



INVITATION TO BID

DATE OF ISSUE: **July 23, 2024**

TO: Existing Housing Agents & Entities with direct MSHDA housing agent qualifications

RE: Invitation to Bid for:
Housing Choice Voucher (HCV) Administration

I. Service Opportunity:

The Michigan State Housing Development Authority (“Authority” or “MSHDA”) is seeking existing Housing Agents or Entities with direct MSHDA housing agent qualifications (defined as a business entity containing at least one partner or member that was employed by a current MSHDA Housing Agent for at least three years and otherwise meet the qualifications set forth in the original invitation to bid) to perform all required tasks for approximately five hundred twenty five (525) families in Macomb County and eight hundred seventy (870) families in Oakland County./ participating in the HCV and Project-Based Voucher Programs to include the following special purpose vouchers and initiatives: Emergency Housing Vouchers, Non-Elderly Disabled, and Mainstream. The Authority anticipates the effective date of the file transfer to be December 1, 2024.

II. Required Qualifications:

The Authority can accept bids *only* from currently contracted Housing Agents or Entities with direct MSHDA housing agent qualifications.

Following are the qualifications that the Authority believes are necessary for the successful performance and completion of the services. The Housing Agents or Entities with direct MSHDA housing agent qualifications must:

1. Have experience administering vouchers and all related services, including direct experience with the Authority’s HCV programs. Entities with voucher experience that does not involve MSHDA are not qualified.
2. Assign experienced personnel to perform the services or have personnel supervised by experienced staff.
3. Have or secure a publicly ADA accessible office within the Region identified in the Service Opportunity or an adjacent Region.

4. Have phone, facsimile, internet, and e-mail access, which must be adequate to allow the Housing Agent to receive, download and upload data, files and attachments from Authority staff and all mandatory data programs used by the Division of Rental Assistance and Homeless Solutions.
5. Currently be under contract with the Authority to administer vouchers or be an entity with direct MSHDA housing agent qualifications.
6. If the Bidder is an existing Housing Agent, it must have established satisfactory performance within the current contract. Housing Agents with two or more Troubled ratings within the last twelve months for monthly or quarterly performance will not be considered.
7. The Bidder must meet the following requirements and provide the appropriate documentation prior to execution of a contract with the Authority:
 - A. Be a Michigan entity (limited partnership, limited liability corporation, pro-profit corporation or non-profit corporation), authorized to do business in the State of Michigan. Provide organizational documents, including all certificates and amendments. For non-profits, provide evidence of 501(c)(3) status from the IRS. The Bidder will be required to submit the following forms based on the type of entity:
 - A foreign (non-Michigan) or domestic corporation or limited liability company must be licensed to do business in Michigan. The firm must submit a *Certificate of Good Standing* issued by the Department of Licensing and Regulatory Affairs that is dated no later than 30 days after the Authority's Selection of Bid. Provide address of registered agent or office.
 - A foreign (non-Michigan) or domestic limited partnership must be licensed to do business in Michigan. The firm must submit a *Certificate of Fact – Not Cancelled* issued by the Department of Licensing and Regulatory Affairs that is dated no later than 30 days after to the Authority's Selection of Bid. Provide address of registered agent or office.
8. If the Bidder is an entity with direct MSHDA housing agent qualifications, the Bidder must agree to satisfy the following requirements prior to the execution of a contract with the Authority:
 - A. 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:
 - 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.

- 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.
- 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.
- 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.
- 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.
- 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.

B. Maintain and provide evidence, satisfactory to the Authority, of the following insurance coverage:

- Errors and Omissions Insurance for \$1,000,000 for each occurrence and \$1,000,000 annual aggregate; and
- 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.

III. Submitting Bid:

All bids must be in writing, on agency letterhead, and signed by an authorized signatory.

BIDS DUE: Monday, August 12, 2024, **by 5:00 pm** Eastern time. (Bids received at 5:01 pm are considered late and will not be considered further.)

TO: Submit one electronic copy (.pdf) of bid to MSHDA-Procurement@michigan.gov.

