



# **REQUEST FOR PROPOSALS**

**FOR**

**AI ENABLED ADVANCED INTERACTIVE VOICE  
RESPONSE SYSTEM**

**SUBMISSION DATE: MARCH 24, 2026**

**2:00 P.M. CST**

**CORPUS CHRISTI HOUSING AUTHORITY & COASTAL  
HOUSING PARTNERS**

**RFP No. 26014**

**Prepared by:**

**Corpus Christi Housing Authority & Coastal Housing Partners  
3701 Ayers Street  
Corpus Christi, TX 78415**

**ISSUED: February 20, 2026**

**Request For Proposal (RFP) 26014,  
AI Enabled Advanced Interactive Voice Response System**

**REQUEST FOR PROPOSALS (RFP) No. 26014  
AI Enabled Advanced Interactive Voice Response System**

**Attachment A**

DATE ISSUED	February 20, 2026
QUESTIONS SUBMITTAL DEADLINE	March 13, 2026
PROPOSAL SUBMITTAL RETURN AND DEADLINE	March 24, 2026, at 2:00 P.M. CST Corpus Christi Housing Authority 3701 Ayers Street Corpus Christi, TX 78415
AGENCY CONTACT PERSON	Rose Mary Khosrowsalafi <a href="mailto:rosemary.k@hacc.org">rosemary.k@hacc.org</a> (361) 889-3373

One (1) original and one (1) copy of the Sealed Proposal are due by Tuesday, March 24, 2026, at 2:00 P.M. CST. Deliver or hand carry to the Corpus Christi Housing Authority, 3701 Ayers, Corpus Christi, TX 78415 (Front Window).

1. All work performed must meet all electrical, mechanical, and building codes based on local, state, and federal regulations.
2. All questions must be in writing and emailed to [procurement@hacc.org](mailto:procurement@hacc.org) by March 13, 2026. After that date, questions will not be accepted

Signature and submission of this Proposal shall serve as evidence that the Contractor understands and agrees to all conditions of the Request for Proposals – RFP 26014.

Company Name: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Title)

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Date: \_\_\_\_\_

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- 1.0 THE AGENCY’S RESERVATION OF RIGHTS.** The Agency reserves the right to:
- 1.1 Right to Reject, Waive, or Terminate the Solicitation.** Reject any or all proposals, waive any informality in the RFP process, or terminate the RFP process at any time, if deemed by the Agency to be in its best interests.
  - 1.2 Right to Not Award.** Not to award a contract pursuant to this RFP.
  - 1.3 Right to Terminate.** Terminate a contract awarded pursuant to this RFP, at any time for its convenience, upon 60 days’ written notice to the successful proposer(s).
  - 1.4 Right to Determine Time and Location.** Determine the days, hours, and locations that the successful proposer(s) shall provide the services called for in this RFP.
  - 1.5 Right to Retain Proposals.** Retain all proposals submitted and not permit withdrawal for a period of 30 days subsequent to the deadline for receiving proposals without the written consent of the Agency Contracting Officer (CO).
  - 1.6 Right to Negotiate.** Negotiate the fees proposed by the proposer entity.
  - 1.7 Right to Reject any Proposal.** Reject and do not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
  - 1.8 No Obligation to Compensate.** Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
  - 1.9 Right to Prohibit.** At any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein.

**2.0 SCOPE OF WORK (SOW) / TECHNICAL SPECIFICATIONS**

**AI Enabled Advanced Interactive Voice Response (IVR) System**

The Corpus Christi Housing Authority (hereinafter referred to as “CCHA”) is soliciting competitive proposals from qualified, licensed, and insured firms to provide an AI enabled, advanced, intelligent Interactive Voice Response (IVR) solution. The proposed system shall improve customer service delivery, increase operational efficiency, and provide seamless integration with the CCHA’s existing systems.

The selected solution must be capable of understanding natural language voice requests, autonomously resolving routine inquiries, securely accessing resident and applicant data, and escalating complex matters to live agents when necessary.

**2.1 Background**

The Corpus Christi Housing Authority (CCHA) provides safe, affordable housing to low-income families, seniors, and individuals with disabilities throughout the City of

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Corpus Christi and surrounding service areas. CCHA administers a diverse portfolio of affordable housing programs, including approximately 2,200 multifamily units, which consist of former public housing units converted through the Rental Assistance Demonstration (RAD) program, tax credit properties, and single-family homes. In addition, CCHA administers 1,700 tenant-based Housing Choice Vouchers (HCV), with these programs collectively serving nearly 3,900 households each month.

