



REQUEST FOR PROPOSALS

DATE OF ISSUE: October 23, 2018

TO: Potential Providers of Services

RE: **Request for Proposals (“RFP”) for Monthly Project-Based Section 8, Section 236, and Section 811 Voucher Reviews**

Quick Reference

	Date	Time
Deadline to submit questions about this RFP:	October 29, 2018	4 PM Eastern (Detroit, MI)
Anticipated date Authority will post answers to questions:	October 31, 2018	
Proposal deadline:	November 7, 2018	4 PM Eastern (Detroit, MI)
Anticipated contract begin date:	January 1, 2019	

I. Services Sought by Authority

The Michigan State Housing Development Authority ("Authority") seeks an organization authorized to do business in Michigan to perform monthly reviews of Project-Based Section 8, Section 236, and Section 811 vouchers. All voucher reviews will be done using tenant and voucher information received and transmitted through the HUD Multifamily Housing Tenant Rental Assistance Certification System (TRACS).

Michigan law allows for veterans preference only; however, women-owned, minority-owned, and small businesses authorized to conduct business in the State of Michigan are encouraged to submit proposals.

It is anticipated that a three-year contract may be awarded.

II. Contents of this RFP

- Overview of services sought, tasks and activities (“Scope of Work”)
- Exhibit A – Notices to Bidders
- Exhibit B – Submission & Selection
- Exhibit C – Proposal Format
- Exhibit D – Project Personnel Form

III. Overview

The Authority seeks a technical service provider ("Bidder" or "selected contractor") to provide monthly reviews of Project-Based Section 8, Section 236, and Section 811 vouchers as required under the "Automation Rule" (24 CFR Part 208- Electronic Transmission of Required Data for Certification and Recertification and Subsidy Billing Procedures for Multifamily Subsidized Projects). While the selected contractor will perform monthly voucher reviews, the Authority will retain the process of making monthly payments to Owners.

To fulfill the requirements of the U.S. Department of Housing & Urban Development ("HUD"), all voucher reviews will be done using tenant and voucher information received and transmitted through the HUD Multifamily Housing Tenant Rental Assistance Certification System (TRACS). The scope and nature of the reviews are guided by HUD Handbook 4350.3, the TRACS Monthly Activity Transmission (MAT) Guide, the Contract Administration Guidebook and Authority policy.

The selected contractor will also advise and educate Authority representatives related to contractor services sought as outlined below.

IV. Objectives, Tasks & Activities, and Deadlines

A. Objectives. To successfully perform the services described in Section III above, the selected contractor must meet the following objectives:

1. Verify accuracy of monthly Section 8, Section 236, and Section 811 vouchers for all properties assigned to the Authority's Traditional contract Administration portfolio.
2. Monitor Owner compliance with all HUD reporting requirements set forth in the HUD 4350.3 Handbook, the TRACS MAT Guide and the Rental Housing Integrity Improvements Project (RHIP) Tenant Optimum Compliance requirements, both current and as amended in the future, governing and administration of Section 8, Section 236, and Section 811 contracts.
3. Submit required information to HUD TRACS accurately and on time.
4. Realize disincentives for IBPS #6 at a rate lower than .01% (higher than 99.95%).

B. Tasks & Activities. To achieve the Objectives, the selected contractor shall perform the following activities:

1. Review monthly HUD-52670 and 52670A Part 1 Housing Assistance Payment vouchers to ensure Owners receive the correct amount of subsidy.
2. Monitor accuracy of all required data fields on the HUD 50059 Tenant Certification for compliance with HUD 4350.3 Handbook.
3. Monitor accuracy of all fields on the HUD 52670 and 52670A part 1 Housing Assistance Payment vouchers.
4. Monitor Owner compliance with the HUD Tenant Optimum Compliance (RHIP) reporting requirement to minimize the number of properties missing monthly payments due to inadequate tenant information on the HUD TRACS system.
5. Receive TRACS files submitted by Owners, using the HUD integrated Multifamily Access eXchange (iMAX) system. Once received, the selective contractor will: (a) evaluate files received; (b) submit acceptable files to the HUD TRACS system; and (c)

