



ADDENDUM #1
ISSUE DATE: Tuesday, May 16, 2023

This Addendum shall become and form a part of:

Request for Proposals # RFP-2023-0080
Housing Choice Voucher Program Administration Services

TO ALL VENDORS

This Addendum, including all articles and corrections listed below, shall become a part of the original Request for Proposals ("RFP") package and shall be taken into account in preparing your proposal response.

The above-numbered solicitation is amended as set forth below. Vendors must acknowledge receipt of this addendum by signing and completing *Addenda Acknowledgement Form*. The *Addenda Acknowledgement Form* must be submitted with the Firm's response to this RFP. *Failure to include the Form in the proposal response may subject your firm to disqualification.*

In order to ensure that all firms are given an equal opportunity to submit a competitive response, the following are responses to questions and/or requests for clarification concerning **RFP #2023-0080**.

Addenda to this RFP will only be posted to the sourcing event. Addenda **will not** be mailed to potential Respondents. It is the responsibility of the Respondent to access the sourcing event for any addenda issued. Each Respondent must acknowledge all addenda issued by completing and signing *Addenda Acknowledge Form*. *The Form must be included in the Firm's response to the RFP.*

DocuSigned by:

Albert Murillo

49165F51AA14437...

Albert Murillo

Senior Vice President, Contracts & Procurement Department

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

1. Is there a current budget for the HCV Program? Can you share your current budget?

AH's Response:

The current budget for the HCVP program is in draft form and cannot be shared at this time. All Respondents are encouraged to utilize the useful descriptions of the parameters of the current program and to overlay their best practices for service delivery, applying concepts of economy of scale, cost avoidance and cost mitigation. Atlanta Housing is interested in seeing how Respondents would improve the service delivery of the Housing Choice Voucher Program at Atlanta Housing by leveraging their accumulated subject matter expertise about this type of program and how to staff it for high performance cost effectively.

2. Is there any flexibility for partial remote online vs. On-site?

AH's Response:

The respondent will have the flexibility to choose a schedule that works best for them to ensure optimal service delivery.

3. Is there a desire to change or keep any of the current contractors?

AH's Response:

Atlanta Housing is interested in seeing how Respondents can improve service level delivery, cost, and best practices. Changing contractors is the call of the Respondents.

4. Can the AH provide a current list of contractors and their roles?

AH's Response:

CVR- Portals and Quality Control Tools
Nan McKay – Complete of Recertification Backlog

5. Can the AH describe "sustain services" in more detail?

AH's Response

Continuous delivery the exceeds the expectation of AH and the milestones and objectives

6. Are there any incentives or disincentives the contractor should be aware of?

AH's Response:

AH will build incentives or disincentives as a part of the selected contractor's contract.

7. Can the AH provide the details of the owner screening process?

AH's Response:

New owners must complete an online Property Owner Application and online Landlord Briefing before becoming a landlord on the program. The application requires the owner to submit a W-9 for tax purposes and a voided check so their payments can be submitted via EFT. The application also requires the owner to disclose any conflicts of interest such as being an elected official, participant on the AH Board, etc. Checks are also completed to ensure the applicant is eligible to do business with HUD housing programs (HUD's Limited Denial of

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

Participation List) and whether they have been excluded from receiving federal funds (SAM Website)

8. Can the AH provide the details of the Landlord referral incentive?

AH's Response:

AH will provide a \$100 incentive to current landlords who refer a new landlord to the HCVP, and they become a vendor.

9. Are "exception" payment standards used?

AH's Response:

In cases where landlords request a rent that is more than our current payment standard and if our rent determination analyst determines that the request is valid via our rent reasonableness process, an exception to the payment standard may be granted. Approval to pay a rent that is more than the payment standard must be approved by the SVP Housing Choice, AH's General Counsel, and AH's SVP of Policy and Strategy.

10. Can the AH provide payment standards and how are they broken down for the area?

AH's Response:

Payment Standards are attached to email. The City of Atlanta is currently broken down into 24 different submarkets. A payment standard or maximum is assigned to each different submarket based on the number of bedrooms.

