



REQUEST FOR QUOTES #85051 (2025)

Telephonic Interpretation Services (DIV)

Wednesday, October 22, 2025

Matthew Brewer, Operating Chair
Sheila Johnson, Deputy Chief of Procurement

PART 1 – GENERAL INFORMATION

1.1 Chicago Housing Authority

CHA is the third largest public housing authority in the nation and the largest single owner of rental housing in Chicago. Through its public housing and voucher programs, CHA serves 135,000 people in over 65,000 households across all 77 of Chicago's community areas. CHA's mission is to create and sustain strong communities where seniors thrive and everyone can unlock their economic power, ensuring that every neighborhood in Chicago has quality affordable housing and everyone feels welcome.

In its procurement of its goods and services, CHA seeks relationships with vendors who share our values for inclusive and equitable contracting opportunities. CHA strives to be fair, transparent, and practical, and works to optimize the use of public funds through purchasing decisions. For more information, visit www.thecha.org.

1.2 DEFINITIONS

- A. "Minimum Professional Proficiency" means able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional (housing) topics; and able to read standard newspaper items addressed to the general reader, routine correspondence, reports and technical materials in housing field.
- B. "Full Professional Proficiency" means able to speak the language fluently and accurately on all levels pertinent to the professional needs; and able to read all styles and forms of the language pertinent to professional needs.
- C. "Native or Bilingual Proficiency" means the equivalent as an educated native speaker; and educated (college level) native reader.
- D. "Telephonic Interpretation" means a complete range of telephone interpretation and translation services including, but not limited to, three-way or more communication with a LEP individual, to facilitate foreign language communication, which shall be available 24 hours per day, 7 days per week, 365 days per year through a dedicated toll-free number and access codes, to specialized call routing options, call intake transcripts and user education materials.
- E. "Video Remote Interpretation (VRI) Services" means a video telecommunication service that uses devices such as web cameras or videophones to provide sign language or spoken language interpreting services.
- F. Hard-to-Reach Populations: in the context of local government, 'hard to reach' is a term sometimes used to describe those sections of the community that are difficult to involve in public participation. In the City of Chicago, some of the hard-to-reach (and hard-to-count during Census efforts) sub- groups, include but are not limited to: Households below the poverty line; Racial and ethnic minority groups; Children under five; Aging population; Non-English speakers; Renters; Racial and ethnic minority groups; Individuals experiencing homelessness; Immigrants and refugees; Undocumented individuals; LGBTQ+; Individuals with disabilities; Individuals with limited digital access; Returning residents and Veterans.

ARTICLE I

INTENT AND PURPOSE

The Chicago Housing Authority (CHA) is sensitive to the needs of persons with Limited English Proficiency (LEP), including CHA applicants/residents/owners and City of Chicago patrons. CHA values differences and is committed to providing equal opportunity in its outreach practices and decisions. CHA follows all applicable federal, state, and local laws and ordinances prohibiting discrimination. Therefore, to ensure meaningful access to CHA's programs by LEP persons, CHA is seeking qualified firm(s) to provide Telephonic Interpretation Services, including Video Remote Interpretation (VRI) Services

Respondents must submit a proposal that addresses all components of this RFQ. CHA reserves the right to select one or more Respondents through this solicitation.

CHA anticipates it will award a cost reimbursement contract for a base period of two (2) years and reserves the right to extend the contract(s), at its sole discretion for up to three (3) additional one-year option periods. No award will be made to a Respondent that is on the list of Selected Respondent(s) ineligible to receive awards from CHA or the Federal Government, as furnished from time to time by HUD. CHA anticipates the contract resulting from this RFQ to begin in first quarter 2026.

ARTICLE II PROJECT BACKGROUND

The Chicago Housing Authority is sensitive to the needs of persons with Limited English Proficiency [LEP], including applicants, participants, and the residents of the City of Chicago. CHA values diversity and is committed to providing equal opportunity in its outreach practices and decisions. CHA follows all applicable federal, state, and local laws and ordinances prohibiting discrimination. CHA Language Access Policy (Attachment A) outlines CHA's requirements to provide appropriate translation and interpretation services to the communities served by CHA to ensure LEP persons have meaningful access to CHA's programs and services. Therefore, CHA invites the submission of proposals from firms with around-the-clock expertise and experience in a variety of settings for Foreign Telephonic Interpretation Services. To view historical data of telephonic interpretation services, see Exhibit A.

ARTICLE III SCOPE OF SERVICES/STATEMENT OF WORK

A. Scope of Services

The purpose of this RFQ is to identify a qualified firm(s) to provide the Chicago Housing Authority with telephonic interpretation services through toll free numbers and Video Remote Interpretation (VRI) services. The goals and objectives of this project include the following:

B. Objectives

- Provide culturally driven telephonic interpretation of CHA processes and activities, HUD and CHA documents.
- Most of the calls placed to the telephonic interpretation line will be during CHA's Business Hours (8:00 AM to 5:00 PM CST). Nonetheless, it is expected the Selected Respondent(s) provides accurate telephonic interpretation 24/7 via toll free numbers.
 - Line accessed by employees.
 - Multiple Lines are accessed by individuals with LEP.
 - VRI Services, as needed.

