



**Homes and
Community Renewal**

Kathy Hochul, Governor

RuthAnne Visnauskas, Commissioner/CEO

Request for Proposals
for
Section 8 Housing Choice Voucher Program
Local Administrators (LAs)

Issuance Date: October 1, 2021
Submission Deadline: December ~~2~~17, 2021, 12pm, EST
Number: HTFC-RFP-210930

HOUSING TRUST FUND CORPORATION
HAMPTON PLAZA, 38-40 STATE STREET
ALBANY, NEW YORK 12207
www.hcr.ny.gov

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Exhibit A - *Draft LA Contract (to be made available on the [HCR Procurement Opportunities](#) webpage by way of an addendum at a later date after the issuance of this RFP)*

Table 1, Acronyms

ACRONYMS	
3PAO	Third-Party Assessment Organization
ACC	Annual Contributions Contract
ACH	Automated Clearing House
AIE	Application Intake and Eligibility
API	Application Program Interface
APP	Applicant Portal
ASA	Average Speed of Answer
ATO	Authorization to Operate
BCI	Business Confidential Information
CAR	Call Abandonment Rate
COP	Contract of Participation
COTS	Commercial Off-the-Shelf
CSM	Case Management – Eligibility Determination Case Management – Rent Reasonableness Case Management – Participant
CSP	Cloud Service Provider
DCM	Document Imaging and Content Management
DDI	Design, Development, and Implementation
DED	Deliverable Expectations Document
DHCR	New York State Division of Housing and Community Renewal
DTF	New York State Department of Taxation and Finance
EDT	Eastern Daylight Time
EEO	Equal Employment Opportunity
EHV	Emergency Housing Voucher
EIV	Enterprise Income Verification
ESD	Empire State Development
EST	Eastern Standard Time
FedRAMP	Federal Risk and Authorization Management Program
FISMA	Federal Information Security Management Act
FMR	Fair Market Rents
FSS	Family Self-Sufficiency
FTM	Financial Transactions Management
FTP	File Transfer Protocol
FUP	Family Unification Program
HAP	Housing Assistance Payment

HCR	New York State Homes and Community Renewal
HCV	Section 8 Housing Choice Voucher
HFA	New York State Housing Finance Agency
HOP	Homeownership Program Processing
HOTMA	Housing Opportunity Through Modernization Act
HQS	Housing Quality Standards
HTFC	Housing Trust Fund Corporation
HUD	U.S. Department of Housing and Urban Development
IEH	Information Exchange with HUD
IRS	Internal Revenue Service
ITIL	Information Technology Infrastructure Library
ITS	New York State Office of Information Technology Services
ITSP	Individual Training and Services Plan
IVR	Interactive Voice Response
IVT	Income Validation Tool
KPI	Key Performance Indicator
LA	Local Administrator
LFP	Local Administrator Fee Processing
MBE	Minority-Owned Business Enterprise
MTW	Moving to Work
MWBE	Minority- and Women-Owned Business Enterprise
NOC	Notification of Change
NYS	New York State
O&M	Operations and Maintenance
OGS	New York State Office of General Services
ONP	Case Management – Owner Portal
OOTB	Out-of-the-Box
PBCA	Performance Based Contract Administration
PBRA	Project Based Rental Assistance
PBV	Project-Based Voucher
PCP	Case Management – Participant Portal
PDF	Portable Document Format
PGA	Program Administration
PHA	Public Housing Authority
PIC	HUD’s PIH Information Center
PIH	Public and Indian Housing
PII	Personally Identifiable Information
POR	Portability

QCN	Quality Control
QCP	Quality Control Plan
QCMS	Quality Control Management System
RA	Repayment Agreement
RAD	Rental Assistance Demonstration
RDA	Reporting and Data Analytics
RFI	Request for Information
RFP	Request for Proposals
RFTA	Request for Tenancy Approval
RIM	Rental Integrity Monitoring
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAFMR	Small Area Fair Market Rents
SAML	Security Assertion Markup Language
SDVOB	Service-Disabled Veteran-Owned Business Enterprise
SEMAP	Section 8 Management Assessment Program
SFP	Subset and Related Federal Programs
SFTP	Secure File Transfer Protocol
SHCVS	Statewide Housing Choice Voucher System
SOC	Service Organization Control
SPLA	Special Purpose Local Administrators
SS8	Statewide Section 8
TANF	Temporary Assistance for Needy Families
TTP	Total Tenant Payment
TPV	Tenant Protection Vouchers
UAT	User Acceptance Training
USD	United States Dollars
USDA	United States Department of Agriculture
VASH	Veterans Affairs Supportive Housing
VAWA	Violence Against Women Act
VMS	Voucher Management System
WBE	Women-Owned Business Enterprise
WLM	Waitlist Management

HOUSING TRUST FUND CORPORATION

REQUEST FOR PROPOSALS

FOR

SECTION 8 HOUSING CHOICE VOUCHER PROGRAM COUNTY AND REGIONAL LOCAL ADMINISTRATORS

IMPORTANT NOTICE: A Restricted Period under the Lobbying Procurement Law is currently in effect for this procurement process and will remain in effect until approval of the Contract(s). Proposers are prohibited from Lobbying Procurement Law Contacts related to this procurement process with any employee of the Housing Trust Fund Corporation (“HTFC” or “Agency”), or its Affiliates,¹ other than the Designated Contact Officer listed below.

Lobbying Procurement Law Designated Contact Officer:

Stacey C. Mickle, Treasurer
New York State Homes and Community Renewal
Housing Trust Fund Corporation
38-40 State Street
Albany, New York 12207
Email: Stacey.Mickle@nyshcr.org

If you have inquiries regarding this Request for Proposals (“RFP”) or would like to contact HTFC regarding issues not relating to Lobbying Procurement Law Contacts, please contact Lisa G. Pagnozzi, via email, at Lisa.Pagnozzi@nyshcr.org and [Monika Lekarczyk at Monika.Lekarczyk@nyshcr.org](mailto:Monika.Lekarczyk@nyshcr.org), citing the RFP page and section, no later than the date identified in the *Calendar of Events and Milestones* section of this RFP. The subject line of the email should indicate “2021 Section 8 HCV LA Services.”

On October 1, 2021, the Housing Trust Fund Corporation (HTFC) issued a Request for Proposals (RFP) for Local Administrators for the Section 8 Housing Choice Voucher Program. This RFP is a procurement seeking vendors to assist HTFC in administering vouchers locally; it is not a Notice of Funding Availability (or “NOFA”). As a procurement, it is subject to HTFC’s Procurement and Contract Guidelines and Section 2879 of the New York State Public Authorities Law. The RFP is also subject to New York State Finance Law (*Sections 139-j and 139-k*) which limits communication between HTFC and those who might have an interest in responding to the RFP (*referred to as Proposers, Respondents, Bidders, Vendors, etc.*). These limits must remain in place from the time the RFP is issued until the scoring committee reviews all proposals and the HTFC Board approves contracts (referred to as the “**Restricted Period**”).

Any “Lobbying Contacts” during the Restricted Period must be addressed to Stacey Mickle, HTFC’s Treasurer and the Designated Contact Officer for this RFP, at Stacey.Mickle@nyshcr.org. “A Lobbying Contact is defined as *any oral, written or electronic communication during the Restricted Period from a vendor or their representative, with any State agency, under circumstances where a reasonable person would infer that the communication was intended to influence any agency’s conduct or decision regarding an agency governmental procurement.*”

¹ Affiliates means the New York State Division of Housing and Community Renewal, New York State Housing Finance Agency, State of New York Mortgage Agency, New York State Affordable Housing Corporation, State of New York Municipal Bond Bank Agency and Tobacco Settlement Financing Corporation.

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However, Proposers are permitted to ask questions regarding the RFP, as long as they are not attempting to lobby. Proposers must email all questions to Lisa Pagnozzi at Lisa.Pagnozzi@nyshcr.org and Monika Lekarczyk at Monika.Lekarczyk prior to the deadline for questions indicated in the Calendar of Events and Milestone section of the RFP (*currently November 10*). Please DO NOT email questions to Section 8 staff.

For this procurement, HTFC is also offering three “Pre-Bid” Conferences for potential Proposers before the proposal deadline. You may participate in these events either in person or remotely. **Proposers to this RFP are strongly encouraged to participate in one (or more) of the Pre-Bid Conferences listed in Section 4 of the RFP titled “Calendar of Events and Milestones.”** These conferences offer an opportunity to hear a presentation on the RFP contents and to ask questions directly to staff in a forum permissible under procurement regulations. All questions and agency responses will subsequently be posted to HCR’s website at <https://hcr.ny.gov/procurement-opportunities> for viewing by the bidding community.

All Proposers are strongly encouraged to check HCR’s website frequently for questions/answers, amendments (if any) to the RFP, web-ex/registration information, and other pertinent information relating to the RFP.

1. Introduction

[New York State Homes and Community Renewal](#) (“HCR”) consists of all the major housing and community renewal agencies of the State of New York (“State”), including the Housing Trust Fund Corporation (“HTFC” or the “Agency”). HCR includes other agencies (“Affiliates”) not involved in this request for proposals (“RFP”) process.

1.1 Housing Trust Fund Corporation

The [Housing Trust Fund Corporation](#) was established as a subsidiary public benefit corporation of the New York State Housing Finance Agency. HTFC’s mission is to further community development through the construction, development, revitalization and preservation of low-income housing, the development and preservation of businesses, the creation of job opportunities, and the development of public infrastructures and facilities. For further information regarding HTFC and its programs, visit HTFC’s website at <https://hcr.ny.gov/housing-trust-fund-corporation>.

1.2 Section 8 Housing Choice Vouchers

Pursuant to the Housing Act of 1937 and subsequent legislation, the U.S. Department of Housing and Urban Development (“HUD”) provides funding to Public Housing Authorities (“PHAs”) through an Annual Contributions Contract (“ACC”) to administer Section 8 Housing Choice Vouchers (“HCVs”). HCVs provide subsidy to very low and extremely low-income households (*referred to as participants or families, even in the case of single-person households*), to assist them in accessing housing in the private sector. HCV subsidy covers the difference between the family’s housing cost, including rent and utilities, and 30 percent of its adjusted gross income.

HTFC is the only PHA that is permitted to administer Section 8 HCVs throughout New York State. Under its HCV program, HTFC makes monthly Housing Assistance Payments (“HAP”) to landlords on behalf of more than 45,000 extremely-low and very-low-income families across the State, providing more than \$500 million in federal HCV subsidies annually.

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HTFC has historically delivered HCV services utilizing a community-based network of Local Administrators (“LAs”). Presently, a total of 32 LAs administer the HCV program in 51 counties in the State. LAs are either not-for-profit organizations, local government entities, or private vendors, with one exception - HTFC directly administers HCVs in New York City, primarily utilizing HCR staff based in its downtown Manhattan office.

Each LA employs its own case managers, inspectors, and certified HCV staff who perform day-to-day program functions on behalf of HTFC. The LAs collect, analyze and process the information required to certify tenant eligibility, evaluate Fair Market Rents, calculate rental subsidies, issue vouchers, and verify payments to landlords according to the statewide policies set forth in the [HTFC Administrative Plan](#). Data from the LAs is transmitted to a statewide, HTFC-provided data solution. HTFC receives funding from HUD and performs all HAP financial transactions, including issuing HAP to the landlords. LAs are monitored annually for compliance and receive a Section 8 Management Assistance Program (“SEMAP”) score.

HTFC fully supports 2019 New York State Legislation that prohibits housing discrimination based on lawful Source of Income, including federal Section 8 assistance. HTFC’s objective is to help families seek and obtain quality affordable housing and reach for new opportunities for their families in communities that are diverse, inclusive and accessible.

2. Purpose

HTFC seeks proposals from qualified vendors (“Respondents” or “Bidders” or “Proposers”) as the basis for establishing a prequalified list of LAs for a particular county or group of counties in the State. The successful Respondents will serve as LAs to HTFC in the delivery and administration of the HCV program as summarized above and described both below and in the attached documents.

2.1 Vision Statement

HTFC strives to be among the most innovative and high performing PHAs in the nation, both in terms of regulatory compliance and highly accessible customer service. HTFC’s LA network will continue to play an essential role in achieving that goal. LAs are responsible for (i) delivering voucher services to families most in need, (ii) applying State policy in a local context, and (iii) leveraging community resources to promote mobility, economic advancement, and housing stability for participants.

Through this RFP, HTFC seeks to maintain and build upon its community-based service delivery model. HTFC is committed to connecting vulnerable New York families with providers who know their clients and who understand the communities they serve.

HTFC seeks a network of LAs that is capable of utilizing all of the tools available in the 21st century to ensure consistent and efficient service delivery, including on-line applications, multi-media application platforms, paperless data systems, etc., that will help make assistance more accessible than ever before.

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2.2 LA Proposals

A total of 46 counties are currently available for bid as part this RFP process. Proposers may submit a **single, complete proposal** to serve:

- A. An individual county (*excluding New York City*) (*counties are listed below*) **-OR-**
- B. Multiple counties that are geographically contiguous (*excluding New York City*) (*counties are listed below*).

A Proposer proposing to serve more than one contiguous county may choose to submit either

- (i) a single proposal for all counties that are contiguous (*as defined below*) OR
- (ii) one proposal for each county.

Where a Proposer selects (i) above, the Proposer must still provide a price per leased voucher *for each county* within their Cost Proposal AND provide a separate Customer Service Strategy for each county in the Operations Plan portion of their Technical Proposal. Additional instructions may be found in Section 8 of this RFP titled "Contents of Proposals".

Counties served by HTFC's HCV program (outside of New York City)

Allegany	Oneida
Cayuga	Ontario
Cattaraugus	Orange
Chautauqua	Orleans
Chenango	Oswego
Chemung	Otsego
Clinton	Putnam
Columbia	Rockland
Delaware	Saratoga
Dutchess	Schuyler
Essex	Seneca
Franklin	Steuben
Fulton	St. Lawrence
Genesee	Suffolk
Greene	Sullivan
Hamilton	Tompkins
Herkimer	Tioga
Jefferson	Ulster
Lewis	Washington
Livingston	Wayne
Madison	Westchester
Nassau	Wyoming
Niagara	Yates

Proposers that propose to serve multiple counties that are not geographically contiguous must submit separate proposals for each county. **To be considered geographically contiguous, one must be able to travel between the two counties farthest apart within the proposed service area without ever leaving the service area.** For example, a Proposer could submit a single proposal to serve Orleans, Genesee, and Wyoming Counties (*three counties that are geographically contiguous*). However, if a Proposer were only proposing to serve Orleans and Wyoming, two separate proposals (*one for each county*) would be required as the two counties are not geographically contiguous.

Proposers may also take a mixed approach. For instance, a Proposer could submit one proposal to serve Orleans, Genesee and Wyoming Counties, and then a second proposal to serve Herkimer County.

Please note that the five counties within New York City are not being awarded as part of this RFP process, and are therefore not to be taken into consideration when determining if counties are geographically contiguous. For example, Westchester County and Nassau County would be considered geographically contiguous counties for purposes of this RFP process, and therefore a Proposer can submit a single proposal for those two counties.

Even though New York City is presently served primarily by HCR staff, HTFC may seek to assign vouchers within New York City to a Local Administrator procured through this RFP process. In doing so, HTFC may consider a variety of factors including, but not limited to price, proximity to New York City, current LA performance, etc.