11. Can the AH provide quality standards and the methods used to measure them?

AH's Response:

Please see attached Enhanced Inspection Standards Checklist. AH uses HUD's Housing Quality Standards (HQS) as the basis for its inspection standards. Some enhancements to HQS were made by AH so that units would be of higher quality than required by Basic HQS. For example, AH requires air conditioning for all its units whereas HQS does not.

12. Is "Assisting thriving families" part of these special projects? If they are different, how do they operate?

AH's Response:

Does not apply.

13. Can the AH describe the phrase "special projects" to be administered with more clarity and explain how they work?

AH's Response:

Does not apply.

14. Can the AH define "Assisting thriving families," what it entails, and what are the expectations surrounding the statement?

AH's Response:

Does not apply.

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

15. Can the AH provide the outreach expectations from the selected contractor?

AH's Response:

- **Landlord Advisory Group Meetings** – AH conducts quarterly meetings with a select group of single family and multi-family landlords with the purpose being to enhance and improve the efficiency of AH processes. AH uses this group as a sounding board before launching new processes that affect landlords.
- **Housing Counselors and Housing Navigator** – AH uses this staff to recruit new landlords. Whether they are attending real estate related functions or visiting multi-family communities face to face, their purpose is to bring new landlords and units onto the program. They also conduct Housing Fairs and Housing Tours with the purpose of connecting actively search AH clients to AH landlords.
- **Landlord Symposium** – annual event held with the purpose of re-engaging and educating existing landlords about the Housing Choice Voucher Program (HCVP) as well as recruiting new landlords to the program. The landlord symposium will foster reconnection with the owners, normalize participation in the program, convey incentives, and remind them of their contribution to the larger goal, which is to provide more Atlanta families with affordable housing. The symposium should also encourage new landlords to participate by eliminating any existing apprehension they may have about the HCVP.
- **Atlanta Apartment Association (AAA)** – AAA is the multifamily housing trade association for the Atlanta Metropolitan area. AH engages with AAA with the purpose of marketing the HCVP to the top tier multi-family developers and owners with the hopes of recruiting them to participate on the HCVP. These top tier clients usually have communities that are located within areas of opportunity (locations that are not concentrated with poverty). AH also attends their annual trade show with the purpose of making connections with attendees who may have access to prospective landlords.

16. Who is responsible for maintaining the cost of required applications, programs, and systems?

AH's Response:

It depends on the systems, Yardi cost is covered by AH, but contractor services for departmental use is covered by the Housing Choice departments and is a budgeted item.

17. How flexible is the AH with other applications, programs, and systems to be used?

AH's Response

The respondent will have the flexibility to choose a schedule that works best for them to ensure optimal service delivery.

18. Is the HCV waiting list currently open?

AH's Response:

Atlanta Housing Waiting is closed with over 21,000 families remaining on the list.

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

19. The KPIs (RFP p7)

#8 Inspection Excellence Program: Are standards other than HQS (and soon to be NSPIRE) required for the Property Assessment Inspections referenced?

AH's Response:

The property assessment inspections currently utilize Uniform Physical Condition Standards (UPCS) so that each multi-family community can be assigned a score and rated. We are now exploring utilizing NSPIRE to assign the scores. The property assessment inspections are not a HUD requirement. AH utilizes these inspections so that it has business intelligence around the quality of multi-family communities that are participating on the HCVP.

20. #11 Fingerprinting/Criminal Background Screening: Are there costs for these services that the contractor will be required to pick up?

AH's Response:

Fingerprinting/Criminal Background Screening will be a part of budgeted operations.

21. #10 Compliance Reviews and #12 Quality Assurance/Quality Control: Could AH expand on the difference of these types of reviews?

AH's Response:

Quality Assurance a sampling of file reviews that ensure the process is accurate prior to payment of Housing Assistance Payments, (HAP). This review allows for the errors to be corrected prior to the HAP. Quality Control is a sampling of file reviews after the Housing Assistance Payments have been paid and errors are corrected via manual payments.

