

**RFP 2023-2005;
HCV PROGRAM OPERATIONS ASSISTANCE
ATTACHMENT A: SCOPE OF WORK**



1.0 Background

The Cincinnati Metropolitan Housing Authority (CMHA) is currently seeking proposals from well qualified firms experienced in the management and operation of the Housing Choice Voucher (HCV) tenant-based Voucher Program, to respond to any one (1) or all of the following two (2) Administration Components Options:

Option A: HCV Tenant Based Wait List Administration

Option B: Processing Request for Tenancy Approval for New Admissions and Port-ins

CMHA opened its HCV wait list January 9-12, 2023 online and used a lottery system to select 5,000 applicants to make up the current list. Our wait is fresh and maintained in our Yardi Voyager system. CMHA has not begun to pull from its most recent wait list. CMHA's baseline is 11,893 and current utilization is 10,540 vouchers under contract. CMHA currently averages an attrition rate of 60-75 families per month.

Contractor must identify the key staff that will perform the various activities of the contract and their roles, to include their resumes or a summary of their experience.

Contractor must establish measures to ensure contractor's staff does not engage in discriminatory activity against any employees, applicants, or participants because of age, race, religion, color, marital or familial status, sexual orientation or perceived sexual orientation, sex or gender identity, disability, national origin, ancestry, or source of income.

Contractor must be vigilant in combating abuse, fraud, and detrimental consequences in order to maintain collaborative attitudes (officials and public) regarding HCV and related Programs, to include, but not limited to:

1. Recordkeeping and reports.
2. Proactively work to reduce, discover, and combat fraud.

CMHA reserves the right to award the contract to multiple Offerors depending on response to Options listed above.

2.0 Contractor Scope

2.1 Option A: Tenant Based Wait List Administration

The HCV Program currently maintains a tenant-based wait list. There is a monthly

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average of 311 new applicants from tenant-based wait list and transfers from CMHA's Project Based Voucher (PBV) and Rental Assistance Demonstration (RAD) PBV transfer lists that are requesting a tenant-based vouchers need to be screened.

The Selected Respondent(s) shall administer HCV Wait List and Admissions Administration in accordance with HUD regulations and CMHA policies. The Selected Respondent(s) responsibilities of Option A include, but are not limited to:

- 2.1.1** Maintain the tenant-based waiting list(s) for Housing Choice Voucher Program(s) to ensure a minimum 98% voucher utilization and/or Annual Budgetary Authority (ABA) expended or as otherwise directed by CMHA.
- 2.1.2** Conduct wait list pulls in accordance to CMHA's HCV Administrative Plan and program regulations.
- 2.1.3** Schedule and conduct tenant and applicant briefings, interviews and orientation meetings with new residents, agents and landlords to discuss all aspects of contract obligations under the HCV Program.
- 2.1.4** Conduct the initial interview which may be completed in person or virtually. Request, review and maintain all required records, verifications and background checks to ensure that the household is qualified for the HCV Program and issue the voucher.
- 2.1.5** Provide reports by 5:00 P.M. daily of the status of wait list pulls, voucher issuance, RFTAs received, processed or canceled, voucher expirations and applicant withdrawals.
- 2.1.6** Have the means to obtain a "wet" or electronic signature on documents. All signature lines must be completed on the forms and documents.
- 2.1.7** Withdraw vouchers that are issued from the wait list where families have relinquished their voucher or allowed them to expire.
- 2.1.8** Virtually meet with CMHA's management staff weekly to review reports, updates and progress of services.
- 2.1.9** Ensure that the contractor's personnel 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.
- 2.1.10** Provide excellent customer service to residents. All calls and emails must be returned in no more than 48 business hours. A supervisor must be

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available should a problem need to be escalated and should the housing authority need to assist at a grievance hearing or at a court proceeding.

2.2 Option B: Request for Tenancy Approval for New Admissions and Port-ins

2.2.1 Process Request for Tenancy Approval (RTA) and qualify families for units in accordance with program rules governing affordability (rent burden) and rent reasonable.

