

**RFP 2023-2003;  
HCV COMPLIANCE SERVICES  
ATTACHMENT A: SCOPE OF WORK**



**1.0 SCOPE OF WORK (SOW)/TECHNICAL SPECIFICATIONS (T/S):** The **Housing Choice Voucher Program (HCVP)** is seeking a vendor to conduct compliance audits of its program components which includes all indicators under HUD’s Section Eight Management Program (SEMAP). CMHA’s HCV Program has a baseline of 11,893 vouchers with over 3,500 property owners participating with the program with a staff of approximately 51 employees responsible for the day to day administrative operations. CMHA’s HCV program also has a Family Self Sufficiency (FSS) and Home Owner Programs of over 400 participants at any given time. CMHA is the third largest Housing Authority in the state of Ohio.

CMHA is looking for a vendor to review all program aspects, which includes, wait list management, voucher issuance, rent reasonable and affordability determinations, inspections, lease-up, certification processing, family self-sufficiency and homeownership. Services will also include developing and providing training to staff on common errors found during audits.

Respondents must have direct knowledge and experience of the HCVP rules and regulations governing the program. Compliance services will include file reviews of application and interpretation of CMHA’s processes, policies, procedures and federal regulations. Responders will not only ensure that these were followed but that calculations, determinations and the end result of work completed is accurate. File reviews need to be conducted to ensure that CMHA is on target to meet all performance indicator goals under SEMAP and is in operational compliance with the Code of Federal Regulations governing the HCV program.

**What is the Section Eight Management Assessment Program?**

The section eight management assessment program (SEMAP) measures the performance of the public housing agencies (PHAs) that administer the housing choice voucher program in 14 key areas.

**How does SEMAP work?**

SEMAP is used to remotely measure PHA performance and administration of the housing choice voucher program. SEMAP uses HUD's national database of tenant information and information from audits conducted annually by independent auditors. HUD will annually assign each PHA a rating on each of the 14 indicators and an overall performance rating of high, standard, or troubled. Metropolitan PHAs will also be able to earn bonus points for their achievements in encouraging assisted families to choose housing in low poverty areas.

**What regulations cover this program?**

Regulations are found at [24 CFR Parts 982, 983, 984 and 985](#).

**2.0 SPECIFIC FUNCTIONS AND/OR DELIVERABLES INCLUDE, BUT ARE NOT LIMITED TO AUDITING THE 14 SEMAP INDICATORS AS FOLLOWS:**

- 2.1** Proper selection of applicants from the housing choice voucher waiting list.
- 2.2** Sound determination of reasonable rent for each unit leased.

**RFP 2023-2003;  
HCV COMPLIANCE SERVICES**



- 2.3 Ensure establishment of payment standards within the required range of the HUD fair market rent
- 2.4 Accurate verification of family income
- 2.5 Timely annual reexaminations of family income
- 2.6 Correct calculation of the tenant share of the rent and the housing assistance payment
- 2.7 Maintain a current schedule of allowances for tenant utility costs
- 2.8 Ensure units comply with the housing quality standards prior PHAs enter into housing assistance contracts.
- 2.9 Timely annual housing quality inspections
- 2.10 Performing of quality control inspections to ensure housing quality
- 2.11 Ensure that landlords and tenants promptly correct housing quality deficiencies
- 2.12 Ensure that all available housing choice vouchers are used
- 2.13 Expand housing choice outside areas of poverty or minority concentration
- 2.14 Enroll families in the family self-sufficiency (FSS) program as required and help FSS families achieve increases in employment income.

**3.0 GENERAL REQUIREMENTS**

- 3.1 The selected Responder(s) will randomly select the required number of resident files to be reviewed in accordance with the file audit sample requirements listed below:
  - i. The file audit sample must include a broad representation of the files for each assigned worker.
  - ii. The Authority may designate specific files to audit.
- 3.2 The selected Responder(s) will contact CMHA by email no more than 15 calendar days prior to the audit to arrange the file audit date, time and access to the information.
- 3.3 Responder(s) shall inform the HCVP within 5 working days following each audit occurrence conducted, all audit results detailing the results, in writing via email, to contacts provided. CMHA will be provided all contact information of person responsible for the audit for further discussion if needed. CMHA will have an opportunity to review and dispute any results with written documentation to support the position of the agency within 5 days of receiving audit results.
- 3.4 Responder(s) must provide, at Responder(s)'s own expense, all equipment, labor, materials, supplies, tools, etc., necessary to perform all of the required services, under this RFP and any resulting contract.
- 3.5 Responder(s) is responsible for hiring qualified personnel, at its own expense and must ensure that person(s) conducting the audits are certified, experienced and knowledgeable on HCV Program rules and regulations governing the program.
- 3.6 Responder(s) must provide, at Responder's own expense, all equipment, labor, materials, supplies, tools, etc., necessary to perform all of the required services, under this RFP and any resulting contract.
- 3.7 Responder(s) must provide monthly training on common errors discovered during the audits.

**RFP 2023-2003;  
HCV COMPLIANCE SERVICES**



**4.0 COVID-19 Requirements for Work**

Vendors entering CMHA-occupied units must wear PPE (if requested by the resident, if not vaccinated, and/or per CDC guidelines), including but not limited to a mask that covers their mouth and nose. The mask should be worn throughout the entire period of service delivery.

Contractor is to practice social distancing while on site. In addition, Contractor personnel shall be neat and wear uniforms with the company name and an ID badge. This standard of neatness means Contractor staff must appear at the job site in freshly laundered clothing.

CMHA will issue badges to individual Contractor employees with their picture.

**5.0 Performance Standards**

- 5.1 10% reduction for failure to conduct audits using verification methods to ensure compliance with program rules and regulations;
- 5.2 10% reduction for failure to complete reviews in each of the 14 areas of SEMAP. Reduction shall be cumulative per area. provide
- 5.3 10% reduction for failure to complete new move-in file and OCU review and ongoing monitoring of existing tenants for compliance;
- 5.4 10% reduction for failure to review compliance with HQS Enforcement.in accordance with program requirements;
- 5.5 Failure to complete re-certification, interim file review, or ongoing monitoring will result in \$25 per incident which includes processing, calculate income, assets and family composition to determine eligibility for new applicants and continued housing eligibility;
- 5.6 Failure to complete review of HCV wait list requirements in accordance with SEMAP 10% reduction per wait list;
- 5.7 Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. If Contractor is unable to do the work for which they submitted a quote/proposal, the Contractor's contract for that work will be cancelled in whole or that part of the contract will be inactivated and no longer considered for award.
- 5.8 In the event of a schedule conflict, vendors will service CMHA first. Failure to do so will result in the vendor being sent a Notice to Cure to complete the service. If the vendor does not complete the service within the date specified on the Notice, another vendor may be contacted to perform the service. Per Section 2.4 of the General Terms and Conditions, three warnings (Notices) will result in vendor termination. (This situation is avoidable by arranging a schedule with the Property Manager for services.)
- 5.9 Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). Invoices shall be submitted via



## RFP 2023-2003; HCV COMPLIANCE SERVICES

VendorCafe after the Purchase Order has been received. 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)

5.10 CMHA may waive the fee reductions at their 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.

### 6 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 that the contractor will also adhere to these standards.

### 7 Contract Terms

#### 7.1 Contract Term

7.1.1 The Authority intends to enter into a one year contract with the option, at the Authority’s sole discretion, to extend four

**RFP 2023-2003;  
HCV COMPLIANCE SERVICES**



one-year contracts with the successful offeror(s) selected to provide the services.

**7.2 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.

7.2.1 **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: \$150,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.