General Definition of Products and/or Services

The Respondent(s) is to propose the broadest possible selection of Foreign Telephonic Interpretation Services. The intent of this solicitation is to provide CHA with services to meet its various needs. Therefore, Respondent(s) should have demonstrated experience in providing the Services as defined in this RFQ included but not limited to:

Telephonic Interpretation: The complete range of telephone interpretation and translation services including, but not limited to, three-way or more communication with a LEP individual to facilitate foreign language communication, having a 24 hour per day, 7 days per week, 365 days per year availability, through dedicated toll-free numbers. Most of the calls will be placed during CHA's business hours (8:00 AM to 5:00 PM CST)

Related Services and Solutions: The complete range of related services and solutions available from Respondent(s) including, but not limited to, Video Remote Interpreting (VRI) services accessible via a phone app and web-based, testing and training services for Respondent staff, and any other related services and solutions available for the Respondent(s)

Foreign Languages

1. Respondent(s) shall offer Spanish at a minimum, as well as the additional languages as listed in the Fee Form.
2. Respondent(s) shall state any additional languages it offers in addition to the 41 outlined in the Fee Form for the Services described in the General Definition of Products and/or Services of this RFP. These languages must be continuously available.
3. Respondent(s) shall also state any additional languages it offers and the availability of those languages for the Services described in the General Definition of Products and/or Services of this RFP.

C. Statement of Work

Interpreter Qualifications (Individuals).

The Respondent(s) shall utilize interpreters who are:

1. Thoroughly knowledgeable about U.S. domestic culture and have professional proficiency in both English and the requested foreign language.
2. Screened and tested for proficiency in both written English and the foreign language(s). Respondents are to include the quality level of their interpreters and translators with their Proposal. Please provide your methodology for providing qualified interpreter and translators.
3. Linguistically accurate, culturally appropriate, and technically consistent with the original message.
4. Able to act as bridge by providing CHA with feedback for cultural appropriateness.
5. Able to provide consecutive interpretation and simultaneous interpretation when requested by CHA.
6. Aware of affidavits and statements of truth in reference to the validity of the interpretation.
7. Knowledgeable of and comply with HIPAA related privacy guidelines.
8. Aware of affidavits and statements of truth in reference to the validity of the interpretation.
9. Able to, as a single interpreter, complete each call to ensure continuity and consistency in terminology and style.
10. Capable of performing conference-calling services and capabilities, including VRI services

Requirements for Telephonic Interpretation

The Respondent(s) must provide telephonic interpretation services as described in more detail below. A list of commonly interpreted languages is included in **the Fee Form**.

1. Telephonic Interpretation

- A. Telephone interpretation services via three-way telephone conversations consisting of a Limited English Proficiency (LEP) caller, a CHA employee or contractor and the Respondent(s)'s language interpreter. The nature of the telephone calls includes but is not limited to the following categories:
 - Tenant Services (moving papers, payments, re-examinations, interim status, interim request, briefing scheduling, reasonable accommodation).
 - Owner Services (rent determination, Housing Assistance Payment contracts, inspection set-up, owner eligibility).
 - Intake/Waitlist and Admissions (waitlist, eligibility interview, initial briefing appointment).

- General Inquiries (public housing inquiries).
 - Portability and Inspections (scheduling, appointment verification).
 - General housing inquiries.
- B. The Respondent(s) shall provide a toll-free number for CHA employees and vendors. The operator of this line would connect the CHA employee or vendor, along with the LEP caller, to an interpreter from the Interpretation Line.
- C. The Respondent(s) shall provide a toll-free number(s) for Individuals with LEP. CHA has multiple phone numbers to communicate with CHA residents, HCV participants and the General Public. Therefore, it is expected that a toll-free line is provided as requested by CHA to ensure a toll-free number is available to conference-in an interpreter prior to connecting to CHA phone numbers. CHA's key phone numbers include but are not limited to CHA's main line (312) 742-8500, HCV Call Center (312) 935-2600, Family Works (312) 935-2625, Emergency Services (312) 5422-8850, etc. The operator of this line would connect the individual with LEP with an interpreter and transfer the call to an assigned CHA phone line(s) to serve the LEP individual. Some of these lines have Interactive Voice Response (IVR) Systems.
- D. Most of the calls will be placed during CHA's business hours (8:00 AM to 5:00 PM CST). However, the Selected Respondent(s)'s operators and interpreters must be available 24 hours, 7 days a week, 365 days per year and CHA employees or contractors must be connected to an interpreter within 15 seconds.
- E. Telephone interpretation and VRI services will be billed in sixty (60) second or one (1) minute increments at the per minute rate specified in contract. Partial minutes or any portion of a full minute may be rounded up to the next highest minute.
- Length of the call is measured from the time the appropriate target language interpreter is on the line and able to act as intermediary to the time CHA staff terminates the call. Response times or wait times shall not be included in the billable call time. Wait time includes, but is not limited to, time spent on the Respondent(s)'s call menu system, with a dispatcher, or in a queue for an interpreter.