22. Landlord Services (RFP p9-10) references the Property Protection Program and Incentive Referral Program; also, Inspection Services (RFP p11):

AH's Response:

The Property Protection (P2) Program allows AH to reimburse property owners up to \$2,000 (\$250 deductible) for excessive tenant caused damages to a unit. The Investor Referral Incentive allows AH to provide a \$100 incentive to current landlords who refer a new landlord to the HCVP, and they become a vendor

23. Will the funding for property protection claims and various other landlord incentives continue to be funded by AH?

AH's Response:

Landlord incentives come in different forms and are either charged to HAP or allocated to specific departments in the budget.

24. Program Compliance (RFP p10)

AH's Response:

References a grievance process separate from Informal Reviews, Denials and Terminations. Could AH provide more information about grievance process?

The grievance terminology for Program Compliance. The grievance process consists of the Informal Review process and the Informal Hearing process. The Informal Review process

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

allows families who have been denied program admission an opportunity to appeal the decision before a third-party. The denied applicant has 10 business days to request an Informal Review after the eligibility denial letter. The denied applicant is subsequently scheduled for an Informal Review. The Hearing Officer has 15 business days to issue the hearing decision. The Informal Hearing process allows participants who have violated the HCVP Family Obligations an opportunity to appeal Housing Choice's proposed termination. The participant has 10 business days to request an Informal Hearing after they have received the Proposed Termination notice. The participant is scheduled for an Informal Hearing and the Hearing Officer has approximately 15 business days to issue a hearing decision.

25. Will AH provide a copy of the Voluntary Compliance Agreement in place with HUD Fair Housing Equal Opportunity (FHEO)?

AH's Response:

the Voluntary Compliance Agreement is not applicable to Housing Choice Voucher Program Administration Services RFP

26. Please provide information about any other outstanding audits, findings, reviews, related to the scope of services for which the contractor may be involved (e.g., HUD, QAD, OIG, Independent Auditor, etc.). there are not outstanding audits by any agencies currently.

AH's Response:

HC has completed its annual audit and awaiting this year's annual audit response from the auditors. In the past 12 years, AH has had no audit findings.

27. Process Transfers, Moves, Vacant Unit Moves (RFP p12):

AH's Response:

#5 Please provide more information about the Service Level Agreement referenced. defines the level of service is the process time expected from beginning to completion. It also lays out the metrics by which service is measured, Program Moves, Elective has a 90-day SLA.

28. Call Center (RFP p15)

Is the call center currently housed in AH offices?

AH's Response:

The call center it is in the AH's corporate office.

29. Will AH provide the phone system and equipment necessary to operate a call center in-house?

AH's Response:

Yes, if necessary, AH will make available it is phone system and equipment.

30. Elements of Cost (RFP p17)

AH indicates it will provide office space, furniture, equipment. Does AH have more than one office where the contractor is expected to provide staff e.g., Satellite offices? If so, where are those located?

ADDENDUM #1**RFP# 2023-0080 Housing Choice Voucher Program Administration Services****AH's Response:**

AH has historically provided one centralized service location for HCVP. AH has limited options for providing satellite workspaces. Nevertheless, respondents who wish to propose a decentralized delivery of services with their proposal should provide a detailed proposal of staffing and those satellite offices. The proposal should include all cost and fees associated with initiating and maintain the satellite sites. Whenever possible, includes the site addresses and if not available a general distribution of the neighborhood and scope of the proposed satellite offices.

31. Is AH considering regional offices to decentralize work and separate contractor coverage?

AH's Response:

It is the Respondents choice of its office location to provided oversight in leveraging their accumulated subject matter expertise in managing this type of program. The selected contractor is welcome to provide remote or hybrid services if that business model is effective to meet the requirements of the contract.

32. Can the AH provide a detailed list of computer applications, programs, and systems that are currently used, and which ones are required of the selected contractor to utilize?

