



**CHICAGO HOUSING AUTHORITY (“CHA”)
REQUEST FOR PROPOSAL (“RFP”) EVENT NO. 3223 (2023)
for**

Inspections, Waitlist and New Admissions, Owner, Call Center and Communication Services

**Required for use by
[Housing Choice Voucher]
ISSUED ON: THURSDAY, JANUARY 26, 2023
ISSUED BY: DEPARTMENT OF PROCUREMENT AND CONTRACTS**

**PROPOSAL DEADLINE:
MONDAY, FEBRUARY 27, 2023, at 5:00 P.M., CT**

Proposals may be submitted early but must be received electronically no later than the date and time listed in the solicitation.

PROPOSALS WILL NOT BE ACCEPTED AFTER THE DUE DATE AND TIME

Respondent Name: _____

Contact Name: _____

Contact Telephone: _____

Contact Email: _____

This selection process is unique to the Scope of Work described herein and notwithstanding any other proposal, qualification or bid requests provided by the Chicago Housing Authority. Proposers must comply with the requirements as defined in this RFP.

Tracey Scott
Chief Executive Officer

Sheila Johnson
Deputy Chief of Procurement

www.thecha.org

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ATTACHMENT A – FEE PROPOSAL FORM(S)
ATTACHMENT B – LETTER OF INTENT TO SUBMIT PROPOSAL
ATTACHMENT C – VENDOR SUBMISSION CHECKLIST
ATTACHMENT D – AGREEMENT FOR THE ADMINISTRATION AND OPERATION OF CHICAGO HOUSING AUTHORITY'S SECTION 8 PROGRAMS
ATTACHMENT E – REFERENCE QUESTIONNAIRE
ATTACHMENT F – INTERROGATORIES
ATTACHMENT G – PERFORMANCE BASED ADJUSTMENTS

KEY INFORMATION

1. **RESPONDENT CONTACT WITH THE CHA:** The Procurement Specialist identified below is the *sole point of contact* regarding this RFP from the date of issuance until selection of the successful proposer(s).

David Martin, Senior Procurement Specialist

Chicago Housing Authority
Department of Procurement and Contracts
60 East Van Buren Street, 8th Floor
Chicago, Illinois 60605
Phone: (312) 786-3260 E-mail: DMartin@thecha.org

Responses shall be submitted via the Supplier Portal at <https://supplier.thecha.org> no later than **Monday, February 27, 2023, at 5:00 PM CS.**

The Proposer shall be responsible for electronic submission by the due date and time. Late proposals will be not be accepted.

A pre-proposal conference is scheduled for **Monday, February 06, 2023**, at 11:00 a.m. CST to discuss the scope of services and the CHA diversity and inclusion requirements. The pre-proposal conference will take place via Microsoft Teams. Firms anticipating submitting a proposal are encouraged to attend the teleconference. **CHA encourages all interested firms to attend the Pre-Proposal Conference. Real-time online viewing is available. To view the Pre-Proposal Conference online visit: <https://msteams.link/7XE5>.**

The Letter of Intent to Submit a Proposal, Attachment B, is due **Friday, February 17, 2023**, at 11:00 a.m. CST. The Letter of Intent to Submit a Proposal, Attachment B must be submitted via the Supplier Portal at <https://supplier.thecha.org>.

If you do not intend to submit a proposal in response to this RFP, please submit via the Supplier Portal at <https://supplier.thecha.org>, a brief explanation in order to continue to receive future bid/RFP notices.

Questions regarding clarification or verification of these specifications and CHA diversity and inclusion requirements must be submitted via the Supplier Portal at <https://supplier.thecha.org>. no later than **Thursday, February, 9, 2023 by 10:00 AM, CT.**

Electronic Submission: CHA requires Respondents to submit an electronic proposal for the above-described Event. Respondent shall upload all documents via the CHA Supplier Portal at: <https://supplier.thecha.org>. Electronic proposal submission requires only one (1) copy. Each submittal section of the electronic proposal shall be labeled and separated into a different file as described in "ARTICLE VII Submittal Requirements."

Note: There is no maximum file capacity size when uploading attachments in the Supplier Portal. If you receive an error message that states the "Maximum size is: 50" while uploading an attachment in the Supplier Portal, that error message is referring to the file naming size. The name of your file cannot be more than 50 characters. For questions or assistance with the Supplier Portal, please contact Harriet Herron-King, Procurement Coordinator, at 312-913-7356, HHerron@thecha.org

Respondent shall bear all costs of responding to this solicitation.

ARTICLE I INTRODUCTION

The Chicago Housing Authority (“CHA” or “Authority”) is a municipal corporation established in 1937 pursuant to the Illinois Housing Authority Act, 310 ILCS10/1, et seq., to administer federal housing programs to provide temporary housing for people with incomes insufficient to obtain “decent, safe and sanitary” dwellings in the private market. Today the CHA’s mission is to ensure the provision of affordable housing opportunities in a variety of communities for lower-income households.

The CHA receives certain funding from the United States Department of Housing and Urban Development (hereinafter, “HUD”) and is entitled to apply for funding to acquire, construct, modernize, maintain, and operate public housing. In addition, the CHA administers several programs funded and regulated by the State of Illinois and the City of Chicago. These programs are parallel to federal housing programs and include conventional, rental assistance and community development components.