Requirements for Related Services and Solutions:

The Selected Respondent(s) must have the ability to provide telephonic interpretation and VRI services with Full Professional Proficiency to CHA and individuals with LEP as outlined below. Among other things, the Selected Respondent(s), in conjunction with CHA staff shall assist individuals with completing, reading, or instructing CHA patrons either over the phone, VRI or through CHA's IVR system(s).

2. Staffing and Training Requirements:

- A. Video Remote Interpreting (VRI) services shall be accessible via phone app and web-based or a technology that can be supported by CHA's system(s)
- B. The Respondent(s)'s personnel staff shall demonstrate their expertise in telephonic interpretation and VRI services and proficiency in the public housing industry.
- C. The Selected Respondent(s) shall have the capability to provide Full Professional Interpretation Services
- D. The Selected Respondent(s) should have the capability of conducting Quality Control (QC) activities and training their staff on an ongoing basis to successfully execute Scope of.

- E. The Selected Respondent(s) shall provide documentation to the CHA and demonstrate their staff has been trained and educated to fully perform duties outlined in Scope of Work. The same shall be provided for any subsequent hires, post signature execution of this contract.
- F. The Selected Respondent(s) shall provide a manual and/or training, as requested to CHA employees and vendors on how to use the services of the Respondent(s). The training will, at a minimum, include hard copy documentation and/or web-based documentation of processes and procedures. The documentation will also include processes and procedures for obtaining customer service/technical assistance and for complaint resolution. The Respondent(s) shall submit any changes to the Procedure Manual to the CHA within two (2) weeks of the Interpreter Procedure Manual being revised.

3. Interpreter Licensing Requirements

Selected Respondent(s) are to include the level of proficiency of their interpreters with their Proposals. Selected Respondent(s) shall provide methodology for providing qualified interpreters with Full Professional Proficiency and experience in public housing industry.

4. Telephone Equipment Requirements

The Selected Respondent(s) must be equipped to provide and maintain redundant telephone and VRI system equipment, fully capable of all the functionality of its primary equipment at its operator's center and a secondary offsite communication facility. The redundant system must be capable of immediate access in the event of a failure of the primary system. All telephone equipment used and operated by the Respondent(s) must feature back-up electrical power protection so as to avoid any system failure, due to electrical power outages.

5. Reporting Requirements

The Selected Respondent(s) shall provide report(s) on a monthly and annual basis to CHA. Respondent(s) shall provide service utilization tracking and billing through the use of CHA codes, user ID's or other mechanisms that differentiate the many CHA departments and users. This report(s) shall reflect invoice detailing that includes but is not limited to:

a) Telephonic Interpretation via Toll Free Numbers (including VRI) for CHA Employees and Vendors

- I. Unique Identification Number (Provided by Vendor)
- II. Date of Call
- III. Time of the Call
- IV. Connection Time (Operator to Interpreter)
- V. Call Duration
- VI. Caller Name (CHA staff or vendor)
- VII. Caller Title
- VIII. Department or Agency
- IX. CHA Property Name
- X. Language
- XI. Rate
- XII. Total

b) Telephonic Interpretation Toll Free Numbers (including VRI) for Individuals with LEP

- I. Unique Identification Number (Provided by Vendor)
- II. Date of Call
- III. Time of the Call
- IV. Connection Time (Operator to Interpreter)
- V. Type of Call: Processed via IVR or CHA staff/vendor
- VI. Name of CHA or vendor answering call
- VII. Title of CHA or vendor answering call
- VIII. Department of CHA or vendor answering the call

IX.	Language
X.	Rate
XI.	Total

Deliverables

The Respondent(s) should provide Foreign Interpretation Services as outlined below.

Telephonic Interpretation:

Provide a complete range of telephone interpretation and VRI services including, but not limited to, three-way or more communication with a LEP individual to facilitate foreign language communication, with 24 hours per day, 7 days per week, 365 days per year availability through dedicated toll-free numbers. The hold time to connect to CHA caller to interpreter shall not exceed 15 seconds.