- return informational and error messages generated by the reviewer and by TRACS electronic format acceptable for receipt by Owner software. Return of informational and error messages shall be done using iMAX, per the TRACS MAT guide, and will use identifiers originated by Owner software ensuring that Owner software has the information necessary to link TRACS responses to files generated by the Owner.
6. Recommend payments to the Authority before transmitting MAT30 HAP vouchers to the TRACS system.
 7. Provide Owners with written monthly review summaries including information on: (a) amounts recommended for payment by the Authority; (b) any discrepancies and unresolved issues; and (c) any other information consistent with review objectives.
 8. Track all unresolved issues noted on Owner vouchers through to resolution.
 9. Maintain auditable information for the period specified by the Authority.
 10. Provide the Authority real-time online access to voucher review process, contacts with Owners, voucher review progress and voucher review results.
 11. Provide progress reporting to the Authority no less than twice weekly. Progress reporting will include, for each contract in the Authority's portfolio: (a) dates which TRACS tenant files, TRACS voucher files and paper HUD52670 and 52670A part 1 vouchers are received; (b) identification of individual performing monthly voucher review status and progress of monthly review, including date which review is started and completed; (c) date the Authority approves transmission of MAT30 electronic HAP voucher to HUD; (d) date MAT30 electronic HAP voucher is transmitted to HUD; (e) voucher status returned by the HUD TRACS system, updated daily; and (f) comments on property status .
 12. Monitor Owner's compliance with entry of all resident certification and recertification data In TRACS.
 13. Verify that the amount of HAP paid on behalf of each resident is accurate.
 14. Verify that all re-certifications are completed by the Owner. agent in a timely manner and entered into TRACS.
 15. Verify that payment request does not include any units where housing assistance has been abated.
 16. Analyze adjustments required to prior month's vouchers to determine accuracy and validity.
 17. Determine if authorized rent or utility allowance adjustments have been implemented timely and accurately.
 18. Verify that project Owners are complying with current HUD rules and regulations.
 19. Verify pre-approval of Section 8 Special Claims.
 20. Complete Regular Vacancy Special Claims.
 21. Add Alternate #1 (if selected): Complete Unpaid Rent and Tenant Damages Special Claims.

22. Participate in the HUD/MSHDA Annual Conference, the HUD Compliance Review, and other HUD meetings as required.
23. Monitor Owner's follow-up efforts on discrepancies identified as a result of any future income matching initiatives by HUD.
24. Coordinate with the Office of Asset Management and provide Asset Management information on Owner's ability to effectively perform the voucher billing function using TRACS.
25. Mirror all TRACS files sent to HUD and the Authority's iMAX address for Quality Control purposes.
26. Provide tenant data to the Authority.
27. Effectively establish and maintain close integration with the client with an emphasis on teamwork with Authority staff and Owner/agent.
28. Maintain an accurate list of properties in the Authority's Traditional Contract Administration portfolio.
29. Participate in monthly conference calls with Authority staff.

C. Deadlines. To achieve the Objectives, the selected contractor shall perform the following activities:

1. Verify Owner submitted vouchers via TRACS system by the 10th day of the month preceding the month for which the Owner is requesting payment.
2. Verify and provide written documentation of the accuracy of payment requests by the last day of each month before the Authority issues payments for the verified request.
3. If applicable, the selected contractor must have all properties base-lined within the contract by January 1, 2019.

V. Standards for Performance

The selected contractor shall perform the tasks/activities and complete the objectives in accordance with the following standards:

A. Standards

1. Demonstrate ability to perform Voucher review.
2. Demonstrate ability to perform Special Claim processing.
3. Provide a proposed Quality Control Plan that is built into daily processing. Fully demonstrate a superior detailed quality control program that will:
 - a. Ensure that the contract performance requirements are met.
 - b. Ensure separation of duties and implement specific internal controls for the detection and prevention of potential fraud, waste, and abuse of funds to guarantee accountability.
 - c. Identify processes and procedures to prevent, detect and resolve actual or perceived conflicts of interest of any staff working with the contract or

- associated with the entity.
 - d. Provide the names and qualifications of the individuals responsible for performing the quality control reviews and the specific areas/services these individuals will inspect.
 - e. Identify performance deficiencies and **take** corrective action to ensure against unsatisfactory performance.
4. Document all quality control reviews and any required corrective action.
 5. Establish and maintain files for such documentation through the term of the contract. The files shall be the property of the Authority/HUD and be made available to the Authority/HUD upon demand during the contractor's regular business hours. The files shall be turned over the Authority within 10 business days after completion or termination of the contract.