AH's Response:

Applications	Used For
Yardi Voyager	Housing Choice Voucher Program Management (Waitlist selection, Eligibility determination, RTA processing, Inspections, Recerts, 50058 generation & maintenance. TPA, Abatements, HAP processing, HDS Referrals)
Yardi Rent Café	Assist manager with how prospects and residents find and interact with you online
HUD EIV	Access to this data is solely for the purpose of determining eligibility and level of rental assistance under covered HUD rental assistance programs
SAVE	Electronic Immigration Status Verification system that allows federal, state, and local benefit-granting the agency to verify a benefit applicant's immigration status or naturalized/derived citizenship.
DocuSign	Electronic signing of documents
Zoom	Video conference platform to connect online with co-workers, participants, landlords, etc.
DSS Check In Systems	Visitor management system - Kiosk system for applicants, participants, and landlords
QCMS-CVR	Quality control of applicant, participants, and landlords' files (eligibility- new admission, recertifications- interim, and RTAs)
Form Site	Landlord briefing scheduling system
Xactware Solutions	Property damage estimation system for AH Inspections

ADDENDUM #1
RFP# 2023-0080 Housing Choice Voucher Program Administration Services

SharePoint Online Libraries	Used to collaborate securely on a file or document (open, edit and save)
Knowledge Lake	A document management system used to store applicant, participants and landlord documents based on metadata
TALX (Work Number)	Used to instantly verify income and employment information to verify applicant and participant provided data
Avaya - AWFOS	Call monitoring system used in the contact center
Avaya - ACCS	Integrated analysis and reporting system used in the contact center to evaluate the performance of the contact center agents
Service Desk	A single point of contact between the IT department and business units to manage tickets, tasks, and communication in one place
MS Office Suite	MS Excel, Word, Outlook, PowerPoint, Teams
Chrome	Internet browser
Adobe	Pioneered the paper-to-digital transformation with the invention of PDF
DiRAD Technologies-IVR	Provide real-time information to callers, who can interact naturally with the system
Computer instrument	Post call survey
Calabrio Teleopti WFM	Call center queue reporting and automate scheduling workflows and simplify day-to-day processes
Survey Monkey	A cloud-based survey tool that helps users create, send, and analyze surveys
APD Interface Reporting	Interface report that provides up-to-date city of Atlanta police reporting information about applicants, participants, or property location
GBI Interface Reporting	Interface report that provides up-to-date federal investigative and crime information about applicants and participants
Inquiries	An automated fingerprint identification system that is specialized to accommodate the capture and digital enhancement of applicants and participants latent prints
Equity Depot – Foreclosure Services	Provides notice to the Housing Authority on pending Foreclosure
Windows VDI	A cloud-based desktop and app virtualization service that allows the agency staff to deploy Windows virtual machines that can be accessed from anywhere, at anytime

33. Will the contractor need to provide their own equipment if the existing facility can be utilized? (Phones, computer/internet hardware, Wi-Fi, etc.)

ADDENDUM #1**RFP# 2023-0080 Housing Choice Voucher Program Administration Services****AH's Response:**

AH will provide all equipment utilized in AH's facility. If the Respondent decides to work remotely, they will have to get the required clearances to utilize AH's technology, etc.

34. If the current facilities are available for use, will that come with a rental fee? And if so, what is the rental space size and cost? Would utilities be included?

AH's Response:

No, there is no expected facility rental cost associated with this contract.

35. Can the contractor use the current facilities?

AH's Response:

The contractors can use the current AH facilities.

36. For the in-house team that would be potentially displaced, what is the current pay scale for the positions? (Customer Service (SAs), HCV specialists, Leads, Supervisors, Managers, Administration, Inspectors, Compliance, etc.)