- i. Provide onsite solutions to on-demand requests. On-demand requests may be initiated by CHA residents, applicants and/or the general public at various locations such as public housing properties, public meetings, public hearings and/or HQS inspections.
 - Provide appropriate equipment to successfully process an on-demand telephonic interpretation request e.g., two-hand set phones, headphones, and/or mobile application.
- ii. Provide a toll-free number for CHA employees and vendors. The operator of this line would connect the CHA employee and LEP individual, with an interpreter.
- iii. Provide multiple toll-free numbers for Individuals with LEP. The operator of this line would connect the individual with LEP with an interpreter and transfer the call to assigned CHA phone lines to serve the LEP individual.
- iv. Provide basic account information and identify the language.
- v. Connect to an interpreter within seconds (no more than 15 seconds)
- vi. Customize processes for call flow to improve efficiency and meet CHA's business needs
- vii. Provide monthly reports of telephonic interpretation and translation services completed, which should include complete contact information of CHA caller.

1.3 Solicitation Purpose

The Chicago Housing Authority is soliciting quotes from qualified and experienced. The Selected Respondent must have 3-5 years of experience and have completed projects of similar scope and size. Contract term shall be for a base period of two (2) years with three (3) annual renewal options from the Effective Date of the contract.

Please Note: Respondents are responsible for reading this Request for Quotes and all exhibits, attachments, addendums, or amendments, in its entirety, as updates and revisions may be added. By submitting a response to this solicitation, the Respondent acknowledges that it has read the entire document and is responding with full knowledge of all terms, conditions, and requirements as set forth.

1.4 Solicitation Schedule

The following Schedule of Events represents CHA's estimate of the timetable that will be followed in connection with this solicitation:

MILESTONES	DATE AND/OR TIME
RFQ Released	Wednesday, October 22, 2025
Questions Due	Wednesday, November 5, 2025, by 10:00 CST
Quote Due Date and Time	Friday, November 21, 2025, by 1:00 P.M. CST

CHA reserves the right, at its sole discretion, to adjust this Solicitation Schedule as it deems necessary. All agencies doing business with the Chicago Housing Authority must be a registered vendor. Registration can be completed via <https://supplier.thecha.org>.

1.5 Communications

All procurement actions facilitated by CHA will be conducted in an open, transparent, and competitive manner. CHA will consider with each transaction competitive pricing, quality of work, reputation, and referrals, and understanding of the solicited deliverables and/or requirements. CHA supports solicitation of quotes from all markets with no geographical preferences and to give qualified businesses, including those that are owned by minorities, women, and small business enterprises, opportunity to do business with CHA as Contractors and Subcontractors within CHA's procurement policy and procedures.

To maintain a fair and impartial competitive process, CHA and any outside consultants assisting CHA with this solicitation shall avoid private communication concerning this procurement with prospective Respondents during the entire procurement process. From the issue date of this RFQ until the final award is announced, Respondents are not allowed to communicate about this RFQ for any reason with any CHA staff and/or outside consultants assisting CHA with this solicitation except:

- Through the RFQ Point of Contact named below.
- As otherwise specified in this RFQ; and/or
- As provided by existing work agreement(s) (if any)

Prohibited communications includes all contact, including but not limited to, telephonic communications, emails, faxes, letters, or personal meetings, such as lunch, entertainment, or otherwise. CHA reserves the right to reject the quote of any Respondent violating this provision.

The Point of Contact for this RFQ is:

David Martin, Procurement Specialist Procurement & Contracts
Chicago Housing Authority 60 E. Van Buren
Chicago, IL 60605
Phone: 312-786-3260, Email: DPMartin@thecha.org

Questions must be submitted via email to the above contact by Wednesday, November 5, 2025, by 10:00 am CST.

1.6 Amendments to the RFQ

CHA reserves the right to increase or delete any scheduled items, and/or increase or reduce the quantity of any scheduled item as deemed necessary, to waive informalities and technicalities, and to make other changes and modifications consistent with CHA's policies, and the laws and regulations governing HUD programs.

PART 2 – SCOPE OF WORK

2.1 Scope of Work BACKGROUND

Pricing/Invoicing:

All equipment supplies and materials must be provided by the Selected Respondent and included in the pricing. Proper licensing and insurance are required. Invoices should be submitted once a month for service rendered.

2.2 Performance of Work

Contract period shall be for X year base term from the Effective Date of the contract. The Effective Date

of the contract is the date on which the original contract is executed by CHA. The contract may be amended in writing from time to time by mutual consent of the parties.

2.3 RFQ Narrative Response

Each Respondent must submit a narrative response that addresses the scope of work described in Section 2.1 of the RFQ. Brevity with respect to responses is strongly encouraged. CHA will look favorably upon succinct and direct language. Emphasis should be placed on conformity to CHA's instructions, requirements of this RFQ, and completeness and clarity of content.