CCHA receives a high volume of inbound telephone calls related to:

- Applications and waitlists
- Voucher and eligibility status
- Rent and payment inquiries
- Inspections and maintenance work orders
- Recertifications and appointments
- General program information

To meet increasing service demands and improve accessibility, CCHA seeks to modernize its telephony infrastructure through an advanced AI Enabled IVR platform.

### 2.2 Objectives

The primary objectives of this procurement are to:

- Enhance caller experience by providing accurate, timely, and user-friendly voice interactions.
- Reduce call volume to live staff by automating responses to routine and repetitive inquiries.
- Improve operational efficiency by integrating IVR data with CCHA's property management and data systems.
- Improve accessibility and equity by supporting multilingual callers and housing-authority-specific terminology.
- Ensure scalability and reliability to support future growth, additional channels, and evolving program needs.

### 2.3 Application and Operational Context

The AI Enabled IVR solution will be used by residents, applicants, program participants, landlords, and members of the public. The system must be highly available, secure, and compliant with applicable data privacy and security standards.

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The system will operate in conjunction with:

- CCHA's existing telephony/VOIP environment (e.g. 3CX)
- Housing Choice Voucher and property management software (Yardi)
- Data reporting and analytics tools
- Potential Digital engagement channels (web chat, SMS, etc.)

### 2.4 Functional Requirements - AI-Enabled IVR

The proposer shall provide an AI-enabled Interactive Voice Response (IVR) platform capable of delivering intelligent, conversational, and autonomous customer service for CCHA operations.

#### 2.4.1 Voice Recognition and Understanding

The system must include advanced voice and conversational intelligence, including:

- **Natural Language Processing (NLP):**  
The solution shall utilize NLP technology capable of accurately interpreting caller requests with context awareness, conversational nuance, and non-scripted speech patterns.
- **Goal and Intent Identification:**  
The system must automatically identify caller intent and efficiently guide interactions toward appropriate responses, resolutions, or escalation paths.
- **Housing Authority-Specific Training:**  
The AI solution must be trained and configurable to understand housing authority terminology, HUD regulations, program rules, tenant inquiries, and agency-specific workflows.
- **Multilingual Support:**  
At a minimum, the system shall support:
  - English
  - Spanish

Proposers shall identify additional supported languages and indicate whether such additions can be provided without additional cost.

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### 2.4.2 Integration Capabilities

The proposed solution must integrate securely and efficiently with existing CCHA systems.

- **VOIP Systems Integration:**  
Full compatibility with modern VOIP platforms, including the ability to integrate with systems such as 3CX or equivalent.
- **Property Management System Integration:**  
Proven interoperability with Yardi or equivalent property management systems, supporting:
  - Caller authentication
  - Real-time data retrieval
  - Case status delivery
  - Logging of all interactions
- **Data Warehouse Integration:**  
Secure access to and logging within existing data warehouse or reporting environments, maintaining complete and auditable interaction records.

### 2.4.3 Autonomous Query Handling and Call Routing

- **Autonomous Response Capability:**  
The AI system shall autonomously handle routine, high-volume inquiries without human intervention where appropriate.
- **Intelligent Escalation:**  
AI-driven escalation logic must:
  - Detect complex, sensitive, or unresolved issues
  - Seamlessly transfer interactions to live CCHA staff
  - Preserve full conversational context during transfer
- **Call Routing:**  
Full IVR routing functionality to direct callers to the appropriate department, queue, or staff member based on intent, urgency, or business rules.

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### 2.4.4 Call Recording, Logging, and Analytics

- **Call Recording:**  
Comprehensive recording of inbound calls, capturing audio and sentiment metadata in compliance with applicable laws.
- **Automated Transcription:**  
High-accuracy transcriptions of all calls, including detailed labeling of topics, intent, and resolution.
- **Call Resolution Logging:**  
Complete documentation of call outcomes, summaries, disposition codes, and resolution status.
- **Multilingual Translation:**  
Automated transcription and translation of non-English calls (Spanish and others) into English text for staff review and reporting.