FORMAT: Bids from existing Housing Agents or entities with direct MSHDA housing agent qualifications interested in administering the HCV program in Oakland and Macomb Counties must address the following:

1. How many vouchers are you requesting? What is the minimum number of vouchers you will accept? *Note: The Authority will consider partial bids.*
2. Do you have an established office in Oakland and/or Macomb Counties? If not, what do you propose to provide to meet the needs of local residents?
3. Describe your experience administering the HCV Program, including direct experience with the Authority’s HCV Programs. Include years of experience and description of qualifying experience.
4. Describe your business process and how your agency proposes to obtain and/or maintain a high performer rating for the following performance factors while administering newly awarded vouchers:

Monthly Performance Standard	Required tasks, activities, or actions Contractor must perform	Guidelines for High Performance Rating
Lease Up Rate	The Contractor has maintained the Lease Up Rate in accordance with HUD regulations for the allocation of Vouchers in their portfolio. Lease-Up Rating will be rounded to the nearest whole number for Standard and Troubled.	Contractor maintains a lease up rate percentage in the month being rated of 97.00% or more.
Late Annual Re-Examinations	The Contractor has completed an Annual Re-Examination for each Participating family in accordance with HUD regulations. Annual Re-Examinations are considered complete if they are approved in Program Software prior to the date and time Performance is run.	Contractor maintains on time Annual Reexamination percentage in the month being rated of 100.00%.
Late New Admissions and Moves	The Contractor has completed all New Admissions and Moves in the Program Software in accordance with HUD regulations. New Admissions and Moves are considered complete if they are approved in the Program Software within 60 days of the certification effective date.	Contractor maintains on time New Admission and Move percentage in the month being rated of 100.00%.

Monthly Performance Standard	Required tasks, activities, or actions Contractor must perform	Guidelines for Performance Rating
MTCS Errors	<p>The data entered into Program Software is accurate for 50058 submissions to HUD.</p> <p>Errors will be charged based on HUD electronic system reports.</p>	<p>Contractor maintains accurate data entry percentage in the month being rated of 99.80%.</p>
Pre-Contract HQS	<p>The Contractor has followed the proper procedures for ensuring that each newly leased unit passes the inspection before the beginning date of the HAP Contract.</p>	<p>Contractor must achieve 100.00% completion.</p>
Biennial HQS	<p>The Contractor has followed proper procedures for inspecting all assigned units within 730 days and entered the data into the Program Software.</p>	<p>Contractor maintains accurate data entry percentage in the month being rated of 99.80%.</p>
Program Management	<p>The Contractor has followed proper program management procedures as follows:</p> <ul style="list-style-type: none"> • The application shall not remain in After Active Draw status for greater than 90 days. • The application shall not remain in the After Offer/Voucher Issued status for greater than 180 days. • Active participant shall not remain in a move-out status greater than 180 days. • Active participant shall not remain Zero HAP greater than 180 days. 	<p>Contractor maintains proper program management percentage in the month being rated of 99.50%.</p>

5. How will you address emergency situations? Describe the strategies you will use, and provide specific examples, key person(s) and contacts, and the examples of situations that require your agency to implement emergency operations.
6. Provide an organizational chart including staff name, title, duties, and years of experience. Include any additional staffing proposed. Does your Agency have experienced staff that can absorb additional case work, or what are your plans to meet the demands of the additional case load?

7. Describe your existing relationship with the organizations in Oakland and Macomb Counties (e.g., Continuum of Care, Housing Assessment and Resource Agency, Service Agencies, and Landlord Associations).
8. Describe the competitive advantage that makes your Agency more efficient and successful in the delivery of the HCV Program.
9. What methods will you employ to ensure continuous excellent customer service to the program applicants, participants, and landlords participating in Oakland and Macomb Counties?

IV. Selection of Bid:

Once the review and selection process are complete, Authority staff will notify agencies of the award of vouchers. (The Authority reserves the right to select multiple agencies, so the awarded number of vouchers may differ from that requested in the bid.)

V. Payment:

The Agency or agencies selected will receive the base-pay of **\$30 per month per voucher** under an executed HAP contract as outlined in the Housing Agent Agreement.

VI. Michigan Freedom of Information Act

All documents submitted to the Authority are subject to the Michigan Freedom of Information Act ("FOIA").

VII. Contact:

Questions concerning this Invitation to Bid may be directed to:

Deidre Butterworth
Phone: (517) 335-6275
Email: Butterworthd@michigan.gov