Quote responses shall be no more than ten (10) pages in length and shall be organized in the following structure:

Cover Page

- Identify the name of the project
- Company name, address, and main telephone number
- Name and title of primary contact person with their direct contact information Team Identification
- Identify key staff who will complete the major tasks of this study
- Provide a clear statement indicating current workload and demonstrate the ability to take on additional work

Approach & Work Plan

The Respondent must provide a narrative describing Respondent's approach to the Statement of Work, including Quality Assurance/Quality Control (QA/QC) standards that will be used to prevent errors, project management systems to be utilized, plans for effective communications including reporting tools, and specific approaches to technical problems that may lead to cost savings for the CHA.

References

Respondents must provide references from at least three (3) organizations or clients that can address the Respondents' specific capabilities as they relate to the requirements of this RFQ, including company names, addresses, telephone numbers, email addresses, fax numbers and contact persons. Respondents will also list the timeframe of each project and list all uncompleted work.

Financial Information

- A. Quote Form (Exhibit B) which includes a separate "not to exceed" fee total to complete the project. The quoted fees shall include estimated reimbursable fees.
- B. Indicate whether any lawsuits or claims have been filed against the Respondent in the past five (5) years.

Quote responses shall be no more than (10) pages in length, excluding resumes, Quote Form, Mandatory Forms, and any other applicable exhibits specifically requested by CHA within this solicitation. Use Arial font of not less than 11-point size throughout, including all titles, text and any footnotes or citations.

PART 3 – QUOTE SUBMISSION

3.1. Quote Submission Instructions

All quotes must be submitted on the Quote Forms provided by CHA (see **Exhibit B** – Quote Form). Failure to provide a quote for each item delineated on the Quote Forms may result in the quote being determined "non-responsive" and subsequently disqualified from consideration. Respondents should insert the words "No Quote" in the space provided for any item for which no price is submitted. Quotes shall include all travel expenses, wages, supplies, and materials necessary to perform work under the terms and conditions of this RFQ. Unless otherwise specified herein, all prices shall be on a firm, fixed-price basis and are not subject to adjustment based on cost incurred. Any stipulations made to the Respondent's quote shall subject the quote to rejection. If the Respondent wishes to include additional information, the Respondent may do so with attachments. The CHA will not be accepting manual submissions at this time. All Respondents must submit an electronic proposal via email to the point of contact noted above.

All Quote Responses Must Be Typed.

Along with submission of the Quote Form, each Respondent must submit the following Mandatory Forms:

- **Exhibit A** - RFQ Narrative Responses
- **Exhibit B** - Quote Form (pdf & Excel Form)

- Contract Compliance Certification*
- Utilization Plan*
- Letter of Intent M/W/DBE and/or Section 3 Business Concern*

The successful Respondent(s) will be required to submit mandatory CHA forms and affidavits within seven days of notice of award. The mandatory forms will be forwarded to the successful Respondents prior to contract award. Forms should be completed, signed, and notarized where required or marked “not applicable” where appropriate. The mandatory forms are:

- Contractors Affidavit*
- Economic Disclosure Statement Form*
- HUD-50071 – Certification of Payments to Influence Federal Transactions*
- Required Insurance Certificate (see **PART 5 – INSURANCE**)

*These documents can be found at <https://www.thecha.org/contracting-opportunities/forms-and-documents>

Failure by the Respondent to provide such information within the allotted time will render the Respondent ineligible for award.

PART 4 – EVALUATION OF QUOTE RESPONSES

4.1 Quotes Evaluation Protocol

The CHA will evaluate bids in response to this solicitation without discussion and will award a contract to the Respondent whose bid is responsive and conforming to the solicitation and will be advantageous to the CHA based on the qualifications, experience, and overall best value. Cost will not be the sole determinative factor.

CHA reserves the right to award this contract to one Respondent, to make multiple awards, and to accept a quote other than the lowest priced quote. CHA may reject any or all quotes if such action is in CHA's best interest, waive informalities and minor irregularities in quotes received, and award all or part of the requirements stated. Furthermore, CHA reserves the right to delete, add, or modify any aspect of this procurement through negotiations (if applicable) up until the final contract signing.

4.1 Evaluation Factors

The CHA will evaluate bids based on the following factors:

- Price
- Best Overall Value (i.e., supplies, equipment, work plan)
- Service Availability

4.2 Due Diligence

All procurement transactions shall be conducted only with responsible Respondent, i.e., those who have the technical and financial competence to perform and who have a satisfactory record of integrity. Where warranted and before awarding a contract, CHA shall review the proposed Respondent's ability to perform the contract successfully, considering factors such as the Respondent's integrity, compliance with public policy, record of past performance (including vendor performance reports and contacting previous clients of the Respondent), and financial and technical resources. Respondents shall not be awarded to debarred, suspended, or ineligible Respondents. If a prospective Respondent is found to be non-responsible, a written determination of non-responsibility shall be prepared, and the prospective Respondent shall be advised of the reasons for the determination.