### 2.4.5 Multichannel Communication Capabilities

The solution must support consistent AI-driven service across multiple communication channels.

#### SMS/Text Messaging

- Two-way SMS communication with residents, applicants, and landlords
- Automated messaging for:
  - Reminders of payment
  - Recertifications
  - Inspections and appointments
- Survey inbound callers to rate their experience and provide metrics
- Ability to escalate SMS conversations to live phone calls when needed

#### Email Automation

- AI-assisted handling of inbound emails, including:
  - Summarization and categorization of messages
  - Automated responses to common inquiries
  - Routing to internal staff when human action is required

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## Website Chat

- 24/7 AI-powered website chat
- Context-aware responses aligned with IVR knowledge
- Seamless handoff to staff when escalation is required

### 2.4.6 Maintenance Request Automation

- Maintenance Intake Agent:  
AI agent capable of receiving maintenance requests through voice, SMS, chat, and email.
- Work Order Creation:  
Ability to assess severity, urgency, and type of maintenance issue and automatically create appropriate work orders using CCHA-defined workflows.
- Emergency Escalation:  
Automated alerts to on-call or emergency staff based on predefined escalation criteria.

## 2.5 Methodology and Implementation Approach

The proposer shall clearly describe its methodology for implementation, onboarding, and long-term support.

### 2.5.1 Kickoff and AI Planning

- Conduct a formal kickoff meeting with CCHA stakeholders
- Document:
  - Business objectives
  - Inquiry types to be handled autonomously
  - Data sources required
- Develop a customized AI interaction plan with example scenarios for CCHA review and approval

### 2.5.2 System Integration and Deployment

The proposer shall collaborate with the CCHA's IT staff to establish secure integration.

Implementation activities must include:

- Ingesting:

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- Internal housing data
- Public website content
- HUD policies
- Internal procedures and guidelines
- Deployment of an AI-enabled phone entry point that functions as the primary IVR layer
- AI-driven call handling as first-line support
- Automated management of shared email inboxes
- Support for API-based, data warehouse-based, or hybrid integration architectures

**2.5.3 Training and User Acceptance Testing (UAT)**

- Conduct structured UAT with CCHA operational staff
- Provide:
  - Administrative dashboard training
  - AI configuration and oversight training
  - Quality assurance review of live interactions
- Refine AI behavior based on real-world usage and CCHA feedback prior to production launch

**2.5.4 Production Deployment and Ongoing Support**

- Transition to full production upon CCHA approval
- Provide:
  - Post-launch tuning and performance optimization
  - Ongoing AI training as policies or programs change
  - Regular performance and accuracy reviews
  - SLA-based support and maintenance

**2.5.5 Implementation Timeline**

The proposer shall describe their methodology, including:

- Project management approach and implementation timeline

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- System configuration and customization process
- Integration and testing procedures
- Data security and privacy safeguards
- Training plan for CCHA staff
- Go-live and stabilization support

Proposers must identify dependencies that may impact schedule, including data access and system integrations.

## **2.6 Deliverables**

At a minimum, the selected proposer shall provide:

- Fully configured and operational AI Enabled IVR System
- All required system integrations
- Documentation (technical, administrative, and user-facing)
- Staff training and onboarding materials
- Initial performance and usage reports

## **2.7 Ongoing Support and Maintenance**

The proposer shall provide:

- Ongoing technical support and helpdesk services
- System maintenance, updates, and enhancements
- Service level agreements (SLAs) for up-time and support response
- Optional enhancements and future feature roadmap

## **2.8 Place of Performance**

Services shall be performed remotely, except for any on-site activities specifically requested by the CCHA. The AI Enabled IVR system shall support callers regardless of geographic location.

**3.0 Proposal Submission Requirements:** All proposals must be submitted to the designated Agency office and received with an official timestamp by the specified submittal deadline stated herein, or within the ensuing addendum. Every proposer must submit two versions of their proposal: an original, which should include an authorized signature and be labeled "Original," and a duplicate copy. Both versions should consist

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of a cover page. Please ensure that both unfolded proposals are placed together in a single sealed envelope and addressed to:

**Corpus Christi Housing Authority  
Attention: Procurement Department  
RFP 26014 - AI Enabled Advanced IVR System  
3701 Ayers Street  
Corpus Christi, TX 78415**

**3.1 Submission Conditions.** The package exterior must clearly denote the above-noted RFP number and must have the proposer's name and return address. Proposals received after the published deadline will not be accepted.