Proposers should note the following objectives:

- HTFC intends to award no less than 50 percent of the total counties served (*23 counties*) to either not-for-profit organizations, local governments or public housing authorities;
- HTFC does not intend to award more than 25 percent of the total counties served (*12 counties*) to a single Proposer; and
- HTFC reserves the right to adjust these goals if it does not receive a sufficient number of qualified proposals.

The first table in Attachment 4 provides a breakdown of the number of vouchers currently allocated by HTFC to each county served. The allocations may be subject to change based on voucher utilization and other factors. **HTFC does not guarantee a minimum or maximum voucher allocation in any contract resulting from this RFP process.**

2.2.1 Selection of an LA for Replacement or Future Expansion

HTFC reserves the right, with mutual consent of the LA, to award Section 8 Project Based and/or Tenant Based Vouchers to an LA selected through this RFP process at any time to serve counties in New York State that are not listed here, or to replace an LA in a currently served county that either leaves or is terminated from the program. HTFC may, on an as-needed basis, also select LAs through this RFP process to administer other federal or State rental assistance programs or initiatives throughout the State, including programs or initiatives not expressly indicated within the Scope of Work for this RFP, as is necessary and as in the best interest of HTFC. A county may also be split among more than one LA, or an LA may be selected to administer a certain type of voucher and rental assistance statewide or on a regional basis where circumstances dictate it is advantageous to do so.

When a county becomes available, HTFC, at its discretion, will utilize one of the following methods to select an LA:

1. Conduct a mini bid for that county among the existing panel of LAs, and select the lowest qualified bidder (*an LA's current and historic performance may be considered when determining whether to award an additional county*);
2. Invite an LA currently serving an adjacent or nearby county to expand their service area (*where timing is critical*);
3. Utilize HTFC's Special Purpose Local Administrator (SP-LA) panel to identify a vendor to serve that county (*where circumstances dictate that the existing LA network does not provide for a qualified or readily available option, or where additional capacity is needed*); or
4. Another method as necessary and in the best interest of HTFC.

2.2.2 Additional HCV Program Initiatives for LAs

In addition to administering tenant-based vouchers, HTFC participates in a variety of Section 8 HCV initiatives and targeted voucher programs. It is expected that any Proposer submitting a proposal will have the capacity to provide such initiatives or programs within that county if called upon to do so. The final decision as to which counties participate will be made by HTFC in consultation with each LA based on a variety of factors, including local need.

➤ HUD-VASH Vouchers

HTFC currently administers over 1,000 HUD vouchers for Veterans Affairs Supportive Housing ("VASH") throughout New York State. The counties listed in Attachment 4 currently administer VASH vouchers and have an existing partnership with their local Veterans Affairs facilities. A Proposer who is proposing to serve a county with an existing VASH allocation must have sufficient capacity to operate the program in that county either now or at the time a contract is executed.

➤ Mainstream Vouchers Program

Mainstream vouchers assist households comprised of at least one non-elderly person with disabilities. As with HUD-VASH vouchers, the HCV program will notify LAs when HUD releases notices of funding availability for the program. The counties in Attachment 4 currently administer Mainstream vouchers. A Proposer who is proposing to serve a county with an existing Mainstream allocation must have sufficient capacity to operate the program in that county either now or at the time a contract is executed.

➤ Project Based Vouchers, Enhanced Vouchers and Tenant Protection Vouchers

LAs are required to administer any Project Based Vouchers ("PBVs"), enhanced vouchers, and/or Tenant Protection Vouchers ("TPVs") allocated to their county by HTFC.

➤ Homeownership

A Proposer who is proposing to serve a county with an existing homeownership program must have sufficient capacity to operate the program in that county either now or at the time a contract is executed. For a list of counties currently served, *see Attachment 4*.

➤ Family Self Sufficiency ("FSS") Program

A Proposer who is proposing to serve a county with an existing Family Self Sufficiency program must have sufficient capacity to operate an FSS program in that county either now or at the time a contract is executed. For a list of counties currently served, *see Attachment 4*.

- Mobility Program
HTFC currently funds a program to encourage Section 8 households to move to [well-resourced areas](#)² in Westchester County, and is considering expanding this initiative to Nassau and Suffolk County. Proposers who are bidding on these counties may be asked to also administer the mobility program for its own participants, as well as for participants with vouchers from other PHAs. This program may be expanded to other counties, including counties not served by HTFC presently, and Proposers may be offered an opportunity to administer these new mobility programs for additional fees to be negotiated.
- Emergency Housing Voucher (“EHV”) Program
HTFC is participating in HUD’s EHV program to provide temporary vouchers to households who are homeless or at risk of homelessness. This initiative is currently being administered by a vendor procured through HTFC’s Special Purpose Local Administrator (“SPLA”) prequalified list of firms. However, administration of these vouchers may eventually be transferred to one or more LAs. An LA is required to accept and administer EHV’s if they are allocated by HTFC.
- Assignments to be determined
Other types of vouchers may be allocated to LAs as funding becomes available from HUD. In that event, HTFC will work with the LAs to select counties with the greatest need.

LAs may also be required to absorb the voucher allocations of other PHAs within their county that no longer wish to participate in the program. The LA will be expected to comply with any special instructions from HUD regarding wait list management and other tasks when assuming an allocation of vouchers from another PHA.

3. Assessment of Practices relating to Diversity and Service-Disabled Veteran-Owned Business Enterprises (“SDVOBs”)

Pursuant to New York State Executive Laws Article 15-a (“Article 15-A”) and Article 17-b (“Article 17-B”), respectively, HTFC is required to make an assessment of participation by minority-and/or women-owned business enterprises (“MWBE”) and Service Disabled Veteran Owned businesses (“SDVOB”) for this procurement. At this time, HTFC is not applying specific, percentage goals to this RFP or to contracts resulting from this RFP process. However, HTFC reserves the right to assign goals at ~~any~~ any-time of contract renewal and at its sole discretion for any LA that proposes to subcontract, or should any subcontracting opportunities otherwise later become available.

3.1 MWBE Participation

HTFC is committed to awarding contracts to firms that are dedicated to diversity and provide high-quality services. HTFC strongly encourages firms that are certified by the State’s Empire State Development (“ESD”) as minority owned business enterprises (“MBEs”), women owned business enterprises (“WBEs”) and MWBEs

² HCR has designated tracts throughout the State in which to incentivize new development and use of Section 8 vouchers. These HCR-Designated [Well-Resourced Areas](#) are selected based on two criteria, (i) well-performing schools and (ii) low poverty rates. These criteria were developed based on research showing that children living in neighborhoods with well-performing schools and low poverty rights have higher incomes as adults.

to submit responses to this RFP.

3.2 SDVOB Participation

HTFC is committed to awarding contracts to SDVOBs that provide high-quality services. HTFC strongly encourages firms that are certified as SDVOBs by the State’s Office of General Services (“OGS”) to submit responses to this RFP.

4. Calendar of Events and Milestones

It is anticipated that contracts resulting from this RFP process will be awarded based on the schedule indicated below. HTFC reserves the right to modify this schedule at its discretion. Notification of changes in connection with this RFP process will be made available to all interested parties via HTFC’s [Procurement Opportunities’ webpage](#).

Calendar of Events and Milestones

Event	Date
Issuance of RFP	October 1, 2021
ALBANY Pre-Bid in-person Conference, Hampton Plaza, 38-40 State Street, ALBANY , New York 12207, subject to COVID 19 restrictions# AND via Web-Ex*	Wednesday, October 13, 2021, 10am, Eastern Daylight Time (“EDT”)
WEST/NORTH Pre-Bid in-person Conference, SYRACUSE , New York State Fairgrounds, Bistro Room in the Art & Home Center (downstairs), Exit from 690 Expressway, Enter at Gate 2 with parking available adjacent to the building, subject to COVID restrictions# AND via Web-Ex*	Time, date and location(s) to be announced- Thursday, October 14, 2021, 2pm, EDT
DOWNSTATE Pre-Bid in-person Conference, 641 Lexington Avenue, NEW YORK , NY 10022, subject to COVID 19 restrictions# AND via Web-Ex*	Tuesday, October 19, 2021, 10am, EDT
Deadline for RFP Questions	Wednesday, November 10, 2021, 12pm, Eastern Standard Time (EST) Monday, December 6, 2021, 12pm, Eastern Standard Time (EST)
Deadline for Responses to RFP Questions	Wednesday, November 17, 2021 <u>Friday, December 10, 2021</u>
Deadline for Submission of Proposals	Thursday, December 2, 2021, 12pm, EST <u>Thursday Friday, December 17, 2021, 12pm, EST</u>
Interviews (if necessary)	To be Determined

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Anticipated Selection Date+	March 2022
Anticipated start date for new contracts	Friday, April 1, 2022

+Subject to the approval of HTFC’s Board of Directors

***Web-Ex and registration information:** In addition to attending in person, Proposers may participate in any of the above Pre-Bid Conferences remotely using Web-ex. Registration is required for attendance at each Web-Ex. Web-Ex and registration information will be made available on the Agency’s website by way of an addendum to this RFP.

+##At the time of issuance of the RFP, Proposers who attend in person Conference(s) will be required to wear a mask and respect social distancing guidelines. These restrictions are subject to change and any changes will be posted to the [Procurement Opportunities webpage](#) and by way of an addendum to this RFP.

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➤ **ALBANY PRE-BID CONFERENCE WEB-EX AND REGISTRATION**

The **ALBANY- Pre-bid Conference** for RFP Section 8 Housing Choice Voucher Program LAs has been scheduled for **October 13, 2021 at 10:00 am, Eastern Standard Time (EST)**.

Registration is **required** for each attendee.

To receive a registration form, please email Monika.Lekarczyk@nyshcr.org. The subject line of the email should indicate "The ALBANY- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs- Registration Request".

Registration requests should be submitted by **October 13, 2021 at 8:00 am, Eastern Standard Time (EST)**.

Please note that the conference will be recorded for agency use only. By registering and attending the pre-bid conference, participants give consent to having their contact information shared on the HCR's public website.

<https://meetny.webex.com/meetny/j.php?MTID=m4d015f396cabd905557012b2ab580ea0>
ALBANY- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs
Hosted by Monika Lekarczyk

<https://meetny.webex.com/meetny/j.php?MTID=m4d015f396cabd905557012b2ab580ea0>
Wednesday, Oct 13, 2021 10:00 am | 2 hours | (UTC-04:00) Eastern Time (US & Canada)
Meeting number: 161 060 0215
Password: GMjqhpmC823

Join by video system
Dial 1610600215@meetny.webex.com
You can also dial 173.243.2.68 and enter your meeting number.

Join by phone
+1-518-549-0500 USA Toll
Access code: 161 060 0215

➤ **NEW YORK CITY PRE-BID CONFERENCE WEB-EX AND REGISTRATION**

Downstate/New York- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs has been scheduled for **October 19, 2021 at 10:00 am, Eastern Daylight Time (EDT)**.

Registration is **required** for each attendee.

To receive a registration form, please email Monika.Lekarczyk@nyshcr.org. The subject line of the email should indicate "Downstate/New York Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs- Registration Request".

Registration requests should be submitted by **October 19, 2021 at 8:00 am, Eastern Daylight Time (EDT)**.

Please note that the conference will be recorded for agency use only. By registering and attending the pre-bid conference, participants give consent to having their contact information shared on the HCR's public website.

Downstate/New York- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs
Hosted by Monika Lekarczyk

<https://meetny.webex.com/meetny/j.php?MTID=m83ba88de0451f191661f68fe9b0cac47>

Tuesday, Oct 19, 2021 10:00 am | 2 hours | (UTC-04:00) Eastern Time (US & Canada)

Meeting number: 161 402 3756

Password: SBpKdnDM523

Join by video system

Dial 1614023756@meetny.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

+1-518-549-0500 USA Toll

Access code: 161 402 3756

➤ SYRACUSE PRE-BID CONFERENCE WEB-EX AND REGISTRATION

West- North/Syracuse- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs has been scheduled for **October 14, 2021 at 2:00 pm, Eastern Daylight Time (EDT)**.

Registration is **required** for each attendee.

To receive a registration form, please email Monika.Lekarczyk@nyshcr.org. The subject line of the email should indicate "SYRACUSE- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs- Registration Request".

Registration requests should be submitted by **October 14, 2021 at 12:00 pm, Eastern Daylight Time (EDT)**.

Please note that the conference will be recorded for agency use only. By registering and attending the pre-bid conference, participants give consent to having their contact information shared on the HCR's public website.

West- North/Syracuse- Pre-bid Conference for RFP Section 8 Housing Choice Voucher Program LAs
Hosted by Monika Lekarczyk

<https://meetny.webex.com/meetny/j.php?MTID=m4856733d5ae26a13e2e42ccfaad050c2>

Thursday, Oct 14, 2021 2:00 pm | 2 hours | (UTC-04:00) Eastern Time (US & Canada)

Meeting number: 161 465 8611

Password: Gm3Eg6Bpn2T

Join by video system
Dial 1614658611@meetny.webex.com
You can also dial 173.243.2.68 and enter your meeting number.

Join by phone
+1-518-549-0500 USA Toll
Access code: 161 465 8611

5. Intent to Submit Proposal

Proposers are strongly encouraged to complete an *Intent to Submit Proposal* form, attached hereto as Attachment 1, and to submit the form via email to Lisa.Pagnozzi@nyshcr.org, with the subject line “*Intent to Submit Proposal – Section 8 HCV LAs.*”

The submission of the *Intent to Submit Proposal* form, while encouraged, is discretionary and, as such, is not binding in any way. Vendors that submit an *Intent to Submit Proposal* form will be added to HCR’s Bidders’ List and will be notified of future related HCR solicitations.

6. Minimum Qualifications

The Proposer must meet the minimum qualifications and/or requirements indicated below. Failure to do so will result in the rejection of the proposal. Proposer is advised that HTFC’s intent in having the requirements listed below is to ensure that only qualified and reliable Contractors perform the work of the resulting Contract(s). Proposer shall have the burden of demonstrating to the satisfaction of HTFC that it can perform the work required. HTFC retains the right to request any additional information pertaining to the Proposer’s ability, qualifications, financial capacity, financial stability, and procedures used to accomplish all work under the resulting Contract(s) as it deems necessary to ensure safe and satisfactory work.

- i. The Proposer must have at least (a) one prior engagement **AND** (b) no less than five (5) years of Direct Experience administering Section 8 Housing Choice Vouchers. Direct experience is defined as an engagement in which the Proposer provided services comprehensive of all required tasks contained within the Scope of Work (*Tasks A-G*) in this RFP, and delivered on behalf of either HTFC, another PHA, or directly with HUD.
- ii. The Proposer must either own or rent physical office space within New York State, or have an identified plan to do so, and will base staff and operations for the counties to be served at that location.

~~HTFC reserves the right to modify the minimum requirements, for good cause, upon written request by the Proposer.~~ HTFC reserves the right to request clarification on Minimum Qualification responses. Additional information that may be requested from the Proposer includes, but is not limited to, the following:

- Satisfactory evidence that a Proposer has maintained an organization capable of performing the work specified herein;

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- Evidence of business establishment with capacity to process work of large number of transactions in the proposed county or counties;
- References that demonstrate the ability of the Proposer to perform jobs similar in scope, size, nature and complexity to the work described in Attachment 3 of this RFP titled “Scope of Work”; and/or
- Documentation to demonstrate a Proposer’s ability to service the county(ies) in which they bid in order to meet the estimations set forth in Attachment 4.

