COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: January 11, 2022

RFP# 2021-012

TO ALL BIDDERS:

The specifications are hereby amended and supplemented by this addendum, which will form a part of the contract documents and should be considered in preparation of bid.

ADDENDUM # 2

1. **Section 2.3.1 & 2.6 Table No. 3 of the RFP indicates that CMHA has a Homeownership Program. However, it is not referenced in Special Programs, Section 2.6. Is the Homeownership Program included within the scope of services to be provided under the RFP?**
   a. **No**
2. Clarify RFP submission requirements for fee sheet and proposal?
   a. Fee Sheet (Attachment C) and any financial information related to providing HCV Administration and Operations services should be sent to feeproposal@cmhanet.com
   b. All other required HUD documentation/subjective scoring proposal information should be sent to technicalresponse@cmhanet.com
3. Section 2.9.1 The "RFP Section" in Table 4 references some of the paragraphs under 2.7 "Performance Standards" which do not appear to relate to the Staff Descriptions. Please clarify the RFP section column as it relates to the staff descriptions.
   a. Table 4 is a list that references how the HCV program is currently staffed.
   b. The table states it has only been provided "for reference purposes only"
4. Section 2.11 Please provide budgeted and current staffing levels for HQS inspections.
   a. CMHA's average annual inspections
      i. Standard inspections   10,000
      ii. Re-Inspections   5,000
      iii. No Show/Missed   2,500
5. What is the average annual number of participant terminations?
   a. 1000
6. What is the average annual number of participant moves/unit transfers?
   a. Over the last 3 months, received 164, 178, and 161 MIP requests, or an average of 168 per month.
7. 2.5.5 Customer Service Center, Does CMHA currently operates a Customer Services Center (building) separate from CMHA's main offices located at: 880 E. 11th Ave. Columbus, OH 43211?
   a. Yes

8. Will CMHA requiring the successful bidder to lease and operate a separate building for the Customer Services Center or would CMHA be willing to share office space within the current building?
    a. Separate Building
    b. CMHA will not share office space
9. What kinds of services does CMHA envision to take place at the Customer Services Center?
    a. Family Self-Sufficiency
    b. Resident Initiatives
    c. Virtual Appointments
    d. Document Drop Off
10. Will the successful bidder be required to furnish and provide all office supplies for the Customer Services Center?
    a. No, since contractor will not be physically on site.
11. Will proposer be required to bid on all portions of the RFP, or is it acceptable to submit a bid for only some portions, example HQS Inspections only?
    a. Yes
12. Will the electronic proposal submissions be printed out, or how will you share with the evaluating committee?
    a. The evaluating committee will be given an electronic shared file to review.
13. How do you prefer the RFP be submitted to CMHA, a secured file or PDF?
    a. PDF file is preferred.
    b. Secured file is acceptable.
        i. Send a follow-up email to ensure your secure file was not blocked
14. Who will be responsible for the annual 1099 issuance and reporting process, CMHA or the Contractor?
    a. The contractor will be responsible for issuing and reporting 1099's
15. 2.4.11 lists software CMHA is currently using. Is it acceptable for a contractor to use a different system for Rent Reasonableness?
    a. Yes
16. 2.5.1 HCV Waitlist and admissions; On an average monthly basis, how many people does CHMA draw from the waitlist to maintain the utilization rate?
    a. We have not drawn from the lottery since last January.
17. 2.7 Performance Standards; what is CMHA's current utilization rate by number of units?
    a. 12,847
18. 2.7 Performance Standard; what is CMHA's current utilization rate by dollar amount?
    a. $105,173,583
19. 2.9.1 Current HCV Staffing (Union Contract); follow up question from Addendum 1.
    a. According to the agreement between CMHA and the Union, "In the event that the Employer decides to eliminate jobs or to transfer or subcontract work out of the bargaining unit, the Employer shall give the Union notice of such action at least ten working days prior to implementation of the decision. The Employer shall meet with the Union, if requested to do so by the Union, to discuss the decision within the ten-day period prior to implementation of any such decision."
        i. Has the" implementation" of an such decision occurred?
            1. No
        ii. If yes, are/did the Union and CMHA engaged in any bargaining, the results of which would impact the awardee of the procurement. If there is an impact, what is it?