**3.2 Proposer's submission package shall consist of the following.**

1. Proposal Cover Sheet
2. Tab 1 - Reporting Capabilities
3. Tab 2 - Dynamic Features
4. Tab 3 - Integration with Existing CCHA Systems
5. Tab 4 - Implementation Plan
6. Tab 5 - Support and Maintenance
7. Tab 6 - Experience and Customer Service
8. Tab 7 - Cost
9. Tab 8 - Forms
  - Attachment A
  - Attachment B
  - Attachment C
  - Attachment D
  - Attachment E
  - Addenda Issued

**3.3 Proposal Format**

**3.3.1 Tab 1 - Reporting Capabilities**

- 3.3.1.1 Call Volume Reporting. Tracks number of total call received by the IVR System over a specified period.
- 3.3.1.2 Customer Satisfaction and feedback (CSAT), post call surveys.
- 3.3.1.3 Uptime and Downtime, monitoring the availability of the IVR system, ensuring it operates without technical issues.
- 3.3.1.4 Error Rates, report on how many call result in errors due to misinterpretation, incorrect routing or system failure.
- 3.3.1.5 Speech recognition accuracy, report on how accurate the system understands the user input to reduce frustration.

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**3.3.2 Tab 2 - Dynamic Features**

- 3.3.2.1 Speech Recognition, Dynamic Input Processing, IVR natural language inputs, allowing users to speak freely rather than pressing numbers.
- 3.3.2.2 Speech-to-Text: The system can convert spoken language into text, enabling more dynamic responses and processing.
- 3.3.2.3 Multi-Language Support Dynamic Language Switching. Can switch between English and Spanish
- 3.3.2.4 Context-Aware Routing, Dynamic Call Routing: IVR can intelligently route calls based on various dynamic factors, such as the time of day, agent availability, or urgency. This ensures that customers get routed to the right person at the right time.

**3.3.3 Tab 3 - Integration with Existing CCHA Systems**

- 3.3.3.1 The proposer must demonstrate full compatibility with modem VOIP platforms, including 3CX or equivalent systems. The response shall describe the proposed integration approach, supported features, and any technical requirements or dependencies.
- 3.3.3.2 The proposed solution shall demonstrate proven interoperability with Yardi, CCHA's property management system. The proposers shall describe how the solution supports caller authentication, real-time data retrieval, case status delivery, and the logging of all interactions.
- 3.3.3.3 The proposed solution must support secure access to and logging within CCHA's existing data warehouse or reporting environments. The proposer shall describe data access methods, audit logging capabilities, security controls, and retention of complete and auditable interaction records.

**3.3.4 Tab 4 - Implementation Plan**

- 3.3.4.1 Include a comprehensive transition plan and timeline for total program start-up.
- 3.3.4.2 Describe in detail how the service will be provided in ongoing operations.

**3.3.5 Tab 5 - Support and Maintenance**

- 3.3.5.1 System Monitoring and Performance
- 3.3.5.2 Software and Hardware Updates
- 3.3.5.3 System Backup and Recovery
- 3.3.5.4 Customization and Enhancements, System Configuration.
- 3.3.5.5 Troubleshooting and Issue Resolution
- 3.3.5.6 Performance and Usage

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**3.3.5.7 Compliance and Security Audits, Regulatory Compliance**

**3.3.6 Tab - 6 - Experience and Customer Service**

- 3.3.6.1 Provide a brief description and history of the company, including current size and how many people in the company are directly involved in the proposed services.
- 3.3.6.2 Include the qualifications and years of experience of the management team directly responsible for local operations.
- 3.3.6.3 Include relationships with the current company and how you manage those relationships to provide quality services to your customers.
- 3.3.6.4 Discuss the company's prior service experience in providing the proposed service to other organizations of comparable size.
- 3.3.6.5 Provide a list of all Housing Authority contracts, specifying the kind of services provided.
- 3.3.6.6 Proposer providing at least five (5) references for governmental agencies for which you provide this type of service. Include the name of the agency, contract name, telephone number, email address, date/length of the contract, and a summary of work.

