

**QSP 2022-8038;
Recertification for Housing Choice Voucher
ATTACHMENT A: SCOPE OF WORK**



The Cincinnati Metropolitan Housing Authority (CMHA) is currently seeking a “pool” of contractors to perform the calculation of annual recertifications and the processing of file for the purpose of processing annual recertifications for the Housing Choice Voucher Program. Related services may be utilized at an hourly fee.

1.0 Contractor Scope

The Contractor(s) shall:

- 1.1** Perform key functions associated with rent calculation and qualification of families for the housing choice voucher program in full compliance with all applicable regulations, policies and procedures of the HCV program including but not limited to CMHA’s HCV Administrative Plan, Fair Housing Act, Americans with Disabilities Act and 24 CFR Part 982.
- 1.2** Contractor will send out the initial notice to the resident with introductory letter and application to complete. It is the responsibility of the contractor to conduct the initial interview which may be completed. Contractor will request and review all required verifications and background checks to ensure that the household is qualified for the HCV housing program and use information to determine the amount of housing assistance payment (HAP), rent to owner and utility allowance.
- 1.3** Contractor will scan completed recertification packet including all supportive information such as, but not limited to, application, verifications, forms, background checks and other needed and supporting documentation to CMHA for file retention within 7 calendar days of record completion in a safely secured encrypted format.
- 1.4** It is the contractor’s responsibility to contact residents via phone, letters and other communications methods as necessary to complete the recertifications. All documentation maintained of such communication must be placed in the resident’s Yardi Memo and written correspondence placed in OnBase.
- 1.5** Once approved and granted access, it will be the contractor’s responsibility to pull and review EIV and IVT as required by HUD.
- 1.6** Contractor will be responsible for ensuring all data relating to the recertification (annual) determinations is entered into the Yardi Property Management System/OnBase System maintained by CMHA to produce a determination letter for the applicant/resident and file is ready for the submission of the 50058 when required.
- 1.7** If any additional information is required, the request will be provided in writing.

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- 1.8** All files will be submitted to the contractor electronically and encrypted. Communications with any resident data must be sent electronically and encrypted to ensure the security of the family's personal information.
- 1.9** Provide HCV department with any resident that has not completed their recertification within 40 days of the anniversary date. CMHA will transmit the 50058 upon confirmation that the certification is complete.
- 1.10** Contractor will provide reports by 2pm daily of the status of each file and provide a list of families to complete the recertification process within 30 days of due date.
- 1.11** The contractor will be responsible for sending correspondence and noting them in the resident memo.
- 1.12** The contractor will ensure the confidentiality of all information, documents, or materials viewed, discussed or provided to personnel relating to applicants and CMHA operations. The contractor's personnel shall not provide confidential information to the tenants and general public without expressed written consent of the CMHA.
- 1.13** Contractor must be knowledgeable and have experience with conducting recertifications for a Housing Choice Voucher .
- 1.14** The contractor will manage their staff's time/schedule as needed to complete the specified services within 40 days- timeframe for recertification processing and quality control services.
- 1.15** The contractor's personnel shall maintain professional working relationships with various private and government agencies and entities to obtain information and services necessary to assist families and complete the file.

2.0 Performance Standards

CMHA reserves the right to deduct the following amounts from the Contractor(s) invoices for failure to perform according to the specifications of this QSP and any pursuant contract:

- 2.1** 20% deduction for failure to complete the files within 30 calendar days of due date of the annual recertification.
- 2.2** 10% deduction for failure to encrypt communications and files submissions with resident data.
- 2.3** 20% deduction for failure to ensure that the rent calculation and continued housing determinations are accurate and have the required supporting documentation.

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- 2.4** 10% deduction for failure to provide updates on the weekly reports
- 2.5** 15% deduction for failure to aggressively pursue individuals that are non-responsive
- 2.6** Deduction for failure to submit invoices within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). If invoices are submitted late, the amount to be paid shall be reduced:

Number of days to submit invoice to CMHA after completion of work or receipt by CMHA in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

- 2.7** CMHA may waive the fee reductions at its discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service and may be considered by CMHA in the award of future work under this contract and award of future contracts.

3.0 The Authority's Motto and Gold Performance Standards

In 2012, the Authority implemented its motto "Being an Asset to Hamilton County" in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:

<i>Respect</i>	<i>Timely</i>	<i>Exceptional</i>	<i>Initiative</i>
<i>Excellent</i>	<i>Quality</i>	<i>Accurate</i>	<i>Integrity</i>
<i>Value</i>	<i>Creativity</i>	<i>Accountability</i>	<i>Professionalism</i>

It is the Authority's intent to procure services from a contractor that shares these standards and can clearly demonstrate what they can bring to this project that no other planner can offer.

The contractor's proposal and overall presentation will be a direct reflection of their understanding of the Authority's Gold Performance Standards, i.e. quality, creativity and professionalism that the Authority may expect of the contractor as evaluated in the Gold Performance Standard Evaluation Factor.