VI. **Bid Alternates**

Bidders shall provide pricing to perform, or not perform, the scope of work as noted in the below alternate(s). As part of the selection process, the Authority will evaluate the bid alternate(s) and determine if the alternate will be added to, or excluded from, the selected contractor's overall scope of work.

A. **Bid Alternate #1: Unpaid Rent and Tenant Damages Special Claims**

1. **Provide an add alternate to complete Section 8 Special Claims for unpaid rent, tenant damages and vacancy loss.**

To achieve this task the selected contractor shall perform the following turnkey activities:

- a. Receive, analyze and verify owner claims in accordance with HUD regulations and other requirements, including program requirements in HUD directives such as handbooks, Notices or forms; and using TRACS and information provided by the owner.
- b. Enter data into acceptable tracking form for monitoring purposes. The program must comply with HUD standards and requirements.
- c. Return the HUD-approved claim to the owner for owner submission within the required timeframes designated by HUD.

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**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSALS**

EXHIBIT A

NOTICE TO BIDDERS

I. Notifications to Bidders

- A. Revisions to RFP.** If, prior to the proposal deadline, the Authority deems it necessary to provide additional clarifying information, or to revise any part of the RFP, supplements or revisions will be provided to all Bidders who have indicated they will submit a proposal. Proposals will then be evaluated based on the terms and conditions of the RFP, any supplements or revisions to the RFP, and the answers to any written questions.
- B. Organization Authorized to Transact Business in Michigan.** The Bidder must be either a Michigan entity (limited partnership, Limited Liability Company, for-profit corporation or non-profit corporation, etc.) or, if foreign, authorized to do business in the State of Michigan.

Proposals from Sole Proprietors Will Not be Accepted

Questions regarding specific requirements to transact business in the State of Michigan should be referred to or otherwise contact the Michigan Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau at:

http://www.michigan.gov/lara/0,4601,7-154-61343_35413---,00.html.

- C. Minimum Internet/Technological Capabilities.** The Bidder must have phone, internet, and e-mail access. Internet and e-mail access must be adequate to allow the Bidder to receive, download and upload data, files and attachments from Authority staff. (Current state standards are limited to a functional size of 20 MB).
- D. Limits on Liability & Indemnification.** The Bidder must review and acknowledge that the Authority will require the Bidder to satisfy the following requirements prior to the execution of a contract with the Authority. If the Bidder has objections, please provide an explanation with your proposal outlining the objection.

If awarded a contract, the Bidder agrees to:

1. Indemnify, defend and hold harmless the Authority, its Board, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:
 - a. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or resulting from (1) the services provided ("Services") or (2) performance of the Services, duties, responsibilities, actions or omissions of the Bidder or any of its subcontractors under an awarded contract.

- b. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or resulting from a breach by the Bidder of any representation or warranty made by the Bidder in an awarded contract.
- c. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or related to occurrences that the Bidder is required to insure against as provided for in an awarded contract.
- d. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Bidder, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the Authority.
- e. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents which results from an act or omission of the Bidder or any of its subcontractors in its or their capacity as an employer of a person.
- f. any action or proceeding threatened or brought against the Authority to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Bidder or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States.

E. Michigan Freedom of Information Act. All documents submitted to the Authority are subject to the Michigan Freedom of Information Act ("FOIA"). In the event a request for submitted documents is made to the Authority, the Authority's FOIA Coordinator will redact or withhold information and/or documents that are exempt from disclosure under FOIA. See *MCL 15.243 et seq.* Please note that any requests by non-MSHDA personnel to review proposals will be denied until the deadline for submission of the bids has expired. See *MCL 15.243(1)(i)*.