**3.3.7 Tab 7 - Cost**

- 3.3.7.1 All rates and fees must be listed on the proposal cost sheet. The CCHA will not be responsible for paying any fees not specifically listed on the proposal. The fee and charges presented shall remain firm for the original terms of the agreement.
- 3.3.7.2 Describe how and when the fees will apply.
- 3.3.7.3 Details of any alternative method of compensation your company would consider.
- 3.3.7.4 Identify and list all special services and identify changes pertaining to such services.

**3.3.8 Tab 8 - Forms**

- Attachment A
- Attachment B
- Attachment C
- Attachment D
- Attachment E
- Signed Addendums

**4.0 Proposal Evaluation:**

**4.1 Proposal Evaluation Process.**

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- 4.1.1** All proposals will be screened by an evaluation committee. The evaluation committee shall screen and rate the submitted responses. The evaluation rating will be on a 100-point scale, and those proposers selected for a short list may be invited to attend an interview at the proposer’s own expense. Any invitation to an oral presentation will be solely for the purpose of clarifying proposals received for each qualifying proposer and will not constitute a decision by the evaluation committee on the selection of a successful proposal.
- 4.1.2** Each proposal received will first be evaluated for responsiveness (e.g., meeting the published minimum requirements). The Agency reserves the right to reject any proposal deemed not minimally responsive (the Agency will notify such firms in writing of any such rejection).
- 4.1.3** CCHA staff shall recommend an evaluation committee, which will be used to evaluate all proposals. PLEASE NOTE: No proposer shall be informed at any time during or after the RFP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. The CO is the only person at the Agency that the proposers shall contact pertaining to this RFP. Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.

During the evaluation process, the proposer may be asked for additional information or clarification of the proposal as needed. The Agency will evaluate all proposals based on the following criteria.

Criteria	Points
<b>Reporting Capabilities</b>	<b>10</b>
<b>Dynamic Features</b>	<b>10</b>
<b>Integration with CCHA Existing Systems</b>	<b>25</b>
<b>Implementation Plan</b>	<b>10</b>
<b>Support and Maintenance</b>	<b>10</b>
<b>Experience and Customer Service</b>	<b>10</b>
<b>Cost</b>	<b>25</b>

- 4.1.4** Pricing and fees will be evaluated based on total cost. The formula used will be lowest price/proposal being reviewed price\*25.

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- 4.1.5 Once proposals are scored, the evaluation team will select finalists and decide whether interview should be conducted. Each evaluation team member will award each finalist up to 30 points for their oral presentation and can amend proposal scores based on the interview.
- 4.1.6 Proposal and interview scores will be combined, and the highest overall proposal score identified. The Agency will then begin contract negotiations with that Proposer.
- 4.1.7 Should negotiation be unsuccessful; the Agency shall enter negotiation with the next highest-ranking vendor. The process shall continue until an agreement is reached with a qualified vendor.
- 4.1.8 Failure to submit the requested information may result in a determination of non-responsiveness to the solicitation.

**5.0 CONTRACT AWARD.**

- 5.1 **Contract Award Procedure.** If a contract is awarded pursuant to this RFP, the following detailed procedures will be followed:
  - 5.1.1 By completing, executing, and submitting a proposal, the “proposer is thereby agreeing to abide by all terms and conditions pertaining to this RFP as issued by the Agency, either in hard copy or by reference. Accordingly, the Agency has no responsibility to conduct after the submittal deadline any negotiations pertaining to the contract clauses already published.
- 5.2 **Contract Conditions.** The following provisions are considered mandatory conditions of any contract award made by the Agency pursuant to this RFP:
  - 5.2.1 **Contract Form.** The Agency will not execute a contract on the successful proposer’s form; contracts will only be executed on the Agency form, and by submitting a proposal, the successful proposer agrees to do so (please note that the Agency reserves the right to amend this form as the Agency deems necessary).
  - 5.2.2 **Assignment of Personnel.** The Agency shall retain the right to demand and receive a change in personnel assigned to the work if the Agency believes that such a change is in the best interest of the Agency and the completion of the contracted work.

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**5.2.3 Unauthorized Sub-Contracting Prohibited.** The Contractor shall not assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of the CO. Any purported assignment of interest or delegation of duty, without the prior written consent of the CO shall be void and may result in the cancellation of the contract with the Agency, or may result in the full or partial forfeiture of funds paid to the Contractor as a result of the proposed contract; either as determined by the CO.

