



ADDENDUM #1

Request for Proposals
Recertification Processing
Solicitation No. 2024-1057

Originally Issued August 16, 2024

Addendum 1 – Issued September 3, 2024

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror's proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

QUESTIONS:

1. Who is/are the current vendor(s) engaged for this service? How many recertifications are currently assigned to them? **There are currently 2 vendors providing this service: Gilson Software Solutions and Afyah Home Solutions. The number of certifications assigned is not available at this time.**
2. How much advance notice will the vendor receive of assigned cases? **1 week**
3. Under the current requirements, are there any scenarios where CMHA will not assign recertifications monthly? **The vendor will be assigned an AMP(s) for which they will be responsible for all annual recertifications and interims.**
4. Please describe how the assignment and reassignment of cases will occur. **Each vendor will be assigned an AMP(s) for which they will be responsible for all annual recertifications and interims.**

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5. Will all the vendors work on the same tracking and management platforms, or will they be separated? If so, how are requests for changes managed? **Yes, all vendors will be required to use Yardi to process certifications.**
6. What are the current tracking and management platforms used? **Yardi**
7. If any of the cases assigned are currently considered backlog, how will these be monitored as it relates to the timeliness of assignment to completion and the penalties being proposed? **Yardi reports will be used to track backlog. Vendor will be given 60 days to address back log.**
8. Describe how is the quality of the work performed measured — include what is measured, how often, and by whom? **Refer to the performance standards in the RFP Scope of Work, Section 3.**
9. How often are quality reports issued? Who participates in the review of the quality reports? **Property Managers/ Area/ PIC Coordinator will periodically review packets and will communicate any concerns.**
10. What is the current quality corrective action protocol? **Refer to notice to cure process noted in RFP performance standards.**
11. Please describe the current PIC Submission process and how vendors will be notified of corrective action needed **Recertifications will be completed in Yardi and submitted by CMHA's PIC Coordinator. When an error is found, the PIC Coordinator will notify the vendor. The error must be corrected within 1 business day.**
12. Is the recertification process currently in a digital environment with the ability of families to upload documentation? **No, CMHA will be moving to digital uploads in 2025.**
13. Is Rent Café being leveraged for online recertifications? **Not at this time.**
14. If the recertification process is not in a digital environment, please describe the current process for receiving recertification documents. **Mail, drop offs and emails.**

15. Does CMHA accept documents to be dropped off? If so, what is the current process? **Yes, drop offs are accepted. Vendor will need to make arrangements for pick up.**
16. What are the current key performance indicators to ensure timely visibility of documents in comparison to vendor performance requirements? **Vendor is responsible for collecting all documentation to ensure timely completion of the certifications.**
17. Does CMHA currently have a centralized customer service call center? **No**
18. Describe any customer service expectations that the vendor will be responsible for. **Refer to the RFP scope of work.**
19. Is there an expectation for onsite customer service by the vendor regarding recertifications? **No**
20. Does CMHA have a current escalation process with tracking? If so, can you please describe this process? **No**
21. Are there any language needs that the vendor needs to consider? **Spanish and Chinese**
22. Who will be responsible for making reasonable accommodation decisions? **CMHA**
23. Please describe the current process for managing reasonable accommodations and the expectations from the selected vendor(s). **Refer all reasonable accommodation request to the property management office**
24. Will the vendor have access to all Yardi reports required for the monitoring and management of the recertification process? **Yes**
25. Will CMHA have a limit of Yardi licenses assigned to its vendor(s). **Not at this time.**
26. Are the requests for unit transfers handled separately from the recertification process? **Yes.**

27. Outside of recertification compliance, please describe the level of participation that will be required of the vendor to perform any lease renewal and/or lease amendments process as part of the process. **Vendor may be asked to have an addendum signed at the time of recertification.**
28. Please describe how fraud, waste, and abuse are currently managed by CMHA and the extent of the vendor's responsibility to support these initiatives. **Report any instances for investigation by CMHA.**
29. Other than EIV, does CMHA have other upfront income verification systems and 3rd party verifiers? **No**
30. Will the vendor have any management and financial responsibility for these? If so, please further describe and provide estimates. **Not applicable.**
31. Will the vendor have any printing and postage responsibilities? If so, please provide the yearly and monthly estimated quantities. **Yes, varies depending on the size of the AMP assigned to the vendor.**

END OF ADDENDUM TO DATE 9/3/24