AH's Response:

Position	Range
Administrative Assistant	\$36,800 - \$55,300
Client Services Liaison	\$51,000 - \$76,500
Compliance Analyst	\$51,000 - \$76,500
Compliance Specialist	\$51,000 - \$76,500
Customer Service	\$31,200 - \$46,800
Data Entry Analyst	\$43,300 - \$65,100
Director, Customer Services	\$97,700 - \$146,600
Director, Inspections Services	\$97,700 - \$146,600
Document Intake Coordinator	\$31,200 - \$46,800
Housing Services Administrator	\$51,000 - \$76,500
Housing Services Counselor	\$51,000 - \$76,500
Housing Services Team Lead	\$60,000 - \$90,000
Inspector	\$43,300 - \$65,100
Lead Inspector	\$60,000 - \$90,000
Manager, Housing Choice Inspections	\$83,000 - \$124,500
Manager, Inspections Services	\$70,600 - \$105,900

ADDENDUM #1**RFP# 2023-0080 Housing Choice Voucher Program Administration Services**

Manager, Portability	\$70,600 - \$105,900
Operations Administrator	\$51,000 - \$76,500
Portability Administrator	\$51,000 - \$76,500
Portfolio Administrator	\$51,000 - \$76,500
Project Coordinator	\$60,000 - \$90,000
Quality Assurance Analyst	\$60,000 - \$90,000
Senior Customer Service Representative	\$36,800 - \$55,300
Senior Inspector	\$51,000 - \$76,500
Team Lead Customer Services	\$60,000 - \$90,000
VP, Housing Choice Voucher Program	133,100 - \$208,200

37. The RFP states that the agency currently has over 100 employees assigned to the HCV Department. Will the contractor be responsible for hiring and managing these employees?

AH's Response:

The contractor should manage the acquisition of staff and their day-to-day management of them as they see fit.

38. The contractor is ability to interview and hire qualified staff to fill the roles. The contractors use establish a staff plan that will effectively manage the full Housing Choice Operation.

AH's Response:

Yes, they will have the exclusive jurisdiction to hire qualified staff. Interested Respondents must however interview interested incumbent personnel.

39. The Proposal states "AH requires that any new technology proposed by the Selected Respondent(s) meets compatibility with existing environments." What would be the processes of proposing a new technology? Would a new technology for one or more of the capabilities be something outlined in a proposal, or only reviewed if selected?

AH's Response:

Only reviewed if selected.

40. Is the Selected Respondent required to maintain and use all existing technology processes in place in Atlanta Housing specifically for the following functionalities: a. Call center b. Application software.

AH Response:

AH has invested in the upgrade and the application software to effectively operate the Housing Choice Voucher Program. The respondents are required to adhere to AH standards and policies and maximize the use of existing technology platforms and systems.

41. How/where are calls received in the Call Center documented?

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

AH's Response:

AH does not utilize a standalone CRM to capture calls as the information is documented in its web-based platform, Yardi Voyager.

42. Are inspections conducted in Yardi? If so, is AH open to using another system that will upload to Yardi?

AH's Response:

Inspections are conducted in Yardi. Due to the investment made in the upgrades to Yardi and its operating systems AH would prefer the vendor utilize Yardi to conduct inspections.

43. Can you clarify which program component responsible for the Portability function?

AH's Response:

The Portability is a function of Housing Services, which the department responsible for the initial and continued eligibility.

44. Will AH provide training to the selected vendor on the Voluntary Compliance Agreement?

AH's Response:

Voluntary Compliance Agreement is not applicable to the contract. The selected contractor will have knowledge of the process that could impact HC.

45. Will the selected vendor have any responsibility for the LIHTC units?

AH's Response:

Housing choice Program is not responsible for the LIHTC units.

46. On page 7 of the RFP, Compliance Reviews and Quality Assurance/Quality Control are referenced. What is the difference?

AH's Response:

Compliance Reviews cover the grievance process which include informal and formal reviews of program requirements. Quality Assurance/Quality Control are the reviews of participant and landlord files to ensure accuracy in the processing 50058.

47. Will the vendor be authorized to create a stand-alone SharePoint site to facilitate program management?

AH's Response

AH will require that all participant and Landlord information be stored AH's systems of operations, such as Yardi, Rent Café, Landlord Portal, QCMS, etc. Stand-alone reporting to measure the contractor's performance is authorized.

48. Section 2.2 Statement of Work and Specific Requirements in part states, Atlanta Housing is inviting very well-qualified, experienced professional consulting and management firm(s) to evaluate Atlanta Housing's current administration of its federally HUD funded Housing Choice Voucher Program. Interested Respondents are requested to propose an outsourcing plan designed to deliver an efficiently and well administered Housing Choice Voucher

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

Program that includes enhancements and innovations for program participants... When is the vendor expected to conduct this evaluation. Please clarify.

