



**RFP 2020-2002;
HCV Mobility Plan**

ATTACHMENT A: SCOPE OF WORK

1.0 INTRODUCTION

The Housing Choice Voucher Program is the federal government’s major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments.

A family that is issued a housing voucher is responsible for finding a suitable housing unit of the family’s choice where the owner agrees to rent under the program. This unit may include the family’s present residence. Rental units must meet minimum standards of health and safety, as determined by the PHA.

A housing subsidy is paid to the landlord directly by the PHA on behalf of the participating family. The family then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program.

2.0 SCOPE OF WORK

The Cincinnati Metropolitan Housing Authority (CMHA) is seeking to create and operate a new ground-breaking Mobility Program to provide expanded housing choice to low-to-moderate income families in the Housing Choice Voucher (HCV). The idea is to encourage access to opportunity areas for low-income families by increasing landlord participation and providing pre- and post-move counseling to participating families.

The voluntary Mobility Program participant will receive mobility counseling and assistance in finding housing, orienting to a quality neighborhood and connecting with local community resources with strong pre- and post-move counseling. The program will also include the Offeror(s) working within CMHA’s geographical jurisdiction to recruit property owners in higher opportunity communities. Recruitment efforts must include public outreach meetings during the evenings and/or weekends to educate property owners on the benefits of participating with the HCV program.

It is CMHA’s intention to solicit proposals from vendors (Offerors), evaluate the qualifications, establish a competitive range, conduct interviews, verify the information presented, and enter into an Agreement with the successful Offeror(s). CMHA, in its continuing mission to facilitate the expansion of housing opportunities for low to moderate income families, invites responses from Offeror(s) with proficient knowledge in fair housing laws. Proposals must meet the agency’s goal to continuously promote the expansion of quality affordable housing opportunities for low and moderate-income families. The Offeror(s) will work with CMHA to establish performance and accountability measures to monitor the effectiveness of the Mobility Program.

2.1 Services To Be Provided

2.1.1 Provide CMHA with a viable Housing Choice Voucher Regional Mobility Plan.

2.1.2 The proposed plan must specifically provide access to opportunity areas and provide a method of identifying these areas within Hamilton County. Ideally, the

RFP 2020-2002; HCV Mobility Plan



proposed plan will identify potential partners, social service agencies/organizations, grants, and/or additional funding streams to enhance financial incentives to families and landlords participating in the program.

2.1.3 The proposed plan must include strategies for building community support and overcoming opposition of HCV assisted families moving to opportunity areas.

2.1.4 The proposed plan should detail the mobility services to be offered and identify the person(s) providing the services as well as the frequency and duration of such services and how participation of such services will be monitored. All services shall be provided by qualified and credentialed persons/agencies.

2.1.4.1 The proposed plan must include a method of documenting and reporting services. The Offeror(s) may adopt or modify the draft report attached as Exhibit K or may submit an alternative report format.

2.1.5 The proposed plan must detail recruitment efforts to be offered in soliciting property owners in opportunity areas to participate with the HCV program.

2.1.5.1 Marketing Materials for the Mobility Program

In an effort to attract more participants to the Mobility Program, CMHA is looking for marketing materials. The new materials must include information on the following:

- a.** Details of the HCV Program, including fair market rents, payment standards, utility allowances, family share of the rent, etc.
- b.** Mobility Program *At a Glance* – materials to explain the Mobility Program and the benefits it provides.
- c.** Service areas in the CMHA jurisdiction, including maps showing opportunity areas.
- d.** Community resources and services available.

2.1.5.2 Landlord Outreach

As the number of participants increases, so does the need for more affordable units. The CMHA is currently engaged in a major outreach event. The awarded organizations will work with the CMHA in continuing the efforts as follows:

- a.** Outreach Program – review and assess the CMHA’s outreach efforts to attract private landlords with units in opportunity areas. Modify as necessary.
- b.** Landlord Education – educate private owners/landlords as to the value of renting units under the HCV Program. O
- c.** Owner/Landlord Marketing Materials – review current marketing materials and modify as necessary. Materials must include general information on the HCV Program as well as information on Housing Quality Standards (HQS) inspections and the Housing Assistance Payment (HAP) contract.