1. N/A
      iii. If the "implementation "of any such decision has not occurred, when will it occur?
         1. After board approval.
20. 2.9.1 Current HCV Staff: follow up question from Addendum 1. How many of these employees are represented by the Union?
    a. 41
21. Presently, CMHA has HCV information as part of its website at cmhanet.com.
    a. May a contractor create its own HCV website with a link to it on the current site?
      i. Yes
    b. What are CMHA's expectations and requirements with regard to a website?
      i. CMHA will maintain current website until further notice.
22. Attachment B; Profile of Firm Form; Item 4 on the Profile of Firm Form requires a brief biography of the company including an organizational chart. Tab 5 also requires a brief biography of the firm including an organizational chart. Because this is duplicative information within the same Technical response, and because Tab 5 requires more information than the company biography, is it acceptable for the proposer to refer to Tab 5 in its response to Item 4 on the Profile of Firm Form rather than repeating the biography and organizational chart?
    a. Yes
23. Are there job descriptions available for each budgeted position? If so, can you please provide a copy of each?
    a. Job descriptions attached
24. Is there currently a call center (remote or onsite)?
    a. Yes. Today the agents respond to calls both remote and on site.
25. Regarding customer services, we have the following questions:
    a. What are the average number of calls received per day?
      i. Call center received 18,964 total phone calls over a calendar month, or an average of 612 per day, including weekends.
    b. What are the average number of walk-ins or appointments received per day?
      i. We do not allow walk ins, and minimal virtual/physical appointments since the pandemic has started.
    c. How is customer service currently handled?
      i. Customer service is currently primarily provided either remotely via virtual meeting, phone call, or at the client center virtually.
26. Regarding 50058 processing, we have the following questions:
    a. What is the average number of interim recert requests received & processed per month?
      o Over the last 3 months, received 487, 448, and 598 Interim requests, or an average of 511 per month
    b. What is the average number of move requests received & processed per month?
      o Over the last 3 months, received 164, 178, and 161 MIP requests, or an average of 168 per month.
    c. What is the average number of rental increases received and processed per month?
      o Over 6 months, received 240, 180, 456, 745, 608, 1103 Rent Increase requests, or an average of 555 per month.
    d. What is the average number of terminations processed each month?
      i. 1000
    e. What is the average number of lease ups processed each month?

> > > i. Over 3 months, leased up 146, 194, and 178 vouchers, or an average of 173 per month.
> > f. What is the average number of vouchers issued each month?
> > > i. Over the last 3 months, issued 668, 600, and 309 vouchers, or an average of 526 per month.
> > g. What is the average number of attendances for the briefings?
> > > i. 450 per month.

27. Can you provide a copy of your current briefing schedule?
    a. Not Applicable. Briefings are virtual and mail-in.
28. How many total vendors/landlords are currently being served?
    a. 2818 unique landlords with active contracts
29. Will the contractor be responsible for investigating fraud? Or will the contactor be referring fraud cases to the CMHA general council?
    a. Investigations will be conducted by contractor.
30. What are all the systems that CMHA uses and how are they currently being utilized (for what purpose)?
    a. SharePoint: Used to import and export client files, and distribute work internally
    b. OnBase: Digital document management
    c. Scyphus: Client case management and processing
    d. Microsoft Office 365: General office applications
    e. Microsoft Forms: Intake data from clients, such as Interim, MIP, and Portability forms
    f. Microsoft Power Automate: To move form data to other systems such as SharePoint and issue notification alerts.
    g. Microsoft SQL Server: Data storage and database operations
    h. Microsoft Dynamics Great Plains: Financial system
31. Who is currently the financial consultant the CMHA uses?
    a. None
32. Are there any open findings?
    a. None
33. Is the CMHA a high performer agency?
    a. Yes
34. Is there a current CRM in place for customer service?
    a. No
35. Can staff access CMHA's SOR to work remotely?
    a. Yes
36. Does Scyphus have owner modules?
    a. Scyphus is able to add and update Landlord information, as well as document.
37. How has CMHA adjusted its operations for COVID? Specifically, are staff currently working remotely? Have any staff worked remotely in the past during COVID?
    a. Hybrid work model, accommodating some combination of in-person and/or virtual work.
38. Does CMHA have a preference on virtual tenant briefings in light of COVID?
    a. No preference.
39. Who is the financial consultant? Can you provide their SOW and how the contractor is expected to work with them? Who generates the HAP payments, submits VMS and completes the 1099's?