Note: Failure by a Proposer to provide any of the above information as requested by HTFC or to meet any of the above qualifications in whole or in part may result in a rejection of the Proposal.

7. Scope of Work

The Scope of Services for this RFP is attached to this RFP as Attachment 3.

8. Contents of Proposals

The Proposer is advised to thoroughly read and follow all instructions contained in this RFP. Proposals that do not comply with these instructions or do not meet the full intent of all the requirements in this RFP may be subject to scoring reductions during the evaluation process or may be deemed non-responsive.

Do not send HTFC any promotional material that does not specifically address the proposal requirements in this RFP.

Each Proposer is required to submit the information and documentation listed below, in the order in which it is requested. A proposal that does not include all required information and completed forms may be subject to rejection. A complete proposal will include all Tabs as described below. Each Tab must be electronically bookmarked with the tab number and must be presented in the exact order requested in this RFP.

All materials submitted in response to this RFP will become the property of HTFC. HTFC will not be liable for any costs incurred by any Proposer pertaining to the preparation and submittal of any written response or for participation in any interview(s) in response to this RFP. Proposals are subject to disclosure under Public Officers Law, §87 (*Freedom of Information Law*).

Proposers are strongly encouraged to utilize the Proposal Checklist in Attachment 2 to ensure completeness of their proposal.

The Proposer’s proposal must contain responses to the items listed below in Tabs 1, 2, 3, 4 and 5.

8.1 TAB 1: Proposal Coversheet and Cover Letter

The Proposer must complete and submit the Proposal Application Coversheet, attached hereto as Schedule 1.

In addition, the Proposer must include a Cover Letter. The Cover Letter must not exceed **2 pages** and should include the information indicated below.

1. The Proposer's name, address, telephone number, fax number, email address and web site address, if applicable.
2. The County or Counties for which this proposal covers and indicate how many proposals are included in the submission.
3. The name, title, telephone number, fax number and email address of the individual within the Proposer's organization who will be HTFC's primary contact concerning the proposal.
4. A summary of the Proposer's organizational history and legal structure.
5. Indicate if the Proposer is a not-for-profit entity, a for-profit entity or a government entity/PHA.
6. A statement as to whether the Proposer is an MBE, WBE, MWBE or SDVOB certified by the New York State.
7. A statement affirming the number of years of Direct Experience that the Proposer has provided HCV services (*as defined in the Minimum Requirements*), and the specific current or prior engagement(s) being used to demonstrates that experience.
8. A statement affirming that the Proposer currently does or will have an office within New York State, including the current or anticipated address (*if the current address listed above is outside of New York State*).

~~9. The name(s) of the primary staff, including titles, who will provide services to HTFC.~~

10. A written certification confirming the following:
 - The information contained in the proposal is true and accurate;
 - The Bid is an irrevocable offer for 180 days from the date of submission;
 - The Proposer can and will provide and make available, at a minimum, the Products, deliverables and/or services as described in this RFP;
 - The Proposer has read and understands the RFP and all appendices, attachments, and exhibits attached thereto, including the [HTFC Standard Clauses and Requirements for Solicitations](#);
 - The Proposer has read the draft contract and either (i) has no edits at this time or (ii) has provided a list of suggested edits as part of their proposal; and
 - The signer affirms under penalties of perjury that he or she is duly authorized to legally bind the Proposer referenced above and that he or she signed this Proposer Certification as the legally binding act of the Proposer.

8.2 TAB 2: Technical Proposal

This section of the RFP provides instructions to the Proposer regarding information that is to be included in the Technical Proposal. Proposals must be complete, factual and as detailed as necessary to allow HTFC to adequately evaluate capabilities and experience. **The content in the Technical Proposal is limited to 20 letter-size pages, single spaced, minimum of 12-point font, and at least one-inch margins.** The page limit is inclusive of text as well as diagrams, flow charts, organizational charts, etc.; however, resumes are excluded from the page limit. **Note for a Proposer proposing to serve**

more than one contiguous county (*as defined herein*), the Proposer is limited to 20 letter-size pages for the first county and may add five (5) letter-size pages for each additional county. For example, if a Proposer submitted a proposal for the counties of Oswego, Lewis and Oneida, the proposal should be limited to 30 pages.

The purpose of the Technical Proposal is to provide the Proposer an opportunity to demonstrate its qualifications, experience and competence to undertake the Scope of Work described in Attachment 3, in a manner which complies with the requirements of this RFP. Proposals should specifically detail a Proposer’s qualifications and experience in providing services sought by HTFC. The proposal must include responses to the items listed below.

8.2.1 Proposer Experience

8.2.1.1 Direct Experience

To meet the Minimum Requirements, the Proposer must include at least one engagement where they comprehensively delivered all required tasks in this RFP’s Scope of Work for a Section 8 HCV program on behalf of (a) HUD, (b) a PHA, or (c) government entity. These engagements should be listed separately by the Proposer under “Direct Experience”³.

For Direct Experience, the Proposer must provide the following information for each engagement:

- i. Name and Address of the contracting entity;
- ii. Start date and end date of the contract;
- iii. Name, phone number and email address of the primary contact for the contracting entity that can speak with authority regarding the engagement on behalf of the contracting entity (*Proposer’s reference*);
- iv. Type of vouchers administered;
- v. Brief description of the work performed;
- vi. Number of vouchers administered currently and/or at the time the engagement ended;
- vii. SEMAP score for the past or most recent two years of the engagement;
- viii. Utilization rate for vouchers administered for the past or most recent three years. For current engagements, this should include the average, monthly utilization rate for calendar years 2021 (*through September 30, 2021*), 2020, and 2019⁴; and
- ix. Listing of any findings of non-compliance for this engagement within the last five years.⁵ This may include monitoring findings by HUD, the HUD IG, HTFC or another contracting entity, or any other relevant federal, state or local stakeholder. A finding of non-compliance is defined as any instance

³ Direct experience is defined as an engagement in which the Proposer provided services comprehensive of all required tasks contained within the Scope of Work (*Tasks A-G*) in this RFP, and delivered on behalf of either HTFC, another PHA, or directly with HUD

⁴ For current HTFC LAs, you should have received an email shortly after the release of this RFP with your utilization rates for the past three years. If for any reason you did not receive this email, please contact Lisa G. Pagnozzi, via email, at Lisa.Pagnozzi@nyshcr.org. The email will contain instructions for how to dispute your utilization rate, if necessary.

⁵ Failure to disclose a finding of non-compliance may result in the rejection of your proposal or the cancellation of an awarded contract, at HTFC’s discretion.

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where the Proposer was notified in writing that they were not in compliance with either federal statute, HUD regulations, a PHA Administrative Plan, a contract, or any other applicable rules or procedures. For each such finding, please provide the current status/disposition as well as any proactive steps taken to resolve and prevent future issues.

8.2.1.2 Other Relevant Experience

In addition, HTFC may consider other engagements that do not qualify as Direct Experience – either because the engagement was for a rental assistance program other than HCV, and/or the engagement did not involve all the required tasks in the Scope of Work. These engagements, referred to as “**Other Relevant Experience**,” may be utilized by HTFC when scoring and differentiating between proposals that have already demonstrated they meet the Minimum Requirements. Relevant experience may include current or prior contractual engagements in which the Proposer performed the same or similar functions to those listed in the Scope of Work for this RFP in any rental assistance program. This may include Multi-family PBRA/PBCA, USDA Rural Development programs, public housing management/operation, federally-funded COVID Rent Relief programs, and any state or local rental assistance program. The Proposer should indicate which task(s) are/were performed.

Experience not directly related to the administration of rental assistance should not be included in this section. For example, please do not include the administration of grant programs, programs that are not housing related, social or human service delivery, activities related exclusively to housing or property development, or property management of apartments not receiving rental assistance. These engagements should be listed separately by the Proposer under “For Other Relevant Experience”⁶.

For Other Relevant Experience, the Proposer must provide the following information for each engagement:

- i. Name and Address of the contracting entity;
- ii. Start date and end date of the contract;
- iii. Name, phone number and email address of the contact for the contracting entity that can speak with authority regarding the engagement on behalf of the contracting entity (*Proposer’s reference*);
- iv. Type of rental assistance administered;
- v. Brief description of the work performed;
- vi. Number of units/households served currently and/or at the time the engagement ended;
- vii. Results of any evaluation related to the administration of rental assistance (*e.g. Management and Occupancy Review, SEMAP, etc.*);
- viii. Any relevant data regarding utilization of rental assistance resources within the most recent three years; and
- ix. Listing of any findings of non-compliance for this engagement within the last five years.⁷ This may include monitoring findings by HUD, the HUD IG, HTFC or another contracting entity, or any other relevant federal, state or local stakeholder. A finding of non-compliance is defined as any instance

⁶ See subsection 8.2.1.2 for explanation of “Other Relevant Experience.

⁷ Failure to disclose a finding of non-compliance may result in the rejection of your proposal or the cancellation of an awarded contract, at HTFC’s discretion.

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where the Proposer was notified in writing that they were not in compliance with federal statute, HUD regulations, a PHA Administrative Plan, a contract, or any other applicable rules or procedure. For each such finding, please provide the current status/disposition as well as any proactive steps taken to resolve and prevent future issues.

8.2.2 Operations Plan

The Operations Plan will explain how the Proposer will administer vouchers in the proposed county or counties served using the format described in subsections A through E below. Successful Proposers will be required to update the Operations Plan annually, and more frequently upon request by HTFC. **If Proposer is proposing to serve more than one contiguous county and opts to submit a single proposal for all counties that are contiguous (as defined herein), the Proposer must provide a separate Customer Strategy for each county in the Operations Plan (see C. below titled “Customer Service Strategy” of this Section 8.2.2.)**

The Operations Plan must include all the components listed below.

A. Staffing Plan

The Proposer must provide a staffing plan demonstrating sufficient capacity and experience to adequately complete all required tasks and to ensure program continuity. The Staffing Plan must comply with the minimum staffing requirements listed in the Scope of Work in Attachment 3. **All current staff who will be assigned to this engagement must be listed using the format below.** Where positions are not yet filled, they should be listed as “vacant,” under the name, but the anticipated title, role, and required experience should still be included. Resumes should be attached for each current employee and will not count towards the 20 page limit.

Name	Title	Role	# of years experience working in this role	Total years working in Section 8	List all current training certifications (include year of certification in parentheses)	Percentage FTE

In addition, the Proposer must provide a narrative explaining its approach to recruiting and hiring staff. The Proposer must also explain its process for:

- (i.) providing Section 8 training and certification for all new personnel within six months of hire (*in accordance with their function in the program*) either by outsourcing through one of the many approved vendors or an HTFC-approved internal certification process.
- (ii.) providing ongoing, in-service training to existing personnel to ensure program proficiency. and
- (iii.) any attempts to recruit or hire staff who are residents of the county being served and/or current or former Section 8 recipients.

Training includes, but is not limited to, (1) Housing Choice Voucher Occupancy Training, (2) Housing Quality Standard Training, (3) Lead Based Paint Training, and (4) any regulatory and/or statutory updates that necessitate program changes.

Maintaining any required certifications for staff is the responsibility of the LA and must be included within the LA's budget. HTFC reserves the right to require LA staff to attend additional trainings and meetings as it determines necessary. The Proposer must also explain its transition process for any county where it does not already serve as LA.

No task in Attachment 3 (Scope of Work) may be subcontracted without HTFC's prior written approval.

B. Technology and Facilities Plan

The Proposer will be responsible for providing a safe, accessible work environment for its employees and clients, and for protecting the security of Personal Identification information stored on paper and digitally.

The Proposer must provide a Technology and Facilities Plan that includes the items listed below.

1. A list of all physical locations where Section 8 staff are located and/or where digital or paper files will be accessed or stored. This list may include any shared space, such as a government office building, where Section 8 staff will be made available to accept applications, conduct certifications, etc. The Proposer must include hours of operation for all offices that will be open to the public. For Project Based Vouchers, provide a description of onsite office hours and services that the LA will make available at Section 8 properties.
2. Physical security measures taken at each location to prevent unauthorized entry and access to any physical space where records are to be stored.
3. Steps taken to respond to, and prevent, workplace violence in any areas where Section 8 staff or voucher families will be present.

Technology security measures, including a detailed breakdown of the Proposer's technology and data security infrastructure, the type of server network, security and virus protection software, as well as protocols for staff access to Section 8 data etc. and training/procedures offered for addressing and mitigating cyber risks.

4. A statement affirming that the Proposer has sufficient technological capacity to meet any applicable State and federal data security standards, and to properly safeguard all client data.

Please note that a Proposer's technology infrastructure may be subject to review at any time by HTFC or by the New York State Office of Information Technology Services. HTFC reserves the right to require an LA to upgrade its technology systems if it is determined that HTFC's data may be at risk or that the LA's current infrastructure does not conform to current standards.

C. Customer Service Strategy

LAs are responsible for ensuring fair and equal access to the Section 8 waiting list, educating landlords on Section 8 Program requirements, linking families to other available services, and responding to basic

inquiries. For each county proposed, the Proposer must articulate a strategy for ensuring that all families have sufficient access to Section 8 staff and services. This strategy must include: (i) families who do not have access to the Internet, modern cell phones, or other communication technology; (ii) families who have little or no access to transportation, particularly seniors or disabled households in remote rural areas who do not own vehicles; and (iii) non English speaking families.

As part of its Customer Service Strategy, the LA must provide one of the following:

- a. A physical office space accessible to the public during normal business hours within the county served;
- b. A physical office space accessible to the public during normal business hours in a contiguous county;
or
- c. An alternative plan for how all applicants, landlords and participants will have sufficient access to staff and services.

If Proposer is proposing to serve more than one contiguous county and opts to submit a single proposal for all counties that are contiguous (*as defined herein*), the Proposer must provide a separate Customer Strategy for each county in the Operations Plan. The Proposer shall describe in each county where the nearest office that is accessible to the public will be located, why that location was chosen, what hours the office will be open to the public, what type of in-person, phone and email customer service will be available, etc.

For Proposers choosing Option B or C, potential strategies for serving counties without an office may include, but are not limited to:

- Providing for a satellite office(s) to cover more than one county.
- Renting office space on a part-time or shared basis, possibly in partnership with a locally-based social service provider or local government;
- Sending staff to a designated location(s) at scheduled times;
- Providing home visits for staff to visit clients with limited access to technology or transportation; and/or
- Providing a call center or hotline, and ensuring it is sufficiently posted and publicized.