AH's Response:

It is required as a part of the submission to response to the RFP

49. When were the waitlists last purged?

AH's Response:

The Waiting list will be purged 8/2023. The waiting list was opened in 2017 and has not been purged.

50. How old is/are the HCV waitlists?

AH's Response:

The waiting list was opened in March 2017.

51. Can you name the waiting lists for which the HCV vendor will be responsible for managing?

AH's Response:

March 17, 2023, Tenant Based Waiting List.

52. Will the HCV vendor have any responsibility to conduct administration and maintenance Business Process Reviews at HomeFlex communities?

AH's Response:

The Business Process Review is not a part of the Housing Choice proves and not required for the response.

53. Would AH or the selected HCV vendor be responsible to review the performance of contracted service providers for the HomeFlex program?

AH's Response:

No, this activity is not a part of the RPF not is expected to be a part of the response.

54. What is the difference between RAD PBV and Non-RAD PBV units and HomeFlex Units?

AH's Response:

- **RAD-PBV Units** – Public Housing units that have been converted to PBV under RAD and paid under a RAD-PBV HAP Contract
- **Non-RAD PBV Units** – Public Housing units that have been disposed under Section 18 and have been converted under RAD/Section 18 Blend paid under a HomeFlex Agreement.
- **HomeFlex Units** – Newly created units (via new construction or rehab) in response to an AH NOFA (PSH, HomeFlex, Choice Neighborhood, etc.) that are paid under a HomeFlex Agreement.

ADDENDUM #1

RFP# 2023-0080 Housing Choice Voucher Program Administration Services

55. Will the HAVEN CoC Special Program and Vouchers for Homeless Students be a part of this engagement?

AH's Response:

Yes, the relationship development with the CoC, the Atlanta Public Schools, Fulton County DFACs, are required to effectively implement and manage the Special Program vouchers.

56. Will AHA consider reducing the requirement to have not less than 10 years of prior relevant experience as this will severely limit competition?

AH's Response:

The Contractor must have 7 or more years of prior relevant experience to be considered.

57. Is AH open to allowing a vendor to use their own IVR call center technology? If not, what system is AH currently utilizing?

AH's Response:

AH currently utilizes third party vendors for its IVR. AH currently utilizes DiRAD Technologies and AVAYA. AH also utilizes third party vendors to support its call quality monitoring, end-of-call survey, and outbound notifications.

58. Is AH open to a remote call center services?

AH's Response

Yes, AH is open to a remote call center service.

59. Can AH clarify for which programs and units' counts are inspection services included in this solicitation? Page 6 states: The solicitation only comprises: (1) the complete administration of the Atlanta Housing Choice Voucher Program Tenant Based Vouchers, which 9,700 in jurisdiction vouchers and 1,400 out of jurisdiction vouchers for a total of 11,100 vouchers; (2) These vouchers are included in the count for inspections_ Special Purpose Vouchers (e.g., VASH, Home Again, etc.); and (3) inspection services, only, pertaining to the 6,100 HomeFlex Vouchers and the 1,831 RAD vouchers., however, the table of HCV program areas covered by the RFP on page 11 states: Conduct inspections/re-inspections/special inspections for: (1) Tenant-based Housing Choice Voucher units, (2) HomeFlex Voucher units, (3) other related units under the ownership of Atlanta Housing or units receiving subsidy from Atlanta Housing. On page 14 under Inspections Services, the RFP states: Provide inspection services including managing and conducting inspections for the Tenant-based Housing Choice Vouchers ("HCV"), Project-based Vouchers ("HomeFlex" of "PBV"), and Rental Assistance Demonstration ("RAD").

AH's Response

HCVP currently conducts all inspections for tenants on the Housing Choice Voucher Program. We do not conduct inspections for tenants outside of AH jurisdiction (port outs). HCVP also conducts inspections for HomeFlex and RAD properties.