Please submit FOIA requests to the Authority as follows:

**MSHDA FOIA Coordinator
c/o Legal Affairs**

Email: MSHDA-FOIA@michigan.gov

F. Submissions Subsequent to Award. As part of an awarded contract, the selected contractor will be required to review and provide and/or acknowledge additional documents including but not limited to:

- W-9 Request for Taxpayer Identification Number and Certification.
- Proof of proper insurance coverage.
- Retiree Rehire Certificate, if necessary.

G. Insurance Coverage. The Bidder must maintain and provide evidence, satisfactory to the Authority, of the following minimum insurance coverage:

1. General Liability Insurance for \$1,000,000 with the Authority shown as additional insured;
2. Errors and Omissions Insurance for \$1,000,000 for each occurrence and \$1,000,000 annual aggregate;
3. Worker's Compensation Insurance (if required under state law). Any citing of a policy of insurance must include a listing of the States where that policy's coverage is applicable.
4. If required by the Authority, Cyber Security Insurance for \$1,000,000.

H. Payments to Pensioned Retirees. 2007 PA 95, MCL 38.68c requires retirees of the State Employees Retirement System ("Pensioned Retirees") who become employed by the State either directly or indirectly through a contractual arrangement with another party on or after October 1, 2007 to forfeit their respective state pensions for the duration of their reemployment. **Accordingly, any pensioned retiree who provides or renders services pursuant to the contract for which bids will be made under this RFP shall be required to forfeit his or her pension during the term of the contract.**

Proposals must acknowledge and confirm whether pensioned retirees will render services under the contract being sought through this RFP. If the Bidder intends to use a pensioned retiree, the Bidder must submit written confirmation from the pensioned retiree that he or she agrees to forfeit his or her pension during the term of the contract, if awarded. If awarded a contract, the Bidder must submit a copy of the pensioned retiree's directions to the State of Michigan's Office of Retirement Services ("ORS") to withhold the retiree's pension payments until the end of the contract term by having the pensioned retiree complete a Retiree Rehire Certificate. A copy of the Retiree Rehire Certificate will be required to be submitted prior to executing an awarded contract.

I. Contract Award Approvals. Prior to executing an awarded contract, the Authority must seek and obtain Michigan Civil Service approval. The required forms will be submitted to Civil Service prior to the Authority's Board approval.

Contracts that equal or exceed \$45,000 must be approved by the Authority's Board. Thereafter, an awarded contract will be forwarded to the selected Bidder with instructions to review and sign it. Upon receiving the signed contract, the Authority's Procurement Office will submit the contract to a duly authorized signatory for final execution on behalf of the Authority. One fully executed contract will then be returned to the selected contractor.

J. Commencement of Work. Project work shall not commence until execution of a project contract. The selected contractor shall not proceed with performance of the project work or incurring of project costs until both parties have signed the project contract to show acceptance of its terms and conditions.

K. Project Control. The selected contractor will carry out this project under the direction and control of the Authority and its designated Contract Administrator.

- L. Applicable Laws.** The selected contractor will be required to comply with all Michigan and federal laws, as well as acquire any permits or permission-related documents to provide services being sought.

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**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSAL**

EXHIBIT B

SUBMISSION & SELECTION

I. Submission of Questions

- To ensure a fair and impartial process, the Authority's Procurement Office will *only* address on time and properly submitted questions.
- Phone calls involving the RFP or related questions will not be accepted. Firms submitting bids shall not contact any Board members or Authority staff.
- All questions and answers related to this RFP will be supplied to Bidders that submitted questions, and/or to organizations providing the Procurement Office with notification of intent to submit a proposal.

A. Due Date. Submit all questions regarding the RFP via email by **October 29, 2018 at 4 p.m.** Eastern Time (Detroit). Submissions received at 4:01 p.m. are considered late and will not be considered further.

Responses to properly submitted questions will be posted on or around **October 31, 2018**. The Authority will hold no other question sessions or bidder's conferences.