PART 5 – INSURANCE

1.1 Insurance Requirements

Prior to the commencement of this Agreement, the Vendor shall procure and maintain at all times during the term of this Agreement insurance against claims for bodily injury or property damage which may arise from or in connection with services performed under this Agreement and from the negligent acts, omissions and errors of the Vendor, its officers, agents, representatives or employees. The insurance carriers used must be authorized to conduct business in the State of Illinois and shall have an A.M. Best rating of not less than A: VII.

Minimum Coverage and Limit Requirements

Commercial General Liability: General Liability Insurance on an occurrence basis with limits not less than \$1,000,000 per occurrence with an aggregate of not less than \$2,000,000 covering bodily injury and property damage. This coverage shall also include, but not be limited to, contractual liability, products and completed operations, personal and advertising injury.

Auto Liability: Required when any vehicles (owned, hired and/or non-owned) are used in connection with the Services to be performed, coverage limits of not less than \$1,000,000 each accident combined single limit for Bodily Injury and Property Damage.

Workers' Compensation and Employer's Liability: Coverage must be in accordance with the laws of the State of Illinois and include a waiver of subrogation in favor of Chicago Housing Authority.

Coverage A – Statutory Limits

Coverage B - Employers Liability - \$500,000 bodily injury or disease each accident; each employee

Related Insurance Requirements

The Certificate of Insurance evidencing the minimum coverages required herein shall be in force on the Effective Date of the Contract and continuously throughout the duration. The required documentation must be received prior to the commencement of work under this Agreement.

It is understood and agreed to by the parties hereto that Chicago Housing Authority and others listed below shall be included as Additional Insureds on Vendor's liability policies, with the exception of Professional Liability and Employer's Liability and such insurance is primary to and will not seek contribution from any insurance, deductibles, self-insured retentions and/or self-insured programs available to Chicago Housing Authority.

Certificate Holder:

Chicago Housing Authority
60 E Van Buren
Chicago, IL 60605

Additional Insureds: Collectively referred to as the "Additional Insureds" shall include Chicago Housing Authority, Chicago Housing Administration, LLC; and/or other Partnership, Limited Liability Company as established by CHA; its respective commissioners, board members, officers, directors, agents, property management firms, agents, employees, invitees and visitors.

Primary Coverage: For any claims related to this Agreement, the Vendor's insurance coverage shall be the primary policy. The Vendor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and shall not contribute with insurance provided by the Vendor.

Prior to the issuing of the Notice to Proceed by the CHA, the Vendor shall submit a Certificate of Insurance via PINS Advantage Certificate Tracking System, evidencing compliance with the insurance requirements set forth above. You will receive an email with instructions for the submission of your insurance. Copies of the endorsement(s) adding the CHA to Vendor's policy as an additional insured are required upon request. Updated Certificates of Insurance are required for policies which renew during the term of this Agreement or extensions thereof. Under no circumstances shall the Vendor allow any required coverage to lapse, cancel or non-renew throughout the duration of the Agreement or extensions thereof.

At the CHA's option, non-compliance will result in (1) all payments due the Vendor being withheld until the Vendor has complied with the Agreement; or (2) the Vendor will be assessed Five Hundred Dollars (\$500.00) for every day of non-compliance; or (3) the Vendor will be immediately removed from the premises and the Agreement will be terminated for default. The receipt of any certificates does not constitute agreement by the CHA that the insurance requirements in the Agreement have been fully met or that the insurance policies indicated on the certificate comply with all Agreement requirements. The insurance policies shall provide for thirty (30) days prior

written notice to be given to the CHA in the event coverage is substantially changed, canceled or non-renewed.

The Authority in no way warrants that the minimum limits contained herein are sufficient to protect the Authority from liabilities that might arise out of the performance of the work under this Agreement by the Vendor or its Subcontractors. The Vendor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverages. The Vendor is not relieved of any liability or other obligations assumed or pursuant to the contract by reason of its failure to obtain or maintain sufficient insurance.

The Vendor shall require all subcontractors to carry the insurance required and adhere to the same requirements and conditions as outlined above.

The Vendor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and will not contribute with insurance provided by the Vendor and/or any of its subcontractors.

PART 6 – ADMINISTRATIVE TERMS AND CONDITIONS

6.1 Required CHA Vendor Registration

In order to do business with CHA, Respondent must be a registered vendor prior to submitting a response. If Respondent has already registered with CHA, the Respondent's (Vendor) profile must be up to date.

Respondent is responsible for contacting their local authorities to ensure that Respondent has complied with all laws and is authorized and/or licensed to do business in the Territory. All applicable fees associated therewith are the responsibility of Respondent now or hereafter in effect during the contract. Respondent and its employees, agents and subcontractors shall also comply with all Federal, State, and local laws regarding business permits and licenses that may be required to carry out the services performed under the contract.