In addition, the Proposer's Customer Service Strategy should explain the following:

1. Strategies for publication and promotion of wait list openings;
2. An explanation for how the Proposer will ensure that applicants, participants and landlords can speak with a live person who is knowledgeable in program rules to assist them with completing an application, submitting required documents, explaining program rules, identifying other services available locally, and answering any questions about Section 8 in clear and simple terms;
3. Technical assistance to be made available to landlords who accept Section 8;
4. Any staffing or other strategies to provide personal assistance to families who need translation (*HTFC is planning to make a centralized translation service available to LAs by phone*);
5. A strategy for identifying any potential [well-resourced areas](#)⁸ within the county or counties served, and

⁸ HCR has designated tracts throughout the State in which to incentivize new development and use of Section 8 vouchers. These HCR-Designated [Well-Resourced Areas](#) are selected based on two criteria, (i) well-performing schools and (ii) low

for educating participants on available apartments within those areas;

6. A workflow procedure to ensure that phone and email inquiries from applicants, voucher participants and landlords are responded to in a timely manner, within 48 hours;
7. The protocol for staff, families, landlords and other citizens to confidentially report fraud and waste; and
8. A process for educating families regarding relevant State laws including the Source of Income Discrimination protection, etc.

D. Quality Control Strategy

The LA is responsible for ensuring that all eligible families are receiving assistance in accordance with federal requirements. The Proposer must provide a Quality Control Strategy that at minimum complies with the requirements listed in Attachment 3 (Scope of Work) and that includes the following items:

1. The process the LA will use to verify the 50058 calculations and determinations of the case managers;
2. The percentage of files that will be checked by a supervisor or third party other than the case manager, and the workflow for how certifications will be approved;
3. The opportunities the LA will provide for staff, families, landlords or other citizens within the counties served to report fraud;
4. Steps the LA will take to ensure that any fraud may be reported confidentially and communicated to HTFC; and
5. Steps the LA will take to evaluate Fair Market Rents on an ongoing basis and to recommend and implement Small Area Fair Market Rents where applicable.

E. Value Added Best Practices

As part of its Operations Plan, the Proposer should describe any services it will provide Section 8 families **that are above and beyond the tasks listed in Attachment 3** (Scope of Work). The Proposer should include any innovative partnerships in the following areas:

1. **Leveraging Resources** – Describe any linkages that the Proposer will offer, either within its own organization or in partnership with other local stakeholders, to help Section 8 families gain access to other housing or economic resources including, but not limited to, home repair/weatherization programs, lead paint remediation programs, other county or local housing assistance, job training and recruitment programs, education, day care, nutrition, mental health counseling or other family services, child care, supportive services for seniors or the disabled, etc.;
2. **Housing Opportunity** – Describe any best practices to help families with young children identify housing, transportation and other services in those areas. Describe any innovative solutions for connecting families to available services and facilitating housing choice and mobility, including the

poverty rates. These criteria were developed based on research showing that children living in neighborhoods with well-performing schools and low poverty rights have higher incomes as adults.

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utilization of Small Area Fair Market Rents where applicable.

3. **Additional Services** – Describe any other services that the Proposer will provide that will positively impact Section 8 families and is not included within the Scope of Work for this RFP.

8.3 TAB 3: Cost Proposal

The Cost Proposal should not exceed 1 page.

HTFC will pay each LA a monthly administrative fee **PER LEASED VOUCHER** to administer HTFC's Section 8 vouchers. LAs will not be paid for allocated but unutilized vouchers. Except where otherwise specified below and in the Scope of Work, the fee must cover all costs associated with delivering the required tasks as proposed including, but not limited to, staff, facilities, technology equipment, travel, management and overhead, etc. **The Proposer must state their fee per voucher for Year 1 (4/1/22-3/31/23) for each county to be served.** HTFC reserves the right to negotiate fees with successful Proposers prior to contract execution. **Note, if Proposer is proposing to serve more than one contiguous county and opts to submit a single proposal for all counties that are contiguous (as defined herein), the Proposer must provide a price per leased voucher for each county within their Cost Proposal.**

In addition, LAs may receive fees for the below items, above and beyond the per voucher fee in accordance with current practice.

- A monthly fee, in lieu of the regular per voucher fee, for participants who port out to another PHA but are not absorbed while that household remains on the program. That fee will be defined as the HUD Column B Administrative Rate for HTFC multiplied by 82 percent, or by whatever proration rate is established by HUD.

In addition, LAs may receive fees for the below items, above and beyond the per voucher fee in accordance with current practice.

Port-out fee - In lieu of the regular per voucher fee, a separate, standard port-out fee of \$15.55 is established for HCV participants who port to another PHA and for whom the receiving PHA decides to enter into a billing arrangement with HTFC. While HAP and the portability administrative fees are issued to the receiving PHA, the LA will receive the port-out fee for each Unit Month Leased tied to cases in port move-out status. The LA administering the port-out case must, amongst other responsibilities, update the information submitted by the receiving PHA in Form-52665 when HUD-defined actions are carried out by the receiving PHA that impact the HAP calculation.

Port-in fee - For cases where a household ports from an initial PHA to HTFC, the LA responsible for that case is also responsible for monitoring the timely receipt of HAP and administrative fees from the initial PHA. As part of this process, the LA that receives the ported voucher is eligible to claim a port-in fee in lieu of the regular per voucher fee. This process is currently handled through a fee adjustment in the HTFC data solution and is based on the HUD portability fee calculation. The fee is calculated by taking the lower of the following: 1. The initial PHA's Column B administrative fee rate multiplied by 80% -or- 2. HTFC's Column B rate. The lower of those two number is then multiplied by the current HUD-issued national proration factor. The B-Rates and fee proration factor are subject to change, as decided by HUD. Changes to these values will have an impact on the portability fees that can be claimed in conjunction with each portability case administered.

- A one-time fee when a participant repayment agreement is closed out equal to 50 percent of the amount recollected for repayment agreements of \$1,000 or less. For repayment agreements between \$1,001 and \$2,000, the LA is paid the lesser of 50 percent of the amount requested or \$750. For repayment

agreements at \$2,001 or above, the LA is paid the lesser of 40 percent of the amount collected or \$5,000.

- LAs participating in the Homeownership program will receive: (i) \$750 for one home purchase closing in a month; (ii) \$1,000 per closing if there are two in the same month; and (iii) \$1,500 per closing if there are three or more in the same month.
- For LAs participating in FSS, fees will be determined by the amount of grant assistance provided by HUD.
- HTFC will negotiate with the LA a separate fee structure if participating in the Mobility program.
- LAs may request increases to these fees, which will be approved at HTFC's discretion. HTFC reserves the right to negotiate additional fees as necessary.

PLEASE NOTE: As part of its new LA contract, HTFC will offer LAs the opportunity to request an annual increase to the per voucher fee of between 1 and 4 percent. Increases will be approved at HTFC's discretion, and will be determined based on a variety of factors including the level of increase in federal administrative funding provided to HTFC by HUD, overall program administrative expenditures, and HTFC's ongoing assessment of the LA's compliance and performance.

Proposals submitted that stipulate pre-determined, mandatory, contractual increases may be rejected.

There is no guarantee of a minimum or maximum number of vouchers, nor is there any guarantee that federal funding availability will continue in any manner consistent with previous estimates. By submitting a proposal, the Proposer acknowledges the foregoing and agrees that actual good faith volumes during the term of the resulting Contracts could vary substantially from the estimates provided in this RFP. All pricing recommended for award will be subject to comparison to the previous year's pricing and/or current market trends among other Public Housing Authorities, as applicable, in order to gauge the reasonableness of price. Pricing found not to be in line with current and historical trends or in the best interest of HTFC, may be removed from consideration for an Award.

At the time this RFP was released, there was a proposal currently under consideration in the U.S. Congress that, if approved, could increase HTFC's overall voucher allocation by two to three times the current amount. The increased number of vouchers would likely be divided and passed on at least partially for administration by the LAs. Proposers should be prepared for significant and rapid growth should such funding be approved.

8.4 Tab 4: Administrative Proposal

8.4.1 Required Documents

Proposers are subject to the requirements indicated in HTFC's [Standard Clauses and Requirements for Solicitations](#).

Proposers should complete and submit the following forms, hyperlinked herein:

- 1) [Vendor Information FORM](#).
- 2) [Lobbying Procurement Law FORM 1](#)
- 3) [Lobbying Procurement Law FORM 2](#).

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4) [Non-Collusive Bidding Certification FORM](#).

5) Vendor Responsibility Questionnaire [For-Profit Business Entity](#) or [Not-For-Profit Business Entity](#), and

6) [Vendor Assurance Form](#)

In addition to completion of the forms hyperlinked above, Proposers must provide the following items according to the instructions provided below.

- 1) Either: (a) proof that the Proposer has the required insurance in subsection 8.4.2, and confirming that if awarded a contract(s), the Proposer will maintain the same types of insurance and limits for the life of the contract OR (b) a statement from the Proposer that they will acquire the required insurance prior to contract execution, and will maintain the required insurance for the life of the contract.
- 2) Confirmation of Required Certifications and other Credentials.
- 3) If Proposer intends to recommend edits to the contract, submit a list of proposed edits in the following format: (a) section, page number and current language; (b) suggested revised language; and (c) justification for proposed edits.
- 4) HTFC reserves the right to require submission of recent, audited financial statements or tax returns at its discretion.
- 5) HTFC reserves the right to require submission of any SEMAP reports received as part of a Proposer's Direct Experience. HTFC reserves the right to require copies of Certifications and other Credentials.

8.4.2 Insurance Requirements (required prior to contract execution)

The successful Proposer is required to provide and maintain, at its (their) sole cost and expense, the required insurance coverage, at the minimum limits specified herein, during the term of the contract and for two years after completion of work. All required insurance policies must be maintained with insurance companies licensed within the State of New York and holding an AM Best rating of no less than A- VIII. In addition, companies writing insurance intended to comply with the requirements should be licensed or authorized by the New York State Department of Financial Services to issue insurance in the State of New York. HTFC may, in its sole discretion, accept policies of insurance written by a non-authorized carrier or carriers when certificates and/or other policy documents are accompanied by a completed Excess Lines Association of New York (ELANY) affidavit or other documents demonstrating the company's strong financial rating. If, during the term of a policy, the carrier's A.M. Best rating falls below "A-," Class "VII," the insurance must be replaced, on or before the renewal date of the policy, with insurance that meets the requirements above.

Contractors shall deliver to HTFC evidence of the insurance required by the Contract(s) resulting from this RFP process in a form satisfactory to HTFC. Policies must be written in accordance with the requirements of the paragraphs below, as applicable. While acceptance of insurance documentation shall not be unreasonably withheld, conditioned or delayed, acceptance and/or approval by HTFC does not, and shall not be construed to relieve the Contractor of any obligations, responsibilities or liabilities under this Contract. The Contractor shall not take any action, or omit to take any action that would suspend or invalidate any of the required coverages during the term of the Contract.

The Contractor shall provide HTFC with a Certificate or Certificates of Insurance, in a form satisfactory to HTFC as detailed below. Certificates shall name The Housing Trust Fund Corporation, Hampton Plaza, 38-40 State Street, Albany, NY 12207 as the certificate holder. Within 30 business days of receipt of any notice of cancellation or non-renewal of insurance, the Contractor shall provide HTFC with a copy of any such notice

received from an insurer together with proof of replacement coverage that complies with the insurance requirements of the Contract(s) resulting from this RFP process.

Certificates of Insurance must indicate the applicable deductibles/self-insured retentions for each listed policy. Deductibles or self-insured retentions above \$100,000.00 are subject to approval from HTFC. Such approval shall not be unreasonably withheld, conditioned or delayed. Bidders and Contractors shall be solely responsible for all claim expenses and loss payments within the deductibles or self-insured retentions. If the Contractor is providing the required insurance through self-insurance, evidence of the financial capacity to support the self-insurance program along with a description of that program including, but not limited to, information regarding the use of a third-party administrator shall be provided upon request

Prior to the commencement of any work by a Subcontractor, the Contractor shall require such Subcontractor to procure policies of insurance as required herein and maintain the same in force during the term of any work performed by that Subcontractor, unless otherwise approved by HTFC. HTFC reserves the right to set minimum insurance limits in any subcontracting agreement between the Primary Contractor and its subcontractor(s). An Additional Insured Endorsement CG 20 38 04 13 (*or the equivalent*) evidencing such coverage shall be provided to the Contractor prior to the commencement of any work by a subcontractor and shall be provided to HTFC upon request. For subcontractors that are self-insured, the subcontractor shall be obligated to defend and indemnify the above-named additional insureds with respect to Commercial General Liability and Business Automobile Liability, in the same manner that the subcontractor would have been required to pursuant to this section had the subcontractor obtained such insurance policies

Commercial general liability and business automobility insurance policies shall provide that the required coverage be primary and non-contributory to other insurance available to the Housing Trust Fund Corporation and its officers, agents, and employees. Any other insurance maintained by the Housing Trust Fund Corporation and its officers, agents, and employees shall be excess of and shall not contribute with the Contractor's insurance.

For the Commercial general liability, business automobile liability, and workers' compensation insurance required below, the Contractor shall cause to be included in its policies insuring against loss, a waiver of the insurer's right of subrogation against the Housing Trust Fund Corporation and its officers, agents, and employees, or, if such waiver is unobtainable (i) an express agreement that such policy shall not be invalidated if the Contractor waives or has waived before the casualty, the right of recovery against the Housing Trust Fund Corporation and its officers, agents, and employees or (ii) any other form of permission for the release of the Housing Trust Fund Corporation and its officers, agents, and employees. A Waiver of Subrogation Endorsement shall be provided upon request. A blanket Waiver of Subrogation Endorsement evidencing such coverage is also acceptable.

Upon policy renewal/expiration, evidence of renewal or replacement of coverage that complies with the insurance requirements set forth in the Contract(s) resulting from this RFP process shall be delivered to HTFC. If, at any time during the term of the Contract(s), the coverage provisions and limits of the policies required herein do not meet the provisions and limits set forth in this Contract(s), or proof thereof is not provided to HTFC, the Contractor shall immediately cease work. The Contractor shall not resume work until authorized to do so by HTFC

The Contractor must furnish to HTFC evidence of the insurance requirements indicated below prior to execution of the awarded Contract(s). Contractors shall obtain and maintain in full force and effect, throughout the term of the Contract(s), at their own expense, the following insurance with limits not less than those described below and as required by the terms of the Contract(s), or as required by law, whichever is greater. HTFC reserves the right to modify these insurance requirements.

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a. Commercial General Liability Insurance, including Contractual Liability of liability of no less than One Million Dollars U.S. Dollars (\$1,000,000) per occurrence, Two Million Dollars U.S. Dollars (\$2,000,000) aggregate and Products and Completed Operations. The limits of liability may be provided in a combination of a Commercial General Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis. The policy should be written on the current edition of ISO occurrence form CG 00 01, or its equivalent, and must not include any exclusions or limitations other than those incorporated in the standard form.

The Contractor shall include coverage for on-going work and operations naming as additional insureds (*via ISO coverage forms CG 20 10 04 13 or CG 20 38 04 13, or a form or forms that provide equivalent coverage*): The Housing Trust Fund Corporation, its Affiliates and their officers, agents, and employees. A blanket Additional Insured Endorsement evidencing such coverage is also acceptable. For Contractors who are self-insured, the Contractor shall be obligated to defend and indemnify the above-named additional insured, in the same manner that the Contractor would have been required had the Contractor obtained such insurance policies.