B. Delivery of Proposal. Address questions using the subject line **Project-Based Voucher Reviews RFP** to:

MSHDA-Procurement@michigan.gov

Confirmation of Delivery. The Procurement Office will verify receipt of email and questions to the Bidder within 24 hours. If Bidder has not received verification, the Bidder should verify the email address provided above (i.e., no spaces; hyphen between "MSHDA" and "Procurement") and resubmit an email asking for verification.

II. Submission of Proposal

- Submitted proposals must respond to and address the tasks, activities, listed requirements and questions outlined in the Scope of Work of this RFP and its attached and incorporated exhibits.
- The Authority shall not be liable for any costs that a Bidder may incur while preparing a proposal.
- The Authority shall not be liable for any costs that a Bidder may incur prior to the complete execution of a contract.
- If the Authority enters into a contract, the Authority's consideration (payment) shall be limited to the term of the contract.

A. Due Date. Proposals responding to this RFP are due **November 7, 2018 at 4 p.m.** Eastern Time (Detroit). Submissions received at 4:01 p.m. are considered late and will not be considered further.

B. Originals and Copies. Submit **one (1) .pdf** version of a proposal via email outlining how the Bidder will provide the activities / services described in the Scope of Work.

C. Delivery of Proposal. Direct all deliveries to:

MSHDA-Procurement@michigan.gov

Confirmation of Delivery. The Procurement Office will verify receipt of email and proposal to the Bidder within 24 hours. If Bidder has not received verification, the Bidder should verify the email address provided above (i.e., no spaces; hyphen between “MSHDA” and “Procurement”) and resubmit an email asking for verification.

III. Selection of Proposal

The selection of a proposal shall be subject to a review by the Authority’s Legal Affairs Division concerning conflicts of interest and/or participation in Authority programs by the Bidder, its officers, employees, subcontractors or independent contractors.

A. Selection Criteria. The Authority will select the proposal based on Selection Criteria listed below:

- | | | |
|----|---|-------------|
| 1. | Experience, education and/or certification | (50 Points) |
| 2. | Communication skills, including clarity of proposal and writing sample | (15 Points) |
| 3. | Adequacy of proposed methodology, staffing, and time frames for performing services | (25 Points) |
| 4. | Reasonableness and feasibility of fee | (10 Points) |

Total Possible Points: 100 Points

Note: The Authority will utilize all Bidder information to determine the best value for the services sought, and is not obligated to accept the lowest price proposal.

B. Proposal Selection. The Authority’s review may take up to four weeks after the closing date for submitting proposals. The Authority anticipates notifying the selected contractor on or about December 13, 2018 via e-mail and posting on the Authority’s website; however, the selection and final notice of award will be contingent on approval by the Michigan Civil Service Commission and the Authority’s Board.

C. Cancellation of Selected Proposal. The selection of a proposal by the Authority may be cancelled at any time prior to the complete execution of a contract. If the Authority cancels its selection of a proposal, the Authority may repost this or a similar RFP and re-seek proposals. Reasons for canceling the selected proposal may include, but are not limited to, the following:

1. Refusal of Department of Civil Service to process required forms.
2. Refusal of duly authorized Authority signatory to execute the contract.

**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSAL**

EXHIBIT C

PROPOSAL FORMAT

I. Overview

- Proposals must be submitted in the format described in this Exhibit C as outlined below.
- There should be no attachments, enclosures or exhibits other than those considered by the Bidder to be essential to a complete understanding of the proposal.
- Each section must be clearly identified with appropriate headings and/or table of contents.
- The proposal should be clear, accurate, and complete, with sufficient detail to enable the Authority to evaluate the services and methods proposed.

II. Headers and Contents

Proposals not including requested information may be viewed by the Authority as non-responsive and not considered further. Bidders are strongly encouraged to review their proposals prior to submission to ensure that all requested information is included.