6.2 Acceptance Period

All Respondents submitting a quote must agree to honor the terms and conditions contained herein for a period of one hundred twenty (120) days.

6.3 Quote Signature

The person signing the Quote Form must be a person authorized to bind the Respondent contractually. Unsigned offers will be rejected. Unsigned offers cannot be signed after the quote has been received.

6.4 Ownership of Documents

All work products generated, prepared, assembled and provided to CHA pursuant to this RFQ become the property of CHA upon receipt. Work products include but are not limited to reports, memoranda, data, survey responses, presentations, and other materials of any nature, or information related to any of the foregoing, which are or were generated in connection with the scope of services described in the contract. Respondents shall not copyright, or cause to be copyrighted, any portion of any document submitted to CHA as a result of this RFQ.

6.5 Rejection of Quotes

CHA may reject any or all quotes. Action to reject all quotes shall be taken only for unreasonably high prices, error in the solicitation, cessation of need, unavailability of funds, failure to secure adequate competition, or any other reason deemed appropriate by CHA.

6.6 Contractor Status

The Contractor shall be an independent Contractor and will not be an employee of CHA.

6.7 Funding Limitations

This procurement may be funded, in whole or in part, by grant funds provided by the U.S. Department of Housing and Urban Development ("HUD"). CHA will not be bound to any contract if funding has been disallowed by HUD.

6.8 Taxes

CHA is exempt from sales tax. The Contractor agrees to pay all taxes incurred in the performance of an awarded contract. Freight, handling costs, and taxes shall not be charged to the CHA.

6.9 Advertising

Respondent agrees not to use the fact of or the results from submission of a quote as a part of any commercial advertising. CHA does not permit the use of CHA's relationship with an entity of purposes of marketing efforts unless CHA specifically agrees otherwise.

6.10 Government Restrictions

In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the goods or the material, quality, workmanship or performance of the goods or services offered, it shall be the responsibility of the successful Respondent to immediately notify CHA in writing specifying the regulation which requires an alteration. CHA reserves the right to accept any such alteration, including any reasonable price adjustments occasioned thereby, or to cancel the contract at no expense to CHA.

6.11 Compliance & Law

The Respondent shall comply with all applicable Federal, State and local laws, regulations, ordinances and requirements applicable to the work described herein including, but not limited to, those applicable laws, regulations and requirements governing equal employment opportunity programs, subcontracting with small and minority firms, women's business enterprise, and labor surplus area firms, equal opportunity for businesses and unemployed and underemployed persons (as referenced in Section 3 of The Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (Section 3), the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Davis-Bacon Act, and those laws and regulations concerning the abatement and remediation of asbestos and lead-based paint, and shall provide for such compliance in the contract documents. To the extent the work required under this contract is related to development, Respondent shall further comply with the applicable Annual Contributions Contract (ACC) related to such development. To the extent such work is related to a mixed finance development, Respondent shall comply with the provisions of 24 CFR ' 941.208. The Respondent shall obtain, at Respondent's expense, such permits, certificates, and licenses as may be required in the performance of the work specified.

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Response Questionnaire

Cover Page

- A. Identify the name of the project.
- B. Company name, address, and main telephone number
- C. Name and title of primary contact person with their direct contact information Team Identification
- D. Provide a clear statement indicating your firm's capacity to provide payroll services as described in the statement of work.

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Response Questionnaire

Approach & Work Plan

- E. Provide a written narrative based on the understanding of the project goals and objectives.
- F. Include a work plan and draft project schedule identifying major project tasks, scope of work, meetings, and deliverables for each task.

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Response Questionnaire

References

- A. Respondents must provide references from at least three (3) organizations or clients that can address the Respondents' specific capabilities as they relate to the requirements of this RFQ, including company names, addresses, telephone numbers, email addresses, fax numbers and contact persons.
- B. Respondent will also list the timeframe of each project and list all uncompleted work.

RFQ #85051 (2025) – Telephonic Interpretation Services (DIV)**Fee Form Instructions**

ALL QUOTE SUBMISSIONS ARE SUBJECT TO REVIEW FOR COMPLETENESS, ACCURACY, AND COMPLIANCE WITH ALL TERMS AND CONDITIONS PROVIDED IN THE RFQ. PRICING MUST BE SUBMITTED ON THE FEE FORM WITHOUT CONDITIONS. ANY CHANGES, MODIFICATIONS, ADDITIONAL TERMS AND CONDITIONS, EXCEPTIONS OR OTHER REVISIONS TO THIS RFQ, INCLUDING THE FEE FORM, OR FAILURE TO COMPLETE ALL REQUIRED INFORMATION, MAY CAUSE THE QUOTE TO BE DEEMED NON-RESPONSIVE.