**5.3 Contract Period.** One initial year and four one-year options to extend.

**5.4 Licensing and Insurance Requirements.** Prior to award (but not as a part of the proposal submission), the *successful proposer* will be required to provide:

**5.4.1 Workers' Compensation Insurance.** An original certificate evidencing the proposer's current industrial (workers' compensation) insurance carrier and coverage amount (NOTE: Workers Compensation Insurance will be required of any Contractor that has employees other than just the owner working on-site to provide the services);

**5.4.2 General Liability Insurance.** An original certificate evidencing General Liability coverage, naming the Agency as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of the Agency as an additional insured under said policy (minimum of \$1,000,000 each occurrence, general aggregate minimum limit of \$1,000,000, together with damage to premises and fire damage of \$50,000 and medical expenses any one person of \$5,000), with a maximum deductible amount of \$5,000;

**5.4.3 Automobile Insurance.** An original certificate showing the proposer's automobile insurance coverage in a combined single limit of \$1,000,000. For every vehicle utilized during the term of this program, when not owned by the entity, each vehicle must have evidence of automobile insurance coverage with limits of no less than \$100,000/\$300,000 and medical pay of \$5,000.

**5.4.4 City/County/State Business License.** If applicable, a copy of the proposer's business license allowing that entity to provide such services within the City of Corpus Christi, Nueces County, and/or the State of Texas.

**5.4.5 Certificates.** Regarding the insurance certificates and licenses referenced in Sections 5.4.1 through 5.4.4, each proposer must enter the relevant information in the designated fields on the form. Do not attach or submit copies of insurance certificates or licenses with your proposal; the Agency will obtain these documents from the selected proposer before finalizing the contract.

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- 5.5 Right to Negotiate Final Fees.** The Agency shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer may, at the Agency's option, be the basis for the beginning of negotiations. Such negotiations shall begin after the Agency has chosen a top-rated proposer. If such negotiations are not, in the opinion of the CO, successfully concluded within 5 business days, the Agency shall retain the right to end such negotiations and begin negotiations with the next-rated proposer. The Agency shall also retain the right to negotiate with and make an award to more than one proposer, as long as such negotiation(s) and/or award(s) are addressed in the above manner (i.e., top-rated first, then next-rated following until a successful negotiation is reached).
- 5.6 Contract Service Standards.** All work performed pursuant to this RFP must conform and comply with all applicable local, state, and federal codes, statutes, laws, and regulations.
- 5.7 Prompt Return of Contract Documents.** Any and all documents required to complete the contract, including the contract signature by the successful proposer, shall be provided to the Agency within (ten) 10 work days of notification by the Agency.

**6.0 Invoicing:**

- 6.1 Invoices.** Invoices must contain a complete description of the work or services performed, the contract price for each service, the purchase order number, the contract number (if applicable), the date of service, and the address for service location or delivery. Proposer(s) must submit a separate invoice for each purchase order issued by CCHA unless prior approval is obtained from CCHA. To ensure prompt and timely payment of invoices, and unless utilizing a progress payment schedule, invoices shall be sent electronically to the following address:

[CCHAInvoices@yardifs.com](mailto:CCHAInvoices@yardifs.com)

If the Proposer cannot send invoices electronically, they may be mailed to:

**Corpus Christi Housing Authority  
Attn: Finance Department  
3701 Ayers Street  
Corpus Christi, TX 78415**

- 6.2 Progress Payments.** If applicable, CCHA may make progress payments approximately every 30 days as the work proceeds, provided the work meets the owner's standard as approved by the Contracting Officer. CCHA may, subject to the Contracting Officer's written determination and approval, make more frequent payments to qualified small businesses.

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- 6.3 Direct Deposit.** Upon the Award of Contract, the Proposer shall complete a direct deposit form to process all payments electronically, ensuring prompt and efficient payment of all invoices.
- 6.4** Contractor shall invoice CCHA within 60 days after delivery of the goods and services. If the contractor fails to invoice within 60 days, CCHA reserves the right not to pay the invoice.

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**Attachment B  
General Information Questionnaire**

1. Legal Name of Firm: \_\_\_\_\_  
 Address of Principle Office: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Form of Business Organization: \_\_\_\_\_

2. Identity Principals/Partners in the firm.

Name	Title	% of Ownership

3. Identify the individual(s) that will act as project manager and any other supervisory personnel who will work on the project.

