services is 1 contractor (3 on-site personnel).

QUESTION 26: What is the average time to prepare a binder?

- **ANSWER 26:** The time it would take to log-in the case binder number into FHA connection, there is no binder preparation.

QUESTION 27: Do all the files require the CVP package to be copied? How many pages does the CVP package contain?

- **ANSWER 27:** Copying is not required.

QUESTION 28: The solicitation (R-ATL-01906) for the mortgage insurance endorsement processing for the Santa Ana HUD office has a quantity of 140,000. This solicitation R-CHI-00961 has a quantity of 160,000. Why is there a difference in the quantities?

- **ANSWER 28:** It is an estimated volume of work. The endorsement support services are based on the number of times a case is logged-in; where-as the endorsement is on one log-in.

QUESTION 29: Does the 160,000 quantity include every piece of mail that comes thru the door or is the unit price for the endorsement packages?

- **ANSWER 29:** It is the unit for the endorsement packages.

QUESTION 30: Question regarding knowing more about the specific needs and exploring how they can be of service.

- **ANSWER 30:** Please follow the instructions on pages 3 & 4 to the Solicitation.

QUESTION 31: Page 47 Sub-Factor 1.3 Key Personnel, Resources, and Commitment-states that the QC plan will “address the management and oversight of the HUD trust account”. We have not found a task or other requirement related to the trust account.

- **ANSWER 31:** The phrase HUD trust account simply means HUD contract.

QUESTION 32: Page 47 Sub-Factor 2.2 Performance Surveys and Results - Attachment 1 Reference Letter Format is not included.

- **ANSWER 32:** See the attached file.

QUESTION 33: Page 47 Sub-Factor 2.2 Performance Surveys and Results Attachment 2 Past Performance and Evaluation Survey Form is not included.

- **ANSWER 47:** See the attached file.

QUESTION 48: There is no Service Contract Act Wage Determination attached, does it apply?

- **ANSWER 48:** No, but the certification on page 24 of 55 needs to be completed if you are exempt.