Quotes shall include all travel expenses, wages, supplies, and materials necessary to perform work under this Request for Quotes' terms and conditions. Unless otherwise specified herein, all prices shall be on a firm, fixed-price basis and are not subject to adjustment based on cost incurred. Any stipulations made to the Respondent's quote shall subject the offer to rejection.

1. Completion of open cells in Fee Form:

Respondent is responsible for electronically entering information into the open cells in Fee Form in the Excel spreadsheet. Respondent must complete all open cells in the following fields:

- Bidder's Unit Price (column E), all four worksheets (2-year Base, Option Year 1, Option Year 2, Option Year 3)

2. Signature:

The Fee Form must include a printed name, signature, title, telephone number and e-mail address of an authorized representative of the Respondent.



_____(CORPORATE NAME
ATTACHED TO FEDERAL TAX ID NUMBER) has thoroughly read RFQ #85051 (2025) – Telephonic
Interpretation Services (DIV) *and all associated Addenda* (if applicable) and can provide the services
as described at the offer submitted on this Quote Form.

**CONTACT INFORMATION FOR CORPORATE OFFICIAL AUTHORIZED TO BIND
RESPONDENT**

DATE	
CORPORATE OFFICIAL NAME	
CORPORATE OFFICIAL TITLE	
CORPORATE OFFICIAL E-MAIL ADDRESS	
COMPANY PHONE NUMBER	
COMPANY ADDRESS	
CORPORATE OFFICIAL SIGNATURE	

TABLE 5.1 MANDATORY CONTRACT CLAUSES FOR SMALL PURCHASES OTHER THAN CONSTRUCTION

The following contract clauses are required in contracts pursuant to **24 CFR 85.36(i) and Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act**. HUD is permitted to require changes, remedies, changed conditions, access and records retention, suspension of work, and other clauses approved by the Office of Federal Procurement Policy. The PHA and contractor is also subject to other Federal laws including the U.S. Housing Act of 1937, as amended, Federal regulations, and state law and regulations.

Examination and Retention of Contractor's Records. The PHA, HUD, or Comptroller General of the United States, or any of their duly authorized representatives shall, until three years after final payment under this contract, have access to and the right to examine any of the Contractor's directly pertinent books, documents, papers, or other records involving transactions related to this contract for the purpose of making audit, examination, excerpts, and transcriptions.

Right in Data and Patent Rights (Ownership and Proprietary Interest). The PHA shall have exclusive ownership of, all proprietary interest in, and the right to full and exclusive possession of all information, materials, and documents discovered or produced by Contractor pursuant to the terms of this Contract, including, but not limited to, reports, memoranda or letters concerning the research and reporting tasks of the Contract.

Energy Efficiency. The Contractor shall comply with all mandatory standards and policies relating to energy efficiency which are contained in the energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub.L. 94-163) for the State in which the work under this contract is performed.

Procurement of Recovered Materials

- (a) In accordance with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, the Contractor shall procure items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition. The Contractor shall procure items designated in the EPA guidelines that contain the highest percentage of recovered materials practicable unless the Contractor determines that such items: (1) are not reasonably available in a reasonable period of time; (2) fail to meet reasonable performance standards, which shall be determined on the basis of the guidelines of the National Institute of Standards and Technology, if applicable to the item; or (3) are only available at an unreasonable price.
- (b) Paragraph (a) of this clause shall apply to items purchased under this contract where: (1) the Contractor purchases in excess of \$10,000 of the item under this contract; or (2) during the preceding Federal fiscal year, the Contractor: (i) purchased any amount of the items for use under a contract that was funded with Federal appropriations and was with a Federal agency or a State agency or agency of a political subdivision of a State; and (ii) purchased a total of in excess of \$10,000 of the item both under and outside that contract.

Termination for Cause and for Convenience (contracts of \$10,000 or more).

- (a) The PHA may terminate this contract in whole, or from time to time in part, for the PHA's convenience or the failure of the Contractor to fulfill the contract obligations (cause/default). The PHA shall terminate by delivering to the Contractor a written Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall: (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the PHA all information, reports, papers, and other materials accumulated or generated in performing the contract, whether completed or in process.
- (b) If the termination is for the convenience of the PHA, the PHA shall be liable only for payment for services rendered before the effective date of the termination.
- (c) If the termination is due to the failure of the Contractor to fulfill its obligations under the contract (cause/default), the PHA may (1) require the Contractor to deliver to it, in the manner and to the extent directed by the PHA, any work described in the Notice of Termination; (2) take over the work and prosecute the same to completion by contract or otherwise, and the Contractor shall be liable for any additional cost incurred by the PHA; and (3) withhold any payments to the Contractor, for the purpose of set-off or partial payment, as the case may be, of amounts owned by the PHA by the Contractor. In the event of termination for cause/default, the PHA shall be liable to the Contractor for reasonable costs incurred by the Contractor before the effective date of the termination. Any dispute shall be decided by the Contracting Officer.