Coverage shall include, but not be limited to, the following:

- Premises liability;
- Independent contractors;
- Blanket contractual liability, including tort liability of another assumed in a contract;
- Defense and/or indemnification obligations, including obligations assumed the Contract;
- Cross liability for additional insureds; and
- Products/completed operations for a term of no less than three (3) years, commencing upon acceptance of the work, as required by the Contract.

b. Data Breach and Privacy/Cyber Liability Insurance, in an amount not less than ~~Five Million U.S. Dollars (\$5,000,000)~~ One Million U.S. Dollars (\$1,000,000) each claim, Contractors are required to maintain coverage during the term of the Contract(s) and as otherwise required herein, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the Contractor's computer systems due to the actions of the Contractor which results in unauthorized access of the data. Required insurance coverage limits may be provided through a combination of primary and excess/umbrella liability policies.

Said insurance shall provide coverage for damages arising from, but not limited to the following:

- Breach of duty to protect the security and confidentiality of nonpublic proprietary corporate information;
- Personally identifiable nonpublic information (*e.g., medical, financial, or personal in nature in electronic or non-electronic form*);
- Privacy notification costs;
- Regulatory defense and penalties;
- Website media liability; and
- Cyber theft of customer's property including, but not limited to, money and securities.

If the policy is written on a claims made basis, the Contractor must submit to HTFC an Endorsement providing proof that the policy provides the option to purchase an Extended Reporting Period ("tail

coverage”) providing coverage for no less than one (1) year after work is completed in the event that coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.

New provisions highlighted in “yellow” below:

c. Bond Coverage or Employee Dishonesty for no less than One Million U.S. Dollars (\$1,000,000) for each claim as follows:

- i. Proposers who are awarded counties for which the sum of the aggregate, current total voucher allocation is less than 500, will be required to maintain at least a Five Hundred Thousand U.S. Dollars (\$500,000) limit;
- ii. Proposers who are awarded counties for which the sum of the aggregate, current total voucher allocation is between 501 and 999, will be required to maintain at least a Seven Hundred Fifty Thousand U.S. Dollars (\$750,000) limit;
- iii. Proposers who are awarded counties for which the sum of the aggregate, current total voucher allocation is 1,000 or more, will be required to maintain at least a One Million U.S. Dollars (\$1,000,000) limit;

If the number of counties/vouchers awarded is less than what was proposed, HTFC may consider reducing its insurance requirements for (i), (ii) and (iii) above, and may request an adjustment in pricing.

The Contractor shall maintain, during the term of the Contract resulting from this RFP process, employee dishonesty through a bond or insurance coverage. If coverage is through an insurance policy, it must be on a “loss sustained form” or “loss discovered form,” and coverage must include the following:

- The coverage must allow for reporting of circumstances or incidents that might give rise to future claims;
- The coverage must include an extended reporting period of no less than one (1) year with respect to events which occurred but were not reported during the term of the policy;
- Any warranties required by the Contractor’s insurer as a result of this Contract awarded under this RFP process must be disclosed and complied with. Said coverage shall extend coverage to include the principals (*all directors, officers, agents and employees*) of the Contractor as a result of this Contract awarded under this RFP process;
- The coverage shall include coverage for third party fidelity and name the “Housing Trust Fund Corporation and its officers, agents, and employees” as “Loss Payees” for all third party coverage secured. This requirement applies to both primary and excess liability policies, as applicable; and
- The policy shall not contain a condition requiring an arrest and conviction.

~~e. Errors and Omissions /or Professional Liability, in an amount not less than Five Million U.S. Dollars (\$5,000,000) each claim, the Contractor shall maintain coverage during the term of the Contract, Errors and Omissions/Professional Liability Insurance for claims for damages arising from computer related services including, but not limited to, the following: consulting, data processing, programming, system integration, hardware or software development, installation, distribution or maintenance, systems analysis or design, training, staffing or other support services, any electronic equipment, computer software developed, manufactured, distributed, licensed, marketed or sold. Required insurance coverage limits may be provided through a combination of primary and excess/umbrella liability policies~~

~~If the policy is written on a claims made basis, the Contractor must provide to HTFC proof that the~~

~~policy provides the option to purchase an Extended Reporting Period (“tail coverage”) providing coverage for no less than one (1) year after work is completed in the event that coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.~~

d. Professional Errors and Omissions for no less than One Million U.S. Dollars (\$1,000,000) for each claim and Two Million U.S. Dollars (\$2,000,000) in the aggregate. The coverage must include the following:

- Insure loss arising from any claim or claims made arising out of the scope of services during the policy period by reason of any covered error, omission or negligent act committed in the conduct of the insured’s professional business during the policy period;
- If coverage is written on a claims-made policy, the Contractor warrants that any applicable retroactive date precedes the start of work; and that continuous coverage will be maintained, or an extended discovery period exercised, throughout the performance of the services and for a period of not less than three years from the time work under the Contract resulting from this RFP process is completed; Written proof of this extended reporting period must be provided to HTFC prior to the policy’s expiration or cancellation; and
- The policy shall cover professional misconduct or lack of ordinary skill for the positions defined in the scope of services of the Contract resulting from this RFP process.
- This policy requirement applies to both primary and excess liability policies, as applicable.

~~e. Automobile Liability~~, such insurance shall cover liability arising out of an automobile used in connection with performance under the Contract including owned, leased, hired and non-owned automobiles bearing, or under the circumstances under which they are being used, required by the Motor Vehicles Laws of the State of New York to bear license plates in the amount not less than One Million U.S. Dollars (\$1,000,000) per accident.

f. Workers’ Compensation and Disability Benefits - Sections 57 and 220 of the New York State Workers’ Compensation Law require the heads of all municipal and State entities to ensure that businesses applying for contracts have appropriate workers’ compensation and disability benefits insurance coverage. These requirements apply to both original contracts and renewals. Failure to provide proper proof of such coverage or a legal exemption will result in a rejection of a Bid/Proposal or any contract renewal. A Bidder/Proposer will not be awarded a Contract unless proof of workers’ compensation and disability insurance is provided to HTFC. Proof of workers’ compensation and disability benefits coverage, or proof of exemption must be submitted to HTFC at the time of Bid/Proposer submission, policy renewal, contract renewal and upon request. Proof of compliance must be submitted on one of the following forms designated by the New York State Workers’ Compensation Board. An ACORD form is not acceptable proof of New York State workers’ compensation or disability benefits insurance coverage.

Proof of Compliance with Workers’ Compensation Coverage Requirements:

- CE-200 – Certificate of Attestation for New York Entities with No Employees and Certain Out-of-State Entities that New York State Workers’ Compensation and/or Disability Benefits Insurance Coverage is Not Required; or
- C-105.2 – Certificate of Workers’ Compensation Insurance (*or U-26.3 if insured through the State Insurance Fund*); or
- SI-12 – Certificate of Workers’ Compensation Self-Insurance (*or GSI-105.2 Certificate of Participation in Workers’ Compensation Group Self-Insurance*); or

- Form GSI-105.2, Certificate of Participation in Workers' Compensation Group Self-Insurance, available from the Contractor's Group Self-Insurance Administrator.

Proof of Compliance with Disability Benefits Coverage Requirements:

- CE-200 – Certificate of Attestation for New York Entities with No Employees and Certain Out-of-State Entities that New York State Workers' Compensation and/or Disability Benefits Insurance Coverage is Not Required; or
- DB-120.1 – Certificate of Disability Benefits Insurance; or
- DB-155 – Certificate of Disability Benefits Self-Insurance.

An instruction manual clarifying the New York State Workers' Compensation Law requirements is available for download at the New York State Workers' Compensation Board's website at

<http://www.wcb.ny.gov/content/main/Employers/requirements-businesses-applying-government-permits-licenses-contracts.pdf>.

8.5 TAB 5: Diversity Proposal

8.5.1 Equal Employment Opportunity (EEO), Diversity, and SDVOB Information

Proposers that are certified in New York State as a Minority-Owned Business, a Woman-Owned Business, an MWBE or a Service-Disabled Veteran Owned Business should attach evidence of their certification.

Proposers who will subcontract with firms that that are certified in New York State as a Minority-Owned business, a Woman-Owned Business, an MWBE or a Service Disabled Veteran Owned Business should attach evidence of that firm’s certification, and should also indicate what tasks the subcontractor will deliver and how much they will be paid.

Proposers must complete and submit the following Diversity related items as part of their response:

- 1) [Equal Employment Opportunity Staffing Plan, PROC-1 form.](#)
- 2) [Minority and Women Business Enterprises – Equal Employment Opportunity Policy Statement, PROC-4 form.](#)
- 3) [Company Demographic Profile, PROC-7 form.](#)
- 4) [EEOC Statement, PROC-8 form.](#) Please note that completion of the PROC-8 form is applicable to Proposers with 15 or more employees.
- 5) [Diversity Practices Questionnaire.](#)

9. Questions and Answers

Any questions or requests for clarification regarding this RFP must be submitted via email to Lisa.Pagnozzi@nyshcr.org, citing the RFP page and section, no later than the date identified in the *Calendar of Events and Milestones* section of this RFP. The subject line of the email should indicate “2021 Section 8 HCV LA Services Questions.”

Questions will not be accepted orally, and any question received after the deadline may not be answered. The list of questions/requests for clarifications and the official HTFC responses will be posted on [HCR’s “Procurement Opportunities” webpage](#).

An electronic version of this RFP will be posted on [HCR’s website](#) in addition to any subsequent changes, additions, or deletions to the RFP, including the timelines and target dates. **It is recommended that Proposers check HCR’s website frequently for notices of any clarifications, changes, additions, or deletions to the RFP.**

10. Amendments and Addenda

HTFC reserves the right to modify any part of this RFP including, but not limited to, the date and time by which proposals must be submitted to and received by HTFC, at any time prior to the Deadline for Submission of Proposals indicated in the *Calendar of Events and Milestones* section of this RFP. Modifications to this RFP will be made by issuance of amendments and/or addenda. Any amendment or addendum to this RFP will become part of this RFP.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary will be posted to <https://hcr.ny.gov/procurement-opportunities> .

If the Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the Proposer will immediately notify HTFC of such error, in writing, and request clarification or modification of the document.

There are no designated dates for release of addenda. therefore, interested Proposers should check HTFC’s website frequently through the Deadline for Submission of Proposals. It is the sole responsibility of the Proposer to be aware of all addenda related to this RFP process.

11. Proposal Submission Requirements

Proposals must be delivered, by email, no later than the proposal due date and time indicated in the *Calendar of Events and Milestones* section listed in the RFP.

Proposals must be submitted by email to Nyhomes.proposal@nyshcr.org, in searchable portable document format (PDF) compatible with Adobe Reader XI. HTFC will not accept discs, flash drives, or File Transfer Protocol (FTP) file references that require HTFC to download information from the Proposer’s or a third party’s website. **If the file is large, it may be submitted in multiple email attachments, with the proper Part One or Part Two label (if applicable), and “1 of X,” “2 of X,” etc., and the last email as “X of X – Final.”**

The proposal must be bookmarked and divided into five parts: (i) Tab One: Application Coversheet and Cover Letter; (ii) Tab Two: Technical Proposal; (iii) Tab Three: Cost Proposal; (iv) Tab Four: Administrative Proposal; and (v) Tab Five: Diversity Proposal. Proposals must be sent in two emails and labeled as follows: (a) one email to include Tabs One and Two and the subject line of the email must be labeled: “2021 Section 8 LAs Tabs 1 and 2”. and (b) the other email must include Tabs Three, Four and Five and the subject line of the email must be labeled “2021 Section 8 LAs Tabs 3, 4 and 5”. **If the file is large, it may be submitted in multiple email, with the proper Tab 1 or Tab 2 label (if applicable), and “Tab 1 - 1 of X,” “Tab 1 - 2 of X,” etc., and the last email as “Tab 1 - X of X – Final.”**

Any proposal delivered after the date and time designated as the proposal submission deadline indicated in the *Calendar of Events and Milestones* section of this RFP may be deemed ineligible. It is the Proposer’s sole responsibility to ensure that all emails and attachments are delivered on time and in a legible format. HTFC at its discretion may extend the deadline to allow for the acceptance of late proposals due to extraordinary circumstances.

A proposal may be deemed non-responsive because it is materially incomplete. HTFC reserves the right to seek clarification or request missing or additional information. The determination of whether any proposal is complete or was received on time is at the sole discretion of HTFC. All submitted proposals will become the

property of HTFC.

12. Evaluation of Proposals

12.1 The Selection Process

The selection process will begin with the review and evaluation of each of the written proposals. The purpose of the evaluation is two-fold (1) to examine the responses for compliance with the requirements of this RFP and (2) to identify the complying Proposers that have the highest probability of satisfactorily performing the Scope of Work, described herein. The evaluation will be conducted in a comprehensive and impartial manner as set forth herein.

12.2 Preliminary Review

Proposals will be reviewed to determine if they meet the minimum qualifications detailed in Section 6 of this RFP. All proposals will be reviewed to determine if they contain all required submittals specified in this RFP. Incomplete proposals may be rejected.

12.3 Evaluation, Criteria and Scoring for Selection

Proposals will undergo an evaluation process conducted by an HCR committee (“**Committee**”). ~~The Committee will evaluate proposals based on the qualifications of both the Proposer and its current personnel, which will include an individual’s experience at other firms during the relevant time period.~~ The Committee will evaluate the proposals based upon the following criteria, not necessarily listed in the order of importance:

- Price;
- Demonstrated staff competence and expertise;
- The ability to ensure safe and accessible services for the counties to be served;
- Experience and historical performance, including recent SEMAP scores, utilization rates, etc.;
- Diversity and commitment to equal employment opportunity;
- Other services and resources leveraged;
- Overall organization, completeness, and quality of response, including cohesiveness and clarity of response;
- Interviews to clarify or expand on the RFP response (*to be conducted at the discretion of the Agency*); and
- Any other identified risk factors.

~~All proposals, including those that propose to serve more than one contiguous county, will receive a separate score for each county. Both the price and the Customer Service Strategy, at minimum, may receive unique scores for each county. The highest scoring, qualified proposal in each county will be awarded that county, pending the results of due diligence, interviews, etc. This may mean that a Proposer seeking to serve multiple counties is awarded less counties than were included in their proposal and may be asked to adjust their Customer Service Strategy prior to executing a contract.~~

12.3.1 Technical Proposal Evaluation – 70 Points

The Committee will independently score each Technical Proposal to identify Proposers with the highest probability of satisfactorily providing the services described in the Scope of Work of this RFP.

12.3.2 Cost Proposal – 25 Points

The Committee will independently score each Cost Proposal. Evaluations will be based on cost reasonableness in providing the services described in the Scope of Work of this RFP.

12.3.3 Diversity and SDVOB Scoring – 5 Points

The Agency’s Office of Economic Opportunity & Partnership Development (“OEOPD”) will examine the MWBE, MBE, WBE and SDVOB documents. Proposals that have identified MWBEs, MBEs, WBEs and/or SDVOBs as the Proposer to meet the Scope of Work, will receive five (5%) percentage points.

HTFC will also perform a due diligence review of the items submitted in the Proposer’s Administrative Proposal that include, but are not limited to, corporate and individual employee references, findings of non-compliance or non-performance by HUD or another federal, state or local government agency, unresolved investigations or legal issues, audit findings, or other risk factors identified as part of a vendor responsibility.