Name	Title	E-mail

4. How many years has your organization been in business in its current capacity?  
 5. How many years has our organization been in business under its present name?  
 6. Under what other or former names have you operated?  
 7. Has your firm or any member of our firm been to a party to litigate with a public entity? If yes, when, with whom, and state the circumstances and any resolution.  
 8. Has your firm or any member of your firm ever had a claim brought against it because of breach of contract or nonperformance? If yes, when, and state the circumstances and any resolution of the matter.

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**Company Biography  
Attachment C**

Company Name: \_\_\_\_\_

Name of Parent Company: \_\_\_\_\_

Headquarters Location: \_\_\_\_\_

Field Office Locations: \_\_\_\_\_

Business Specialty or Focus: \_\_\_\_\_

\_\_\_\_\_

Number of Full-Time Staff: \_\_\_\_\_

Founding Date and Brief History: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Texas Projects and/or Clients (past & current): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Previous Housing Authority Experience:    YES                      NO

List the Authorities: \_\_\_\_\_

\_\_\_\_\_

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**Form of Proposal  
Attachment D**

**(1) Instructions.** Unless specifically required otherwise, the items listed below must be completed and included in the proposal submittal.

**(2) Debarred Statement.** Has this firm, or any principal(s), ever been debarred from providing any services by the Federal Government, any state government, the State of Texas, or any local government agency within or without the State of Texas? Yes  No  If "Yes," please attach a full, detailed explanation, including dates, circumstances, and status.

**(3) Disclosure Statement.** Does this firm or any principals thereof have any current, past personal or professional relationship with any Commissioner or Officer of the Agency? Yes  No  If "Yes," please attach a full, detailed explanation, including dates, circumstances, and current status.

**(4) Felony Disclosure.** Has any principal(s) or any person(s) proposed to perform the work ever been convicted of a felony? Yes  No  If "Yes," please attach a full, detailed explanation, including dates, circumstances, and status. PLEASE NOTE: The Agency reserves the right not to make an award to any proposer that has staff who have been convicted of a felony if the Agency feels that doing so is in its best interests.

**(4) Non-Collusive Affidavit.** The proposer certifies that such proposal is genuine and not collusive and that said proposer entity has not colluded, conspired, connived or agreed, directly or indirectly, with any proposer or person, to put in a sham proposal or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference, with any person, to fix the proposal price of affiant or of any other proposer, to fix overhead, profit or cost element of said proposal price, or that of any other proposer or to secure any advantage against the Agency or any person interested in the proposed contract; and that all statements in said proposal are true.

**(5) Proposer's Statement.** The proposer hereby states that by completing and submitting this Form and all other documents within this proposal submittal, he/she is verifying that all information provided herein is, to the best of his/her knowledge, true and accurate, and that if the Agency discovers that any information entered herein to be false, such shall entitle the Agency not to consider to make award or to terminate any award. Further, by completing and submitting the proposal submittal, and by entering and submitting the costs where provided, the undersigned proposer thereby agrees to abide by all terms and conditions of this RFP as issued by the Agency, either in hard copy or referenced. Pursuant to all RFP documents, this form of proposal, and all attachments, and pursuant to all completed documents submitted, including these forms and all attachments, the undersigned proposers agree to supply the Agency with the services described herein for the fee(s) entered within.

**Request For Proposal (RFP) 26014,  
AI Enabled Advanced Interactive Voice Response System**

CONTRACTOR:

\_\_\_\_\_  
(Company Name)

By: \_\_\_\_\_  
(Signature)

Printed Name: \_\_\_\_\_

Title of Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_

**Request For Proposal (RFP) 26014,  
AI Enabled Advanced Interactive Voice Response System**

**Attachment E  
Pricing**

RFP 26014 - AI Enabled Advanced IVR Cost Sheet	Cost	Frequency of Cost (One-time, Monthly, Yearly)
Implementation	\$	
License/Subscription	\$	
Support & Maintenance	\$	
Development & Customization	\$	
Explanation of Development & Customization		
Any Additional Fees	\$	
Explanation of Any Additional Fees		

Total Cost	One-time \$	Monthly \$	Yearly \$

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date