A. Company Background Information.

1. Legal business name and address.
[Name]
[Street Address]
[City, State, Zip]
[Phone Number]
[Website address]
2. The type of entity (e.g., Michigan corporation, Michigan nonprofit corporation, Michigan limited liability company, foreign).
Note: Prior to contract execution, the selected contractor will be required to provide proof of authorization to conduct business in the State of Michigan.
3. Any applicable “Doing Business As” names.
4. Any branch office, or name and address of registered agent, if applicable.
5. Legal business name of any applicable parent company, and its address.
6. State your business is incorporated in.
7. Number of years in business and number of employees.
8. Has there been a recent change in the organizational structure (e.g., management team) or a change of control (merger or acquisition)?
(Yes / No)
If Yes, why and how has it affected your company?

9. Has your company ever been debarred, suspended, or otherwise disqualified from bidding, proposing, or contracting with any governmental entity, including the State?
(Yes / No)
If Yes, provide the date, governmental entity, and details surrounding the action.
10. Has your company ever been sued by the State of Michigan?
(Yes / No)
If Yes, provide the date, case caption, case number, and identify the court that the case was filed in.
11. Has your company ever sued the State of Michigan?
(Yes /No)
If Yes, provide the date, case caption, case number, and identify court that case was filed in.
12. Within the past five (5) years, has your company defaulted on a government contract, or been terminated for cause by any governmental entity, including the State?
(Yes / No)
If Yes, provide the date of action, contracting entity, type of contract, and details surrounding the termination or default.
13. Within the past five (5) years, has your company defaulted on a contract or been terminated for cause by any private entity in which similar service or products were being provided by your company?
(Yes / No)
If Yes, provide the date of action, contracting entity, type of contract, and details surrounding the termination or default.
14. Does your company have experience working with the State of Michigan?
(Yes / No)
If Yes, please provide a list (including the contract number) of the contracts you hold or have held with the State for the last 10 years.

B. Management and Personnel. Answer/Address the following:

1. **Authorized Signatory.** The Bidder must clearly identify the name and title of an official authorized to commit the Bidder to the terms and conditions of the proposal.
- a. Provide any resolution(s) authorizing the designated official as an approved signatory.
 - b. Proposal must include the statement of bid commitment, see Section H below, signed by the approved signatory.
2. **Officer and Management Summary.** Identify manager(s) and/or officer(s) who will manage the contract if it is awarded:
- a. Provide current contact information including the manager/officer name, title, mailing address, email address, and phone and fax numbers.
 - b. Provide their resumes or CVs.
 - c. List their responsibilities and the specific tasks each assigned officer/manager will carry out and the anticipated time frames for each task.

3. **Personnel Summary.** Identify proposed key project personnel, including job titles, responsible for performing the activities / services described in the Scope of Work.
4. **Submit a Certificate Verifying Project Personnel.** The form is found in Exhibit D, attached and incorporated into this RFP.
 - a. Confirm Whether Any Assigned Personnel Receive Pension Payments from the State of Michigan. Review Exhibit A, Section I.I above for important information regarding Pensioned Retirees.

C. Experience.

1. **Prior Experience of Bidder.** Indicate prior experience of your organization that you consider relevant to the successful accomplishment of the project described in this RFP.
 - a. Include sufficient detail to demonstrate the relevance of such experience.
 - b. Include descriptions of qualifying experience, including project descriptions, costs, and start/end dates of projects successfully completed.
 - c. Include the name, address, and telephone number of the responsible official of the client organization who may be contacted.
 - d. The Authority has identified the following qualifications that it believes are necessary for the successful performance and completion of the services described in the Scope of Work:
 - i. At least five (5) years of experience performing similar functions for at least two (2) Public Housing Agencies ("PHA"), as defined by HUD;
 - ii. Experienced success in voucher payment Incentive Based Performance Standards of 99.9% or better;
 - iii. Demonstrated ability to integrate their processes, reporting requirements and systems with PHAs;
 - iv. Experience performing TRACS reviews for vouchers and Excess Income reports for Traditional Contract Administrators, including contract Administration review of Rental Assistance Payment, Rent Supplement, Section 236, and Section 811 properties;
 - v. Demonstrated ability to maintain effective and cooperative working relationships with HUD staff;
 - vi. Demonstrated ability to provide responsive, customer-oriented and customer-friendly service to Owners;
 - vii. Demonstrated leadership related to TRACS within the housing industry;
 - viii. Has clean audit findings;
 - ix. Demonstrated ability to consistently and accurately interpret the HUD 4350.3 Handbook and other authoritative documents which guide voucher review;
 - x. Demonstrated expertise in TRACS and an established TRACS training program;
 - xi. Is current on all HUD regulatory issues and changes, and
 - xii. Have experienced personnel to perform the services, or have personnel supervised by experienced staff.
2. **Experience of Proposed Personnel Assigned to Provide Services.** The proposal should describe the education and experience of the personnel who will be assigned to provide the proposed services, including managers who may oversee work of personnel.