12.4 Interviews

HTFC reserves the right to determine whether interviews will be necessary and the number of firms to be interviewed. If HTFC deems interviews necessary, selected firms will be notified. The Proposer’s primary staff member who would be responsible for HTFC’s relationship with the Proposer, as well as other key personnel proposed to provide services must be present and participate in the interview. The purpose of the interview is to further document the Proposer’s ability to provide the required services and to impart to the HTFC Committee an understanding of how specific services will be furnished. The interview will be evaluated based on whether it substantiates the characteristics and attributes claimed by the Proposer in its written response to this RFP and any other information requested by the Committee prior to the interview.

13. Award of Contract

All Proposers eligible for Contract Award will be added to HTFC’s prequalified list of LA firms. Either prior to or after contract execution, HTFC at its discretion reserves the right to: (1) request that a Proposer either submit a separate proposal or amend an existing proposal to serve additional counties; (2) assign a Proposer to serve a reduced number of counties from what they originally proposed; and (3) otherwise adjust the counties proposed in the best interest of HTFC.

Contracts resulting from this RFP process will be eligible to provide LA Services for a five-year period, and will include two optional renewals, one for a three-year period and the other for a two-year period (for up to ten years total), subject to approval by HTFC’s Board of Directors. HTFC, at its discretion, reserves the right to modify any provision in the contract including, but not limited to, the scope of work and compensation, on an as-needed basis, with the mutual written consent of the contracting parties. Any contract that exceeds a five-year period will require the affirmative concurrence of HTFC’s Board of Directors to extend the term of the contract beyond a five-year period without undergoing a new solicitation process.

Prior written approval must be received by HTFC for the use of any subcontractor, including substitution and/or change in existing subcontractor(s). The subcontract(s) between the Primary Contractor and the subcontractor(s) must receive written approval by the Agency. The sections relating to the scope of work and compensation in the subcontracting agreement must be well-defined.

The successful Proposer(s) will be required to execute an LA contract, a draft of which ~~may be downloaded from HCR's website at <https://hcr.ny.gov/procurement-opportunities>~~ ~~will be attached to this solicitation~~, that incorporates (i) [HTFC's Standard Clauses for Contracts](#), hyperlinked herein as Appendix I, and (ii) [HUD's Section 8 General Provisions for Contracts](#). Any proposed deviations in the form of the LA contract will be factored into the selection process. The draft LA contract may be downloaded from the HCR's website at <https://hcr.ny.gov/procurement-opportunities>.

The contract(s) resulting from this RFP process is/are subject to the availability of Federal funding, including funding for the Section 8 HCV program. HTFC may, at its discretion, cancel the RFP, adjust the RFP timetable, or delay the execution of a contract(s) resulting from this RFP process, as it deems necessary.

HTFC also reserves the right, in its sole discretion, to:

- A. Reject any or all Bids received in response to the Solicitation;
- B. Withdraw the Solicitation at any time at the sole discretion of HTFC;
- C. Make an award under the Solicitation in whole or in part;
- D. Disqualify any Proposer whose conduct and/or proposal fails to conform to the requirements of the Solicitation;
- E. Seek clarifications and revisions of the proposal;
- F. Amend the Solicitation prior to proposal submission to correct errors or oversights, or to supply additional information as it becomes available;
- G. Direct Proposers, prior to submission, to submit proposal modifications addressing subsequent Solicitation amendments;
- H. Change any of the schedule dates;
- I. Eliminate any mandatory, non-material requirements that cannot be complied with by all of the prospective Proposers;
- J. Waive any requirements that are not material;
- K. Utilize any and all ideas submitted in the proposals received;
- L. Adopt all or any part of a proposal in selecting the optimum configuration;
- M. Negotiate with a Proposer within the Solicitation requirements to serve the best interests of HTFC - this includes requesting clarifications of any or all proposals.
- N. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a proposal and/or to determine a Proposer's compliance with the requirements of the Solicitation;
- O. Select and award the Contract to other than the selected Proposer in the event of unsuccessful negotiations or in other specified circumstances as detailed in the Solicitation;
- P. Accept and consider for Contract Award with non-material proposal deviations or non-material proposal defects such as errors, technicalities, irregularities, or omissions;
- Q. Use any information which HTFC obtains or receives from any source and determines relevant, in HTFC's sole discretion, for the purposes of proposal evaluation and Contractor selection;
- R. Consider a proper alternative where an evidently incorrect reference/parameter/component/product/model/code number is stated by HTFC or the Proposer;
- S. Reject an obviously unbalanced Proposal as determined by HTFC;

- T. Conduct Contract negotiations with the next responsible Proposer, should HTFC be unsuccessful in negotiating with the selected Bidder/Proposer;
- U. Make no award for any county, for reasons including, but not limited to, unbalanced, unrealistic or excessive Proposer pricing;
- V. Offer a Proposer the opportunity to provide supplemental information or clarify its proposal, including the opportunity to explain or justify the balance, realism, and/or reasonableness of its pricing.
- W. Award Contracts on a rolling or staggered start basis, either in whole or in part. Contracts awarded in this method shall be coterminous with the first Contract awarded as a result of this Solicitation;
- X. Conduct pre-award meetings with individual Proposers to determine their capability of meeting any of the requirements of the Solicitation specifications;
- Y. Investigate or make any inquiry into the capacity of any Proposer to properly perform under any resultant Contract Award, and subsequently during the duration of the contract term;
- Z. Reject a Proposal from a Proposer that has unresolved compliance issues, monitoring issues, a contract default, or pending litigation with HUD, another PHA, or any other federal, state, local government entity; and
- AA. Reject a Proposal from a Proposer who fails to demonstrate sufficient access for all applicants, participants and landlords through a viable Customer Service Strategy as part of its Operations Plan.

No entity that is on any Federal or New York State debarment list, or which is otherwise prohibited from bidding on or receiving government contracts may be contracted for any services related to this RFP.

14. Compliance with all Section 8, Federal and NYS Requirements

Under the awarded contract(s), HTFC will engage the successful Proposer(s) utilizing federal funds from the Section 8 Housing Choice Voucher program. By submitting a proposal, the Proposer acknowledges that if awarded a Contract, they will be solely responsible for ongoing compliance with any and all federal and State requirements related to the Scope of Work outlined in this RFP. These requirements include, but are not limited to, the Federal Housing Act or other relevant federal statutes and regulatory requirements issued by HUD, rules adopted by HUD's Office of Public and Indian Housing that are applicable to the Section 8 Housing Choice Voucher Program, and HTFC's Housing Choice Voucher Administrative Plan. The requirements included in this RFP are not necessarily comprehensive, and it is the successful Proposer's responsibility to remain knowledgeable of, and compliant with, any new or revised rules that are adopted during the life of the contract. Where there are contradictions between this RFP and Federal Law, Federal Law shall prevail and control.

15. Section 3 of the Housing and Urban Development Act of 1968

Pursuant to Section 3 of the Housing and Urban Development Act of 1968, HTFC is committed to ensuring that employment and other economic opportunities generated by HUD's financial assistance will, to the greatest extent feasible, and consistent with existing federal, State and local laws and regulations, be directed to low- and very low income persons, particularly those who are recipients of government assistance for housing, and to business concerns which provide economic opportunities to low- and very low-income persons. LAs will be required to comply with any current or future federal Section 3 reporting requirements to the extent applicable. HTFC does not anticipate any reporting requirements at this time based on the current Scope of Work.

A “Section 3 resident” is (a) a public housing resident or (b) a low- or very low- income person residing in the metropolitan area or Non-metropolitan County where the Section 3 covered assistance is expended.

A “Section 3 business concern” is a business that can provide evidence that they meet one of the following criteria: (1) 51% or more owned by Section 3 residents; OR (2) at least 30% of its full time employees include persons that are currently Section 3 residents or were Section 3 residents within three years of the date of first hire; OR (3) provides evidence, as required, of a commitment to subcontract in excess of 25% of the dollar award of all subcontracts to business concerns that meet one of the preceding two qualifications.

16. Additional Requirements

16.1 General Federal Grant Requirements

The Contract(s) will be governed by certain federal terms and conditions for federal grants, including, but not limited to, the Office of Management and Budget’s (“OMB”) applicable circulars. Proposer must provide a description of experience with such grant requirements and affirmatively represent and certify that the Proposer must adhere to any applicable federal requirements. Any funds disallowed by any federal government entity must be disallowed from the fee or compensation to Proposer.

16.2 HUD Terms and Conditions

Due to the awarded Contract(s) being funded with HUD monies, the Contract(s) will be governed by [HUD’s General Provisions for Contracts](#), hyperlinked here. By submitting a proposal in response to this RFP, the Proposer certifies that they will adhere to these requirements, and to any subsequent changes made by HUD.

16.3 Standard Clauses with HTFC

This RFP is governed by [HTFC’s Standard Clauses and Requirements for Solicitations](#), hyperlinked here. As per Section 3 of this RFP, goals for MBE, WBE, MWBE, and SDVOB participation are not being applied to this RFP. The Contracts resulting from this RFP will be governed by [HTFC’s Standard Clauses for Contracts](#), hyperlinked here. By submitting a proposal in response to this RFP, the Proposer certifies that they will adhere to these requirements, and to any subsequent changes made by HTFC.

16.4 Conflict of Terms

For the purposes of this RFP, conflicts among the documents shall be resolved in the following order of precedence:

1. HUD/federal statutory and regulatory requirements;
2. HTFC’s [Standard Clauses and Requirements for Solicitations](#);
3. This RFP; and
4. The Scope of Work, Attachment 3 of this RFP.

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Intent to Submit Bid Housing Trust Fund Corporation

Request for Proposals for Section 8 HCV County and Regional Local Administrators

This is to notify you that it is our organization's intent to **submit** a proposal in response to the above-referenced RFP and to acknowledge and confirm that our organization meets or exceeds the minimum qualifications set forth in Section 6 of this RFP.

Company Name: _____

Contact Name and Title: _____

Street Address: _____

City, State, & Zip: _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Authorized Signature: _____

Name _____ Title _____

(____) _____ (____) _____

Phone Number

Fax Number

Email completed Intent to Submit Bid form to: Lisa.Pagnozzi@nyshcr.org.

Attachment 2

Proposal Checklist

CHECKLIST FOR VARIOUS REQUIRED FORM RELATED ITEMS TO BE COMPLETED AND RETURNED:

- Intent to Submit Proposal, Attachment 1
- Tab 1 – Proposal Coversheet (Use the form attached below)
- Tab 1 - Cover Letter (not to exceed 2 pages)
- Tab 2 – Technical Proposal (not to exceed 20 pages excluding resumes)
-Include Proposer Operations Plan
- Tab 3 – Cost Proposal (not to exceed 1 page)
- Tab 4 - Administrative Proposal
 - [Vendor Information Form](#)
 - [Lobbying Reform Law Form 1](#)
 - [Lobbying Reform Law Form 2](#)
 - [Non-Collusive Bidding Certification Form](#)
 - [Vendor Responsibility Questionnaire – For Profit Business Entity](#) OR [Non-Profit Entity](#).
 - [Vendor Assurance Form](#)
 - Evidence of Insurance (required upon contract award) or affirmation that insurance will be acquired
 - Financial Statements or SEMAP reports (only if requested by HTFC)
- Tab 5 - Diversity Proposal
 - [EEO Staffing Plan, PROC-1](#)
 - [MWBE & EEO Policy Statement, PROC-4](#)
 - [Company Demographic Profile, PROC-7](#)
 - [EEOC Statement, PROC-8](#)
 - [Diversity Practices Questionnaire, PROC-9](#)

Attachment 3

Scope of Work

The scope of services for this Project involves the administration of federal Section 8 rental assistance vouchers on behalf of HTFC, while ensuring compliance with the statutory and regulatory requirements, as articulated by HUD. In addition to federal rules, Local Administrators will be guided by HTFC’s Administrative Plan, which serves as the primary vehicle for setting statewide HCR policy. It is the responsibility of the Proposer to adequately perform all aspects outlined in the scope for the duration of the contract term. HTFC reserves the right to supplement this SOW in the future with a Local Administrator Procedure Manual (intended for release in 2022), additional instructions for utilizing the HTFC data solution, and other clarifying guidance as necessary to ensure uniformity and compliance.

Summary

Selected Proposers must complete the tasks listed here in accordance with HTFC’s Annual Contributions Contract (“ACC”), the HTFC Administrative Plan, and all applicable federal and state statutes and regulations. Selected LAs will be responsible for delivering all aspects of voucher administration in the designated county(ies) or region(s). By executing and submitting the attached agreement, the Proposer confirms acceptance of this Scope of Work and that it has sufficiently-trained staff and has the capacity and procedures in place, as per the Operations Plan submitted in Tab 3 of its proposal. No additional payment will be provided for these services unless otherwise specified.

It will be the responsibility of the selected Proposer to remain current on all federal rules, including new guidance issued by HUD during the contract period, and to ensure that all staff working on the program are properly trained and certified in accordance with current HUD standards. In addition, it will be the Proposer’s responsibility to remain current on all State and local laws, regulations and rules, as applicable.

Proposers will commit to provide staffing at minimum within the range of Full Time Equivalents (FTEs) listed below in order to perform the tasks listed in the Scope of Work and any other tasks required for each county served. HTFC will consider alternative proposals to overlap duties for staff, or share staff among more than one county, on a case-by-case basis. Below are minimum staffing levels required for each county:

Staff Title	Details	Mandatory Positions
Administrator	Handles day-to-day operations	Between .5 and 1 FTE
Case Manager	1-250 vouchers administered	Between .5 and 1 FTE
Case Manager	251-500 vouchers administered	Between 1 and 1.5 FTEs
Case Manager	501-1000 vouchers administered	Between 1.5 and 2.5 FTEs
Case Manager	1001-1500 vouchers administered	Between 2.5 and 3 FTEs
Case Manager	1500+ vouchers administered	Minimum 3 FTEs Case Managers plus 1 for every additional 500 vouchers administered

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Inspector	Makes on-site visits	Between .5 and 1 FTE
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All employees working HCV shall be required to sign a confidentiality pledge in a format provided by HTFC. The LA shall keep the signed documents on file and shall make them available upon request by HTFC.

HTFC reserves the right to require submission of recent audited financial statements for the LA or other acceptable financial documentation at HTFC’s discretion.

The selected Proposer may be required to administer the following types of vouchers within the counties assigned:

1. Tenant Based Vouchers
2. Project Based Vouchers
3. Enhanced and Tenant Protection Vouchers
4. Rental Assistance Demonstration (RAD)
5. Veterans Affairs Supported Housing (VASH) Vouchers
6. Mainstream Vouchers
7. Family Unification Program (FUP)
8. Emergency Housing Vouchers (EHV)
9. Any other types of vouchers authorized by HUD under HTFC’s ACC.

Upon contract execution, proposers will be held accountable for achieving the following Key Performance Indicators.

- I. SEMAP Score** –An LA will be subject to termination or administrative penalties if it receives a score of 60 or below for two consecutive years, or a score of 70 or below for three consecutive years. Any findings may also result in a corrective action plan.
- II. Compliance** – The LA is expected to complete all required tasks in compliance with all applicable rules. Quality control reviews by the State, its auditors, HUD, the HUD IG, or other control entities should not reveal measurable, significant, systemic or repetitive discrepancies or findings.
- III. Utilization** – The utilization rate for each LA must be at or above 95% for each county served.
- IV. Accurate and Secure data** – The LA must update EIV, the approved HTFC HCV software and ensure any other databases are accurately updated in a timely manner. access to these databases should be restricted, and proper procedures and protocols are in place and readily made available upon request. both digital and paper records should be secure, with Personally Identifiable Information carefully guarded and protected.
- V. Affordability** – Voucher families served by the LA must be in housing they can afford. over-housing should be minimal. the LA should recommend changes as required to payment standards based on timely and accurate data. 75 percent of New Admissions for each county serviced must be

targeted to extremely low-income families. income verifications should be conducted within required timeframes. 50058 calculations must be accurate and properly documented.