2.2.2 Contact residents via phone, letters, home visits and other communications methods as necessary to complete the file. All documentation maintained of such communication must be placed in the resident's Yardi Memo and written correspondence placed into CMHA's electronic filing system.

2.2.3 Perform key functions associated with initial rent calculation and qualification of families for the housing choice voucher program housing 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.

2.2.4 Send out the initial rent determinations to both property owners and assisted the family notifying them of participants rent to owner, HAP and utility allowance.

2.2.5 Request inspections from CMHA's inspection department and review results in the Voyager System to complete new admission certification.

2.2.6 Contractor will create and mail lease addendum, HAP Contract and required Tenancy Addendum to all parties for signature. Upon return of these documents to CMHA, CMHA will scan and place into electronic file.

2.2.7 Send notification of canceled RTA when needed due to family and landlord not qualifying for unit.

2.2.8 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.

2.2.9 Negotiate contract rent with owner, when needing to be adjusted due to rent reasonableness and/or affordability.

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- 2.2.10** 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. Contractor(s) must ensure that the files is delivered to CMHA complete with all necessary executed forms, verifications, and supporting documents that are audit ready for scanning into CMHA’s software system. All files must be audit ready according to checklist provided.

- 2.2.11** Ensure that the contractor’s personnel 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.

- 2.2.12** Provide excellent customer service to residents. All calls and emails must be returned in no more than 48 business hours. A supervisor must be available should a problem need to be escalated and should the housing authority need to assist at a grievance hearing or at a court proceeding.

- 2.2.13** Have the means to obtain a “wet” or electronic signature on documents. All signature lines must be completed on the forms and documents.

- 2.2.14** Provide reports by 5:00 P.M. daily of the status of wait list pulls, voucher issuance, RFTAs received, processed or canceled, voucher expirations and applicant

- 2.2.15** Virtually meet with CMHA’s management staff weekly to review reports, updates and progress of services.

2.3 Conflict of Interest

Due to the sensitive nature of the information required for recertification and the potential for impropriety or the appearance of impropriety, Contractor shall not employ participants of either the CMHA Public Housing Program or the CMHA Housing Choice Voucher Program in the recertification process. Nothing in this term shall prevent contractor from hiring participants in either program in positions not directly responsible for recertification review and approval.

2.4 Contractor Responsibility for Private Information

Contractor shall make all efforts to safeguard the information of tenants and applicants to programs. Contractor shall bear all legal and financial responsibility for the consequences of security breaches and other unauthorized disclosures of

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private information, and shall indemnify and hold harmless CMHA from any legal claims or settlements arising from alleged breaches of tenant privacy and security.

2.5 Section Eight Management Assessment Program

The Section Eight Management Assessment Program (“SEMAP”) is one way CMHA measures the performance of the HCV Program. CMHA performs an annual SEMAP review for purposes of ensuring key areas are managed to be rated “High Performer” status in any and all applicable indicators within each Administration Component is awarded. The vendor(s), through their quality control assurance plan, will ensure this rating is achieved.

3.0 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 RFP and any pursuant contract:

- 3.1** 10% deduction for failure to deliver the completed files within 15 business days of the completed certification.
- 3.2** 10% deduction for failure to ensure that the rent calculation and continued housing determinations are accurate and have the required supporting documentation.
- 3.3** 10% deduction for failure to provide updates on the weekly reports
- 3.4** 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.
- 3.5** Failure to comply with all of the requirements in the resulting contract and/or the requirements in the purchase order may result in a reduction of the consultant’s fee by 10% for that service.
- 3.6** Invoices are to be submitted 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	Performance Deduction from Invoice
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by CMHA in Yardi (whichever is later)	
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

4.1 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.

5.0 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 that the contractor will also adhere to these standards.

Invoices shall be submitted via Vendor Cafe after the Purchase Order has been received.

6.0 Contract Terms

6.1 Contract Term

6.1.1 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.

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6.2 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.

6.2.1 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: \$380,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.