3. **Examples of Work.** The following example of recent work shall be submitted with the Bidder's proposal:
 - a. None required.
4. **Professional References.** Include professional references who can provide information regarding the Bidder's prior past performance.
5. **Additional Information and Comments.** Include any other information that is believed to be pertinent but not specifically asked for elsewhere.

D. Proposed Services.

1. **How Services Will be Rendered.** Address and describe the process used to render the services and how the services will be rendered. This should be an overview of the methodology to be used, based on staff and time frames, to meet the project scope of work and complete the required services within the time frame of the project.
2. **Use of Subcontractors.** If any work will be subcontracted, describe the following:
 - a. Work that will be subcontracted.
 - b. The process used to select the subcontractors.
 - c. The subcontractor's experience and expertise.
 - d. The names of the firms/individual(s) who will perform the subcontracted work.
 - e. How quality of service will be monitored and ensured.
3. **Standards.** Describe or address the following:
 - a. The standards that the services will satisfy. (If standards of a professional association will be followed, identify the standards and the association.)
 - b. How quality of service will be monitored and ensured.
 - c. Whether "best practices" will be followed. (If applicable, identify the organization and/or document establishing such standards.)
4. **Security of Data.** If the services to be rendered require the collection and/or use of confidential and/or personal data, confirm the following:
 - a. Has your organization established and used a policy to address the security of paper and electronic data?
(Yes / No)
If No, explain how your organization addresses the security of paper and electronic data.
(Note: Please do not submit a copy of your security policy.)
 - b. Does your policy address the removal of confidential and/or personal data from storage media? (For example, does your firm's policy include the removal or "wiping" of data from hard drives when a computer is no longer used?)
(Yes / No)
If No, explain how your organization handles confidential and/or personal data.
5. **Copyrighted Materials.** Acknowledge and/or confirm the following:
 - a. You agree that any and all products produced as a result of this contract shall be the property of the Authority.

- b. You agree that the Authority shall (a) hold a copyright on all materials or products produced under the contract and (b) be allowed to file for a copyright with the United States Copyright Office.
- c. You acknowledge that submitted documents will not contain in part or whole copyrighted materials.

E. Price Proposal & Budget

- 1. **Price Proposal.** All rates quoted in proposals submitted in response to this RFP will be a firm fixed price for the duration of the contract. No price changes will be permitted.

Proposals should reflect per diem rates in effect at the time of proposal submission. State per diem rates are subject to change during the term of an awarded contract. Rates for 2018 can be found here:

http://www.michigan.gov/documents/dtmb/Travel_Rates_FY18_Jan2018_609896_7.pdf

- 2. **Budget.** Include in the proposal a line item budget identifying all expenses related to the work to be performed. By submitting the bid, the Bidder acknowledges that it bears the risk that its expenses may exceed the proposed amount. The budget should include applicable items, which may include the following:
 - a. Staff costs broken down by each individual staff person. Include # of hours, per hour rate, and work assignment.
 - b. Lodging costs (based on State of Michigan per diem rates). Description should include when and why lodging is needed.
 - c. Meal costs (based on State of Michigan per diem rates). Description should include when and why meals are needed.
 - d. Transportation costs (based on standard State of Michigan mileage rate). Description should include type and reason for transportation cost.
 - e. Costs of supplies and materials. Description should include items to be purchased and reason for purchase.
 - f. Other direct costs. Description should include items to be purchased and reason for purchase.
 - g. Total Budget.