Customer Service –Families must have reasonable access to their assigned case manager and be provided with the necessary information at their family briefing, inspections and certifications/recertifications should be conducted on time and with appropriate notifications. Families should be informed of their rights under Section 8, and of the process for reporting fraud, fair housing laws/discrimination and other illegal activity. Applicants, participants and landlords should be able to reach a live person during business hours to answer questions.

- VI. Responsiveness** – The LA must respond to inquiries from HTFC and from constituents as prescribed in HTFC’s HCV Administrative Plan. Inquiries from applicants, voucher participants and landlords should be responded to within 48 hours.
- VII. Housing Quality** – Properties that pass HQS inspections by the LA must be in good working condition and not pose a threat to the health and safety of families; lead-based paint and instances of EBLL should be reported and addressed per federal rules. Inspection results should be made immediately available and clearly communicated to families and owners; the required deadlines for making any repairs and/or abatement should be enforced with proper follow up.

Tasks and duties – LAs

For each voucher assigned, the selected LA will complete all tasks listed below and their associated duties (collectively, the “Required Tasks”) in accordance with HTFC’s ACC, its current Administrative Plan, and all applicable federal and state statutes and regulations.

HTFC will provide a centralized data solution for LAs to utilize in the performance of these tasks, in addition to the required HUD databases. The LA is required to learn and follow instructions for the use of the data solution provided by HTFC. HTFC reserves the right to periodically update its current data solution, or to replace part or all of its data solution as necessary. HTFC will provide adequate notice and training to the LAs in advance of any changes.

At this time, it is anticipated that HTFC will transition its data solution from the current Statewide Housing Choice Vouchers System (“SHCVS”) to **Emphasys Elite** beginning with the start of this contract. This timeline is subject to change.

The LA will comply with all applicable state and federal standards to ensure the security of any Personal Identification Information collected or stored (*see* <https://its.ny.gov/eiso/policies/security> for a sample of rules published by ITS). The LA is responsible for any actions taken by its employees using the HTFC data solution or any HUD database, and for ensuring that only authorized staff access data in a secure environment.

LAs will be required to participate in an annual contract evaluation. This may include but is not limited to:

- SEMAP review

- Surveys from HTFC to participants and landlords to improve responsiveness
- Submission of an updated Operations Plan

The LA's tasks for the administration of HTFC's HCV vouchers include, but are not be limited to:

Task A: Waiting List

Duties

1. Maintain all aspects of the waiting list for the counties assigned, including opening, closing, purging, denial and acceptance.
2. Make recommendations to HTFC regarding the appropriate methodology for opening the waiting list in assigned counties (*e.g.*, lottery, etc.).
3. Project utilization and recommend a date to open/re-open a waiting list.
4. Submit for approval to HTFC the time, date and location of the wait list opening, no less than sixty (60) calendar days in advance.
5. Provide staff to accept applications and enter data into the agency database in a timely and accurate manner.
6. Provide staff to accept information changes submitted by applicants and enter those changes in the HTFC database solution in a timely and accurate manner.
7. Utilize mobile technology to accept applications online as well as in-person.
8. Execute the selection process for the waiting list in accordance with the methodology and procedures approved by HTFC.
9. Establish the order of applicants on the waiting list based on the agreed upon procedures and all federal and HTFC-required preferences.
10. Purge the waiting list per Administrative Plan requirements.
11. Allow for HTFC staff to be present at the wait list opening upon written or email request.
12. Select families from the waiting list as vouchers become available, recognizing the applicable preferences.
13. Manage site-specific waiting lists corresponding to allocated PBVs, including outreach to potential applicants when needed.

Task B: Outreach

Duties

1. Implement and adhere to a Communications Plan, as defined below, that is acceptable to HTFC.
2. Remain knowledgeable on other available housing and social services and make referrals to voucher families as appropriate.
3. Educate landlords on the benefits of accepting HCV tenants, and be prepared to answer questions regarding payment, inspections, etc.
4. Recruit landlords to participate in the program
5. Develop and provide informational materials and distribute to landlords and tenants regarding [well-resourced areas](#) and encourage mobility for families. collaborate with organizations providing Mobility Counseling Services as required by HTFC.
6. Utilize NYHousingSearch.gov, and other available resources, to help families identify affordable housing.
7. Establish local partnerships necessary to administer VASH, Mainstream and other special purpose vouchers, including but not limited to appropriately engaging and collaborating with the U.S Veterans Affairs Administration to coordinate services and maximize housing opportunities for veterans.

8. Respond to inquiries from applicants, landlords, voucher families, other housing and social service providers, and local government officials regarding the HCV program in the counties listed in Section I.
9. Report to HTFC any inquiries received from a member or employee of the U.S. Congress, HUD, the HUD Inspector General, the Federal or State Attorneys General, a member of the NYS Assembly or Senate, or the news media within 24 hours of receipt. HTFC will determine which party will provide the official responses to these inquiries. The LA should consult with HTFC on any other inquiries received from government agencies not listed above prior to responding. The LA must retain a log of all inquiries for at least a two-year period.

Task C: Case Management

Duties

1. Utilize all forms provided and/or approved by HTFC.
2. Utilize the most recent version of all HUD forms.
3. Collect and review eligibility information from each family selected from the waiting list for Section 8 assistance utilizing the application form provided by HTFC.
4. Determine eligibility and select families in the appropriate order to ensure maximum voucher utilization.
5. Issue denial notices for applicant families determined to be ineligible.
6. Conduct all family briefings as required.
7. Utilize the Enterprise Income Verification (EIV) System, the Income Validation Tool (IVT) Report, and any other available verification documentation to determine and confirm a family's annual income, Total Tenant Payment (TTP) and Housing Assistance Payment (HAP).
8. Complete 50058 forms and other forms required to determine the eligibility of a family for voucher assistance.
9. Issue Vouchers on HTFC's behalf and make determinations (and redeterminations) as necessary related to subsidy standards, extensions, expirations, suspensions, moves, transfers and port requests.
10. Administer any tenant or landlord incentives provided by HTFC, including but not limited to security deposit assistance, landlord bonuses, repair funds, and tenant stipends.
11. Accept and review Requests for Tenancy Approval and assess rent reasonableness.
12. Execute Housing Assistance Payment contracts with the landlord and provide the Section 8 Tenancy Addendum for the lease.
13. Accurately enter family and landlord data into HTFC's Housing Choice Voucher software.
14. Adhere to Administrative Plan processes for reporting and administering all portability cases.
15. Maintain files for each family receiving voucher assistance and securely store those files in accordance with federal and state requirements.
16. Conduct all annual and interim re-certifications in a timely manner.
17. Enforce occupancy policies regarding family, bedroom size, guests, aides, and family absences.
18. Enter into, monitor and enforce repayment agreements as necessary.

19. Update the EIV database for Debts Owed as required.
20. Terminate voucher families who are no longer eligible as per federal and/or state requirements.
21. Respond to and review requests for Reasonable Accommodations and ensure compliance with the Violence Against Women Act (VAWA), Section 504, and all applicable Fair Housing laws.
22. Review requests for Exception Payment Standards and make recommendations to HTFC for requests requiring HUD approval.
23. Appropriately respond to all complaint sources not specifically prohibited in this Scope of Work.

Task D. Inspections

Duties

1. Conduct physical inspections of units in accordance with Housing Quality Standards (“HQS”), and/or any other standards approved by HUD or HTFC.
2. Conduct inspections of new units prior to providing housing assistance payments and, where the unit fails initial inspection, ensure deficiencies are addressed as required.
3. Ensure timely annual inspections of all housing units occupied by voucher families.
4. Maintain a log of failed inspections and make the log available for review by HTFC.
5. Issue correspondence to the landlords and tenants as necessary regarding the status of inspections.
6. Conduct re-inspections as necessary to confirm repairs are made for units that fail initial/annual inspections.
7. Conduct emergency inspections to respond to complaints within 24 hours.
8. Establish a system to schedule inspections, provide appropriate and courteous notifications and reminders to families and landlords, and ensure that inspection staff arrive to appointments on time.
9. For multi-family properties, inspect common areas and mechanical systems as required.
10. Accurately transfer inspection data to HTFC’s Housing Choice Voucher software.
11. Identify health and safety hazards and point them out to the tenant and landlord as necessary. educate tenants and landlords regarding building safety as appropriate.
12. Provide a process for families and landlords to report inappropriate behavior by inspectors.
13. Conduct Quality Control inspections on at least the number/percentage of units required as per SEMAP.
14. For units owned by the LA, coordinate with other Local Administrator or third parties, as required by HTFC, for inspections.
15. Take all necessary actions on HTFC’s behalf to meet requirements for PHAs in HCV regarding HUD’s Lead Safe Housing Rule pertaining to elevated blood levels, as required by Federal law 24 CFR Part 35, Subpart M, and, in particular, the amendments to the Final Rule published January 13, 2017. This includes, but is not limited to:
 - a. Compliance with data collection and matching requirements of 35.1225(g) to retrieve and use data to identify children with EBLLS.
 - b. Compliance with federal and state law to ensure compliance with notification, reporting, environmental investigation, and follow-up. in addition to educating landlords and tenants on requirements as necessary.

- c. The establishment of any local partnerships, including with the County Department of Health, to facilitate compliance with notification requirements.
16. Ensure all failed inspections are handled in accordance with currently published federal guidelines and HTFC's HCV Administrative Plan.
17. Take all necessary actions on HTFC's behalf to comply with any other current or future applicable federal rules regarding property conditions, health and safety. remain current on new HUD inspection standards and requirements.
18. Implement a system for accepting landlord-submitted verifications of repair when fail items do not necessitate an in-person follow-up inspection. Submitted verifications of repair must be signed and dated by both the landlord and tenant, with a clear listing of the failed item(s) for which the verification of repair is being submitted.
19. Implement and carry out an abatement process for landlords that do not make needed repairs within established timeframes. Such a process must include timely notifications, with abatements placed in accordance with HUD regulations.
20. Develop a process for evaluating and making determinations pertaining to landlord extension requests.

Task E. Administration/Program Management

Duties

1. Maintain the security of all paper and digital files.
2. Receive, process and properly document requested updates/corrections to 1099 forms previously submitted by owners. respond to notifications from HTFC concerning landlords with b-notices issued by the IRS, and correct database information as appropriate.
3. Collect and analyze data regarding the affordability of the local rental market; make timely recommendations to adjust the payment standard and/or the utility allowance.
4. Identify areas of opportunity within the counties served and educate families on the benefits of locating there.
5. Implement Small Area Fair Market Rents ("SAFMRs") where applicable to foster housing choice.
6. Further the de-concentration of high poverty areas by increasing opportunities for mobility, working seamlessly with the local mobility counseling program, if any, and highlighting local housing providers in [well-resourced areas](#).
7. Report incidents of unlawful Source of Income Discrimination and violations of other federal and state fair housing and housing discrimination laws to the New York State Division of Human Rights and/or other federal/state authorities as required.
8. Handle all aspects of enforcing the payment and utility allowance standards; ensure utility allowance is enforced, applied, and calculated accurately.
9. Utilize HTFC provided income limits, annually.
10. Utilize HTFC's approved payment standards as prescribed in the Administrative Plan.
11. Ensure that voucher allocations are maintained under the correct funding increment numbers in HTFC's Housing Choice Voucher software and that participants are properly identified at all times.
12. Adhere to processes for reporting and administering portability, as prescribed in the Administrative Plan.
13. Conduct Informal Reviews as prescribed in the Administrative Plan.

14. Conduct Informal Hearings as prescribed in the Administrative Plan.
15. Maintain program files, adhering to document retention policies, and secure tenant records to assure client confidentiality, including secure storage for EIV, criminal background checks and other sensitive data. this also includes the ability to send and receive protected data electronically.
16. Per document retention policies, destroy paper files in a timely manner that are no longer required to be stored; HTFC is striving to eliminate paper files and store all documents digitally.
17. Ensure that all current HUD and HTFC forms are maintained and utilized; discontinue use of obsolete forms, where applicable.
18. Submit monthly HAP requests and other required reports.
19. Ensure LA staff has working knowledge of HTFC's approved computer database management software including, but not limited to, data entry and updates, software updates, etc., as appropriate to their assigned duties.
20. Understand and adhere to all provisions of the HTFC's Administrative Plan including any policies, notices and/or directives disseminated by mail or electronically regarding the Housing Choice Voucher Program.
21. Offer recommendations for revisions to the Administrative Plan upon request.
22. Understand and adhere to all related applicable provisions including, but not limited to: Fair Housing and equal opportunity, non-discrimination, VAWA, lead-based paint, and Section 504 for all programs within the HCV program.
23. Attend regional meetings conducted by HTFC and other meetings as required.
24. Monitor and correct information contained in the following as needed
monthly/quarterly:
 - a. EIV Reports
 1. Duplicate subsidy report
 2. Invalid SS reports
 3. Deceased Tenant reports
 - b. Automated Clearing House (ACH)
 - c. Repayment Agreements
25. Ensure all staff are appropriately trained and certified as required by HTFC and/or HUD.
26. Adhere to all NYS HCR-mandated lockbox processes, including the generation of payment slips for the identification of direct submissions of participant repayments, landlord HAP overpayments, and portability payments to the NYS HCR-designated lockbox.
27. As applicable, submit your organization's A-133 to the NYS HCR-designated contact within 9 months of the conclusion of your organization's most recently concluded fiscal year.
28. Any other task required to successfully administer HCVs in the counties served.
29. Notify HCR within five (5) business days of a change to any of the following:
 - a. Name and Contact information of the program administrator
 - b. Second point of contact
 - c. EIV/Security Manager
 - d. FSS Coordinator
 - e. Homeowner Coordinator

- d. Office address and fax number
- 20. Notify HTFC of any staff who are participants or immediate family of participants or any other relationships which could result in a conflict of interest.
- 21. Notify HTFC in writing if the LA or an employee of the LA owns property with HCV/PBV assistance which outside entity is conducting HQS, income certifications and rent reasonableness.

Task F. Quality Control

Duties

1. Utilize the quality assurance system provided by the PHAs technological vendor.
2. Implement and adhere to a Quality Control Plan acceptable to HTFC.
3. Conduct quality control reviews for each county serviced on no less than the minimum percentage or unit count as indicated below of certifications and re-certifications, including all 50058 calculations. the review must be performed by a program-trained (see required training) employee or an HTFC approved third-party who is not the assigned case manager for that family, and did not perform the initial eligibility determination. minimum standards are as follows:
 - a. A quality control review on eligibility determination must be conducted for the first 3 months for all new employees performing case management on the LA’s behalf.
 - b. A quality control review must be conducted for certifications of the selection process for all new applicants prior to the eligibility determination.

