

Question and Answer Document
2015 Housing Choice Voucher Administration

Request for Proposals

September 25, 2014

*Please note that some individual responses to individual questions were inadvertently released prior to the release of the entire set of questions and answers found below.

The Authority has reviewed this issue and believes that this inadvertent error does not create or constitute an unfair advantage to any individual Bidder or otherwise negatively impact the Request for Proposal (RFP) process. In the event you disagree, please provide notice of your intent to protest to the Director of Legal Affairs, Michigan State Housing Development Authority, 735 E. Michigan Avenue, Lansing, Michigan, 48912.

- 1) **Q:** “My previous employer was a PHA. The Performance section of Exhibit B (page 33) is requesting items from my past employer. I will be unable to obtain certain information as requested as my former supervisor is no longer employed at the agency. I am unable to obtain written verification of the SEMAP designation while I was employed. Are there any other options for satisfying this section of the RFP?”

A: Regarding the performance information requested in the RFP, no other options exist but those stated in the RFP. I recommend that you indicate in your proposal as to what information is missing and why.

- 2) **Q:** “In the RFP under #2 Office requirements and Hours, Subsection iii: If the selected contractor has one or two counties in an adjacent Prosperity Region, an additional office may not be required. I am bidding on counties in two adjacent Prosperity Regions, so I am requesting to only have one open office in one of my Prosperity Regions.”

A: The determination of whether an additional office is required will be a fact-based determination after contractors have been selected.

- 3) **Q:** “Is it a conflict of interest to utilize an inspector who is currently under contract with a PHA?”

A: Please refer to Exhibit C - RFP, page 8, #13 Conflict of Interest section. If you are uncertain whether a conflict exists, it should be disclosed.

- 4) **Q:** “Exhibit B 1f - The RFP states we are not to commence work until execution of contract. How should current Housing Agents proceed with work on January - March Annual Recertifications?”

A: Current Housing Agents should continue their work as normal through the end of the year including processing January through March Annual Reexaminations.

- 5) **Q:** “Exhibit B 5b - Are current Housing Agents required to provide performance ratings for this RFP?”

A: Current Housing Agents are required to provide performance ratings for this RFP. You may contact your Resource Specialist regarding this if you are in need of documentation.

- 6) **Q:** “On page 3 of 10 of the Performance Standards under Lease up Rate; it says Lease-Up Rating will be rounded to the nearest whole number for Standard and Troubled. How I read this is if we are at 96.5% that would be rounded to the next whole number of 97%. Is this correct?”

A: This is correct.

Amendment on 09/26/2014:

97.00% must be reached to achieve a High Performer rating in Lease-up. There will be no rounding to reach the minimum of 97.00% for High Performer.

- 7) **Q:** “Last RFP, we attempted to get a “Certificate of Good Standing” for our municipality. The Office of the Great Seal told us that units of Government operate via their Charter and that Certificates of Good Standing are not available for units of Government. We in turn submitted a letter from our City Clerk describing our Charter. Would a letter of confirmation of receipt of our City Charter from the Office of Great Seal be an appropriate document to meet this qualification? I will also submit a full copy of our City Charter. If not, what other document would MSHDA consider acceptable for Municipalities?”

A: The prospective contactor must submit a letter from the City Clerk and a copy of the Charter.

- 8) **Q:** “We might be in a situation where we will be hiring a new contract person to take on the role of Housing Choice Voucher Specialist for the MSHDA contract term. Since it would not be right to hire someone for a position when we are not yet sure that we have received a contract, my thought is to potentially hire as a

probationary/temporary until we know for sure the person would indeed have a job. Then we would start a full contract beginning 1-1-2015. Is this acceptable? We would ensure the person either had ample experience or was managed/trained by someone with experience.”

A: MSHDA is not involved in an agent’s hiring practices.

9) **Q:** “Would MSHDA provide some examples of where the financial penalties would come into play as described in Exhibit C-1 IV Financial Penalties?”

A: Exhibit C-1 IV includes detailed provisions regarding when and how the financial penalties are to be implemented.

10) **Q:** “Will MSHDA quantify the “grace period” allowed on files transferred from one agent to another?”

A: The grace period will be determined on a case by case basis and the agent will be notified at the time of the file transfer.

11) **Q:** “Can agents apply for less than the specified maximum allocation of vouchers within certain counties? I believe the RFP states this is acceptable.”

A: Yes, but not less than the minimum outlined in the RFP.

12) **Q:** “We would like to apply for additional counties, but in our research, we have found that the current waitlists would not be sufficient to fill open vouchers. How will MSHDA deal with counties that currently do not have a sufficient waitlist to ensure successful lease-up for a potentially new agent? We would not want to be set up for imminent failure and on-going performance issues.”

A: The contracted housing agent is responsible for populating the waiting list.

13) **Q:** “I noticed that the quarterly audit clerical error policy for High, Standard, and Troubled performer has tightened. Will MSHDA be allowing a substantial grace period on these types of errors on files transferred in from other counties? Once again, if additional areas are granted by MSHDA, we don’t want to set ourselves up for troubled performance.”

A: The grace period will be determined on a case by case basis and the agent will be notified at the time of the file transfer.

14) **Q:** “Regarding clerical errors, how will MSHDA ensure consistency in quarterly audits in terms of what qualifies as a clerical error (now somewhat “countable”)?”

Inconsistency in auditors can now make or break the performance of an HA. I'm not sure I like the new clerical error standard for performance – it will be much tougher to achieve a high performance standard.”

A: MSHDA has a standard audit which is applied consistently to all selected cases.