RFP 2020-2002; HCV Mobility Plan



2.5.1.3 Counseling Services

For many families, the choice to participate in the Mobility Program may be daunting. There is a tremendous fear of the unknown. Families need to be put at ease and provided with enough information to make a sound decision. The awarded organizations will:

- a.** Assess the family's needs.
- b.** Offer financial planning and budget preparation – obtain credit checks on the family and advise them on credit repair if necessary.
- c.** Counsel, educate, and advise families on search techniques and how to be competitive in the private rental market.
- d.** Identify housing options in opportunity areas based on the family's needs and desires.
- e.** Establish relationships with social service and community organizations and connect clients to the appropriate resources.
- f.** Provide information on opportunity areas which includes:
 - i.** Employment and training opportunities
 - ii.** Social service agencies, including religious organizations
 - iii.** Transportation options
 - iv.** Schools, including transfer and enrollment procedures
 - v.** Child care facilities
 - vi.** Crime rates
- g.** Provide transportation for families to view housing options.
- h.** Assist in rent negotiation prior to the submission of the RFTA.

2.5.1.4 Post –Move Counseling

Once the family has decided to move, it is critical to follow-up with them to make sure they are adjusting to their new surroundings. The ultimate goal is for the family to live in the opportunity area for years to come. The post-move counseling will be key in making sure the family is well adjusted. To that goal, the awarded organizations will:

- a.** Contact the family within thirty (30) days of move-in and quarterly thereafter for a period of one (1) year.
- b.** Contact the owners and/or managers after the first ninety (90) days to inquire on the family's tenancy and to help resolve any issues that may arise.
- c.** Contact the family ninety (90) days prior to the lease expiration date to determine the status of the lease renewal.
- d.** Re-assess the family's needs as necessary and provide quarterly follow-up visits for an additional year.

2.1.5.5 Interaction with the CMHA

The awarded organizations will be working closely with the CMHA staff on the revitalization of the Mobility Program. As the program grows, so

RFP 2020-2002; HCV Mobility Plan



will the need for additional involvement from the CMHA staff. The awarded organization will:

- a.** Report results of the Program participation and successes.
- b.** Provide tracking reports.
- c.** Provide training for existing CMHA staff on briefing techniques
- d.** Make adjustments as necessary.

2.1.6 This RFP is subject to all of the applicable HUD regulations for the Housing Choice Voucher Program located at 24 CFR Part 982.

2.2 PROPOSAL REQUIREMENTS

Offerors shall provide the following as evidence of the Offeror's qualifications and ability to meet stated requirements:

- 2.2.1** The name of the company/firm, the location of the company/firm's principal place of business and if different from the principal place of business the location where the proposed services will be performed.
- 2.2.2** The age of the Offeror's business and the average number of employees over the last year.
- 2.2.3** Demonstrated track record of providing services listed under Section 2.1 and 2.2.
- 2.2.4** The abilities, qualifications, certifications, and experience of all "key" personnel who would be assigned to provide work.
- 2.2.5** Demonstrated track record of other contracts under which services were similar in scope, size, and/or discipline including references.
- 2.2.6** Range of staff size and workload over the last year.
- 2.2.7** Listing of references and complete contact information.
- 2.2.8** Evidence and/or information related to Quality Assurance/Quality Control Program in place for the services to be provided.
- 2.2.9** Evidence of the types and levels of insurance carried by the Offeror's firm for Professional Liability and Errors and Omissions insurance as required.
- 2.2.10** A listing of and similar detail on any proposed subcontractor or consultant. If proposing as a joint venture, please itemize the projects previously completed together.
- 2.2.11** Other relevant information at the consultant's option. This may include management techniques, cost control methods and experience, cost estimating track record and schedule compliance.

**RFP 2020-2002;
HCV Mobility Plan**



3.0 PERFORMANCE STANDARDS

- 3.1** Failure to comply with all of the requirements above may result in a reduction of the Contractor's fee by 10% for that service.
- 3.2** The COO may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

4.0 CONTRACT TERMS

4.1 Contract Term

4.1.1 The Authority intends to enter into a one year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

4.2 Indefinite Quantities Contract (IQC) CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

4.2.1 Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$250,000. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.