In addition to the above:

c. A quality control review must be conducted using the SEMAP model:

The sample of files to be reviewed for each SEMAP Indicator will be based on the size of the universe as indicated below (unless otherwise noted).

Universe	Minimum number of files or records to be sampled
50 or less	5
51-600	5 plus 1 for each 50 (or part of 50) over 50
601- 2000	16 plus 1 for each 100 (or part of 100) over 600
Over 2000	30 plus 1 for each 200 (or part of 200) over 2000

4. Comply with the Section 8 SEMAP and HUD Rental Integrity Monitoring (RIM) requirements. Each LA will be reviewed for compliance with these requirements and will receive a score for each county they serve. HTFC will provide at least thirty (30) calendar days’ notice of its SEMAP review.
5. NYS HCR reserves the right to conduct SEMAP audits, quality control reviews and/or implement corrective action plans as necessary. The reviews will be scheduled at HTFC’s discretion and will cover any period of time as deemed appropriate. however, reviews will likely cover the most recent fiscal year(s) (April 1st of year 1 through March 31st of year 2).
6. Make appropriate staff available for the SEMAP review, .

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7. Make staff and resources available for HTFC’s annual Single Audit.
8. Produce files available within specified timeframe.
9. HTFC reserves the right to establish additional requirements, including HTFC staff review and/or approval of some or all eligibility determinations.

Task G. Project Based Vouchers

Duties

1. Ensure programmatic understanding of all related PBV regulations and policies including, but not limited to, HUD regulations (24 CFR 982 & 983), the Housing Opportunities Through Modernization Act (“HOTMA”) and HTFC’s Administrative Plan.
2. Maintain individual waiting lists for each PBV contract to be used exclusively for contracted units within.
3. Ensure all HUD and HTFC required forms applicable to the program are incorporated and available for file review.
4. Maintain a copy of the PBV contract, including Exhibits associated with the units under the HAP contract.
5. Ensure compliance with the HAP contract.
6. Provide case management staff to accept applications on site where necessary to ensure sufficient accessibility to Section 8 assistance.
7. Assist the owner in marketing Section 8 PBV units, including mailing applications to perspective tenants, receiving and responding to inquiries, and providing applications to the landlord.

Task H. Additional Work Scope Items

In addition to the tasks listed above, with HTFC approval, the LA may be asked to participate in the following activities. LAs approved to do so must include documentation of sufficient staffing and other resources for these activities in their Operations Plan. HTFC reserves the right, at its sole discretion, to select other vendors to implement these programs in counties where the LA is not providing them, where the existing program is found to be in noncompliance, or where service levels are determined by HTFC to be insufficient to meet the need. HTFC will negotiate fees separate from the LA’s administrative fee to compensate for these services.

H1. Homeownership Program

1. Establish a collaboration with a HUD certified homeownership counselor.
2. Utilize the HTFC data solution and other data sources to identify eligible candidates for homeownership.
3. Discuss homeownership options with eligible voucher families at Recertification meetings.
4. Respond to inquiries regarding homeownership, and refer possible new Section 8 homebuyers to available counseling services; provide brochures, information, etc.

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5. Circulate invitations to required Pre-Screening meetings by homebuyer counselors and follow up on questions.
6. Track completion of Home Buying Counseling by a HUD Certified Housing Counselor. collect and review necessary documentation prior to closing, including, but not limited to:
 - a. Mortgage pre-approval, approval and commitment.
 - b. Good Faith Estimate of Lender Charges.
 - c. Certificates of completion for homebuyer training.
7. Calculate HAP and ensure family's payment will be affordable; provide HAP payment documentation to the family, mortgage lender, and HTFC via HAP Letter.
8. Ensure compliance with rules regarding lending terms and use of mortgage brokers, realtors, etc.
9. Review homeownership costs and obtain HTFC approval prior to closing.
10. Deliver the closing package to HTFC, including:
 - a. The last Rental 50058.
 - b. The first Home Owner 50058.
 - c. A copy of the HUD 1 or Closing Disclosure.
 - d. A completed home ownership survey.
 - e. 2 signed releases of information: photography and general releases of information for each homeowner.
 - f. Digital photos of the homes and/or homeowners for use on the Agency Website (if available).
11. Update the HTFC data solution & PIC to reflect a change in status from renter to homeowner.
12. Assist HTFC in tracking program success and reporting outcomes. respond to HTFC surveys and other data requests.

H2. Family Self-Sufficiency Program (FSS)

1. Designate or hire an FSS coordinator and ensure coordinator positions receiving federal funds for salaries meet eligibility requirements and comply with restrictions per the federal FSS NOFA.
2. LAs operating a FSS program must set up and maintain a Program Coordinating Committee and provide meeting minutes to HTFC.
3. Utilize HTFC's HCV software and other data sources to identify eligible families for FSS, discuss FSS with voucher families at Recertification meetings, and interview voucher families to determine their eligibility for FSS.
4. Coordinate transfer of FSS participation for families porting to or from other PHAs, or transferring to or from another LA.
5. Assist families in setting individualized and attainable goals to achieve financial independence; draft FSS Contract of Participation ("COP") and Individual Training and Services Plan ("ITSP").
6. Establish escrow accounts; monitor accounts for ongoing completeness and accuracy and make corrections; ensure disbursement requests comply with HUD regulations and HCR policies; distribute annual Escrow Validation Reports.

7. Maintain regular contact with FSS families to monitor progress, provide support, and update records.
8. Build partnerships with and maintain a list of service providers; provide referrals to FSS families based on assessments of their needs and goals.
9. Determine when graduations, terminations and exits are appropriate.
10. Assist HTFC in tracking program success and reporting outcomes; respond to all HTFC requests.
11. Request interim and/or final disbursements on behalf of eligible participants when necessary.

H3. Mobility

Among other activities, mobility counselors act similarly to both a tenant advocate and a real estate broker, identifying rental properties and owners in ‘[well-resourced areas](#)’ generally in neighborhoods with higher performing schools and lower concentrations of poverty. Families assisted typically demonstrate a high degree of motivation to seek access to quality housing as well as good schools and services, especially for their children. After a family is relocated, mobility counseling often connects them to a variety of on-going assistance to help ensure their future success. Recent data suggests that children under 13 who move to [well-resourced areas](#) have improved outcomes, including increased earnings.

H4. Emergency Housing Vouchers

EHVs are administered in compliance with all applicable federal and state rules and requirements. These include but are not limited to: Section 3202 of the American Rescue Plan Act. PIH notice 2021-15 from the US Department of Housing and Urban Development (“HUD”). any applicable federal and state regulations regarding Section 8 Housing Choice Vouchers. the HCR Section 8 Administrative Plan as amended for EHVs, including all applicable waivers. the terms and conditions of any Memorandums of Understanding executed by HTFC for EHV referrals with Continuums of Care. and any subsequent guidance issued by HUD or HTFC.

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Attachment 4

Current Voucher Allocations

Tables current as of: September 1, 2021

Table 1: Tenant Based Vouchers

COUNTY	TENANT BASED VOUCHERS
Allegany	192
ESOP	92
Cattaraugus	386
Cayuga	548
Chautauqua	861
Chemung	948
Chenango	135
Clinton	478
Columbia	291
Delaware	273
Dutchess	1134
Essex	392
Franklin	364
Genesee	716
Greene	257
Hamilton	81
Herkimer	97
Jefferson	934
Lewis	317
Livingston	525
Madison	257
Montgomery	-
Nassau	1938
New York	5242
Niagara	316
Oneida	88
Ontario	798
Orange	2331

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Orleans	206
Oswego	397
Otsego	137
Putnam	499
Jaytown	29
Rockland	1051
Saratoga	236
Schuyler	112
Seneca	428
St. Lawrence	552
Steuben	495
Suffolk	3208
Sullivan	607
Tioga	205
Tompkins	913
Ulster	1569
Eastchester	255
Washington	204
Wayne	149
Westchester	4326
Wyoming	211
Yates	168

<u>COUNTY</u>	<u>TENANAT BASED VOUCHERS</u>
<u>Allegany</u>	<u>192</u>
<u>ESOP</u>	<u>125</u>
<u>Cattaraugus</u>	<u>386</u>
<u>Cayuga</u>	<u>496</u>
<u>Chautauqua</u>	<u>861</u>
<u>Chemung</u>	<u>948</u>
<u>Chenango</u>	<u>135</u>
<u>Clinton</u>	<u>478</u>
<u>Columbia</u>	<u>291</u>
<u>Delaware</u>	<u>273</u>
<u>Dutchess</u>	<u>1134</u>

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<u>Essex</u>	<u>421</u>
<u>Franklin</u>	<u>364</u>
<u>Genesee</u>	<u>636</u>
<u>Greene</u>	<u>287</u>
<u>Hamilton</u>	<u>81</u>
<u>Herkimer</u>	<u>97</u>
<u>Jefferson</u>	<u>934</u>
<u>Lewis</u>	<u>317</u>
<u>Livingston</u>	<u>500</u>
<u>Madison</u>	<u>257</u>
<u>Nassau</u>	<u>2315</u>
<u>New York</u>	<u>5242</u>
<u>Niagara</u>	<u>316</u>
<u>Oneida</u>	<u>88</u>
<u>Ontario</u>	<u>798</u>
<u>Orange</u>	<u>2331</u>
<u>Orleans</u>	<u>184</u>
<u>Oswego</u>	<u>397</u>
<u>Otsego</u>	<u>137</u>
<u>Putnam</u>	<u>499</u>
<u>Rockland</u>	<u>1071</u>
<u>Saratoga</u>	<u>236</u>
<u>Schuyler</u>	<u>112</u>
<u>Seneca</u>	<u>428</u>
<u>St. Lawrence</u>	<u>492</u>
<u>Steuben</u>	<u>495</u>
<u>Suffolk</u>	<u>3208</u>
<u>Sullivan</u>	<u>657</u>
<u>Tioga</u>	<u>215</u>
<u>Tompkins</u>	<u>938</u>
<u>Ulster</u>	<u>1569</u>
<u>Washington</u>	<u>204</u>
<u>Wayne</u>	<u>149</u>
<u>Westchester</u>	<u>4578</u>
<u>Wyoming</u>	<u>189</u>
<u>Yates</u>	<u>158</u>

Table 2: Other Vouchers

COUNTY	VASH	MAINSTREAM 5	FYI Vouchers	PROJECT BASED
Allegany	13			6
Broome				17
ESOP				
Cattaraugus				34
Cayuga				24
Chautauqua		25		2
Chemung		7		23
Clinton				55
Delaware				24
Dutchess		31		78
Essex				15
Franklin		20		154
Genesee				8
Greene				34
Hamilton				16
Herkimer				39
Jefferson	40			74
Livingston				8
Monroe				23
Montgomery				8
Nassau		7		554
Niagara				185
Oneida				115
Ontario	31			172
Orange		20		354
Orleans				59
Oswego				92
Otsego				22
Rockland		39	4	10
Saratoga				24

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Schuyler		3		8
Seneca		41		
St. Lawrence				265
Steuben	115	7		155
Suffolk	526	44		297
Sullivan				107
Tioga				40
Tompkins		33		62
Ulster				49
Eastchester				
Washington				19
Wayne				109
WestPB				8
Westchester	308		1	407
Yates				8
Embury				153
NY North				1654
Apple Meadow				44
NY East				1369

Table 3: Current FSS and Homeownership Participant

COUNTY	CURRENT FSS PARTICIPANTS	CURRENT HOMEOWNERSHIP PARTICIPANTS
Allegany	5	2
ESOP	18	
Cattaraugus		5
Chautauqua	25	9
Chemung	28	5
Chenango		5
Clinton		7
Columbia	8	1
Delaware	26	2
Dutchess	58	5
Essex		6
Franklin		8
Genesee	29	7
Greene	5	3
Hamilton	3	
Herkimer	1	2
Jefferson	5	6
Lewis	2	1
Livingston		2
Madison	22	1
Nassau	52	6
New York	160	8
Niagara		2
Oneida	5	2
Ontario	98	
Orange	81	98
Orleans		2
Oswego		1
Otsego		1
Putnam	31	1
Rockland	7	6
Saratoga	10	

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Seneca		4
St. Lawrence	25	13
Steuben	22	10
Suffolk	250	16
Sullivan	43	9
Tioga		2
Tompkins	101	11
Ulster	58	22
Washington	8	3
Wayne	10	
Westchester	293	29
Wyoming	28	3
Yates		4

Attachment 5

SEMAP Indicators

The LA will be responsible to maintain and provide documents to support continued compliance with HUD and HTFC requirements.

1. Selection from the Waiting List.
2. Reasonable Rent.
3. Determination of Adjusted Income.
4. Utility Allowance Schedule.
5. HQS Quality Control Inspections.
6. HQS Enforcement.
7. Expanding Housing Opportunities.
8. Payment Standards.
9. Annual Reexaminations.
10. Correct Tenant Rent Calculations.
11. Pre-contract HQS Inspections.
12. Annual HQS Inspections.
13. Lease-Up.
14. Family Self-Sufficiency Enrollment.

Deconcentration Bonus Indicator

NOTE: The sample of files to be reviewed for each SEMAP Indicator will be based on the size of the universe as indicated below (unless otherwise noted).

Universe	Minimum number of files or records to be sampled
50 or less	5
51-600	5 plus 1 for each 50 (or part of 50) over 50
601- 2000	16 plus 1 for each 100 (or part of 100) over 600
Over 2000	30 plus 1 for each 200 (or part of 200) over 2000

In addition to other documents, records and reports that are required to be maintained for the SEMAP review, each LA **must** maintain the following information for each of the SEMAP indicators identified below:

Indicator #5: HQS Quality Control Inspections

A Supervisory Inspection Log, including:

- dates of the first and second inspections.
- names of the first and second inspectors. and
- each tenant's name and address.

Indicator #6: HQS Enforcement

A Failed Inspection Log, including:

- each tenant's name and address.
- name of inspector(s).
- date(s) of each failed inspection, and
- date the unit passed inspection (if applicable).

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Schedule 1

Application Coversheet

Attach this form to the top of your proposal.

DATE OF APPLICATION: _____

GENERAL INFORMATION ON FIRM:

Legal Name of Firm:

Firm's Mailing Address:

Firm's Website:

Firm's Main Telephone Number (including area code):

Federal Tax ID Number:

FINRA and/or SEC Registration Number (if applicable):

MWBE Registration Number (if applicable):

Service-Disabled Veteran-Owned Business Registration Number (if applicable):

MAIN CONTACT INFORMATION FOR THIS PROPOSAL:

Please list the individual that will be the main contact *regarding this proposal*:

Contact Name:

Contact Telephone Number (including area code):

Contact E-mail Address:

Contact Facsimile Number (including area code):

PRINCIPAL IN CHARGE:

Please indicate below the Principal in Charge for this Section 8 LA Project. Please list the primary staff person(s) who will provide services to HTFC. Attach additional sheets if necessary.

Contact Name:

Contact Telephone Number (including area code):

Contact E-mail Address:

Contact Facsimile Number (including area code):

ADDITIONAL CONTACTS (if applicable):

Contact Name:

Contact Telephone Number (including area code):

Contact E-mail Address:

Contact Facsimile Number (including area code):

Contact Name:

Contact Telephone Number (including area code):

Contact E-mail Address:

Contact Facsimile Number (including area code):