- F. **Schedule/Timeline.** Bidder must meet the predetermined timeline for the services as outlined below:

<i>Project Task</i>	<i>Action and Timeline</i>
Verify Owner submitted vouchers via TRACS system	By the 10th day of the month preceding the month for which the Owner is requesting payment.
Verify and provide written documentation of the accuracy of payment requests	By the last day of each month before the Authority issues payments for the verified request.

G. Disclosures.

- 1. **Interests in Authority Programs.** Authority programs include, but are not limited to, the Housing Voucher Program, any loans where the Authority is the lender, and any grants made by or administered by the Authority.

- a. Does the Bidder, its officers, board members, and employees respectively, have any interests in Authority programs?
(Yes / No)
If Yes, please provide their name, title, and the Authority program for which the interests exist.
- b. If the Bidder intends to use independent contractors or subcontractors to render services, do the independent contractors or subcontractors and their officers, board members, and employees respectively, have any interests in Authority programs?
(Yes / No)
If Yes, please provide their name, title, and the Authority program for which the interests exist.

2. Potential Conflicts of Interests. Potential conflicts of interest may arise from the Bidder's officers, employees, members, board members, independent contractors or subcontractors the Bidder will use to render services, if the organization enters into a contract with the Authority.

- a. Is the Bidder currently under contract and/or been awarded a grant from the Authority?
(Yes / No)
If Yes, please confirm whether any potential conflict of interest will exist if the Authority enters into a contract with the Bidder.
- b. Does the Bidder, its officers, board members, and employees, hold a position with another entity that may be under contract or receiving a grant from the Authority?
(Yes / No)
If Yes, include an organizational chart from each entity under contract or awarded a grant from the Authority in which the Bidder or project personnel holds a position. Include each employee's position and title within the entity. In addition, indicate whether the Bidder or the project personnel is responsible for making financial decisions in his/her capacity and what measures have been implemented to ensure that funds are not comingled.

THE AUTHORITY RESERVES THE RIGHT TO DEEM A BID NON-RESPONSIVE FOR FAILURE TO DISCLOSE A POTENTIAL CONFLICT OF INTEREST.

3. Family Members Who Work for Authority.

- a. Does the Bidder, its officers, board members, and employees respectively, have family members who work for the Authority?
(Yes / No)
If Yes, please provide their name and the name of the family member currently employed at the Authority.

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H. Signature Clause to be Signed by Bidder's Authorized Signatory. Insert into the proposal and have the authorized signatory sign the following signature clause at the end of the proposal:

In response to the Michigan State Housing Development Authority's Request for Proposals for Project-Based Voucher Review Services, I confirm that I have submitted this proposal on behalf of

<Company>

I also confirm that I have read and understand the Authority's indemnification, copyright, data security and insurance requirements.

By: _____

Its: _____

Date: _____

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**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSAL**

EXHIBIT D

PROJECT PERSONNEL

**CERTIFICATE VERIFYING PROJECT PERSONNEL OF THE
CONTRACTOR/SUBCONTRACTOR**

The Contractor/Subcontractor acknowledges that the following personnel are Project Personnel of the Contractor/Subcontractor:

(1) Name _____
(Print or type name above line)

Title with Contractor/Subcontractor _____

Is this person a retiree who receives a pension from the Michigan State Employees Retirement System? Yes _____/No _____

(2) Name _____
(Print or type name above line)

Title with Contractor/Subcontractor _____

Is the person a retiree who receives a pension from the Michigan State Employees Retirement System? Yes _____/No _____

(3) Name _____
(Print or type name above line)

Title with Contractor/Subcontractor _____

Is the person a retiree who receives a pension from the Michigan State Employees Retirement System? Yes _____/No _____

Name of Signatory for Contractor/Subcontractor:

Printed Name: _____
(Print or type name above line)

Its: _____

Signature: _____

Federal Identification Number: _____

Pensioned Retirees (2007, MCL 38.68) (12/7/07 Rev)