     a. CMHA do not have a financial consultant. HAP payments are generated from Scyphus and Great Plains. VMS are submitted in house by CMHA staff. 1099s are completed in house by CMHA staff.

40. Will CMHA provide any office supplies such as computers, phones, and furniture?
     a. Computer will be provided as necessary if Scyphus is used.

41. Will CMHA confirm acknowledgement of submissions – i.e., sending emails to submission POC?
     a. Please add a read receipt to proposal submission.

42. Please list all contractors currently engaged in the operation of the HCV Program or support of HCV information and telecommunication systems?
     a. Database contractor helping with database development
     b. Telecommunications supported internally
     c. Other systems supported internally

43. Please indicate if the CMHA anticipates the contractor awarded the RFP to utilize the services of any/all current contractors?
     a. Awardee must procure their own services.

44. Please list all local assistance agencies that the CMHA is currently engaged with or operating with under an MOU for services to HCV applicants or participants?
     a. Continuum of Care performs emergency housing vouchers, totaling 304 vouchers.

45. Please list the model, age and number of current computers utilized by the HCV staff including desktop computers; handheld devices; and printers/scanners. Will the CMHA allow the vendor to continue use and support the computer equipment (Maybe James or Darryl can say that better) I'm wondering what our cost will be to upgrade/update equipment?
     a. Laptops: Dell Latitude 3510 & 3520
     b. Scanners: Fujitsu fi-7160
     c. Printers: Various RICOH multifunction devices (ex. IM550F)

46. List any systems and equipment currently utilized by the CMHA for telecommunications including for the current customer assistance lines? Is CMHA currently monitoring calls, wait times, etc.?
     a. MiTel Phone System, including Contact Center for call center. Monitoring of call center operations occurs in Contact Center system.
     b. Migrating to Vertical Systems this year.

47. Please list any current staff vacancies.
     a. Housing Advisor ll (4)
        Self Sufficiency Coordinator (1)
        Housing Assistance Supervisor (1)
        Service Desk Representative (1)
        RAD Specialist (1)
        Housing Assistance Manager (AR) (1)

48. Section 1.12 states the HA reserves the right to add requirements during the contract period when it is in the best interest of the HA. Please verify that the price for additional work will be negotiated with the contractor when thus occurs.
     a. Any additional work outside of the scope will be negotiated.

49. What is the SEMAP score for the most recent certification and what is the applicable certification year?
     a. High Performer for certificate year 2021

50. Section 2.3 mentions curing program deficiencies; what are some current examples that require a cure?
     a. Contract violations

51. Are there any outstanding/unresolved Single Audit findings? If so, what are they; and to what fiscal year(s) are they applicable?
    a. Are there any outstanding/unresolved Single Audit findings? If so, what are they; and to what fiscal year(s) are they applicable?
52. What is the current utilization rate, ABA and UMLs?
    a. UML: 12847
53. How many applicants are on the waiting list? When was it last open for applications; and/or purged?
    a. Currently 19591 active wait list applicants. We do not perform purges from the lottery and have kept it open since the Lottery's opening.
54. What is the average turnover?
    a. .24% (turnover ratio)
55. What percentage of tenant-based voucher families move in a year?
    a. 35%
56. Is data available relative to the number of calls received daily, weekly, monthly? If so, please share the data?
    a. Call center received 18964 total phone calls over a month period, or an average of 612 per day.
57. Addendum #1 for the solicitation indicates the contractor will be responsible to procure the Work Number. Can you share the current cost for this service? Will this cost be a separate direct reimbursement cost; or should it be included in the total fee? And is this negotiable?
    - Must be included in total fee. Cost can range depending on usage. Per Work Number, they currently charge us $15 per inquiry.