CHA’s vision is to foster strong, vibrant communities throughout Chicago by increasing affordable housing choices for low-income families. As the largest rental housing provider in the City of Chicago, CHA serves more than 133,000 people in 63,000 households across the city through our Public Housing, Housing Choice Voucher, and Project-Based Voucher programs. For more information, visit www.thecha.org.

A. DEFINITIONS

1. “Average Handle Time” means the monthly average time it takes the call center agents to complete a call from start to finish.
2. “Business Day” means Monday through Friday, excluding Federal or state holidays.
3. “Calendar Day” means a day, relating to any day of the week, month or year.
4. “Calls Handled” means the total monthly amount received and completed by the Selected Respondent(s) personnel.
5. “Calls on Hold” means the average time calls are placed on Hold upon completion of the IVR tree sequence, which will subsequently become calls handled.
6. “Calls Presented” means phone calls that may include calls completed by call center agents and dropped calls received by Cisco’s IVR system
7. “Contract” means the agreement entered into between the CHA and the “Selected Respondent” resulting from the RFP.
8. “Contracting Officer” means the Deputy Chief of Procurement of the CHA Department of Procurement and Contracts or such other party as the CHA may designate.
9. “Competitive Range” means the scoring range as determined during the evaluation process for competitive negotiation, which includes only those Respondents’ proposals considered to have a reasonable chance of being selected for award and who are therefore chosen for additional discussions and negotiations.
10. “Escalated Calls” means the Caller is following up on a case status after they have waited the allotted timeframe for completion of case. Caller has requested to speak with upper management due to lack response.
11. “Firm Fixed Fee” means the fixed fee for the Services required including overhead expenses, profit and fees of the Selected Respondent.
12. “First Call Resolution” means ability to resolve the caller’s query/concern on the first call made. This may be listed/tracked in a Yardi memo.

13. "Moving to Work (MTW)" is a HUD-created demonstration program for PHAs that provides them the opportunity to design and test innovative locally designed strategies that use Federal dollars more efficiently, help residents find employment and become self-sufficient, and increase housing choices for low-income families.
14. "NSPIRE" means National Standards for the Physical Inspection of Real Estate, HUD's new physical inspection model designed to align multiple HUD programs to a single set of inspection standards. NSPIRE is currently in the demonstration stage of implementation.
15. "Owner" means The Chicago Housing Authority.
16. "RAD" is the acronym for Rental Assistance Demonstration. It is a Housing and Urban Development (HUD) program that allows agencies to test meeting growing capital improvement needs of public housing stock by "converting" their Section 9 public housing assistance to long-term, project-based Section 8 contracts. CHA maintains a controlling interest and is the principal in all its converted RAD properties.
17. "Respondent" means the firm, company, organization, vendor, etc. responding to the RFP
18. "RVI" means Remote Video Inspection, a method of conducting an HQS inspection without the inspector being physically present with the use of a videoconference application.
19. "Selected Respondent" means the firm, company, organization, vendor, etc. awarded a contract.
20. "Services" means duties and responsibilities described in the Scope of Services/Statement of Work and any and all work necessary to complete them or carry them out fully as required and in accordance with the terms of the Contract.
21. "Subsidized Housing Program" means Programs that provide rental (housing) subsidy for tenants.
22. "Uniform Physical Condition Standards (UPCS)" means an inspection protocol developed by HUD to evaluate if residents live in decent, safe, and sanitary housing.
23. "Tax Credit Housing" also known as Low-Income Housing Tax Credit or LIHTC, is a federal tax credit for affordable housing investments.

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ARTICLE II INTENT AND PURPOSE

CHA desires proposals from well-qualified firms experienced in the management and operation of HCV tenant-based voucher programs to respond to any one (1) or all of the following five (5) Administration Components Options:

Option A: Inspections for Tenant Based, Project Based and Public Housing

Option B: Wait List, New Admissions, & Portability

Option C: Owner Services

Option D: Call Center

Option E: Communications, Workshops, and Events

Note: HCV Regional Office Administration Services was procured under a separate process and is under contract.

Through this RFP, CHA intends to select qualified companies or organizations with applicable experience in providing Waitlist and New Admissions, Inspections, Owner, and Call Center Services for the HCV Department, including Project Based Vouchers.

Additionally, CHA intends to select qualified companies or organizations with applicable experience in providing Inspection and Owner Services for the Property and Asset Management Department for RAD properties (Rental Assistance Demonstration program).

The CHA is seeking Respondents who represent the highest standards in day-to-day operations to continue and expound upon the high-quality customer care and services offered to our diverse residential community. In addition, provide the best value to the CHA, which includes enrichment programs hosted, created, or sponsored by the Respondent, which are offered specifically to residents of CHA, i.e., training, internships, etc.

CHA anticipates it will award a firm fixed price contract, with performance-based disincentives for a base period of three (3) years, and reserves the right to extend the contract, at its sole discretion, for up to two (2) additional one-year option periods. No award may be made to a Respondent that is on the list of contractors not eligible to receive awards from the CHA or the United States government, as furnished from time to time by HUD. The CHA reserves the right to award one or more contracts in connection with this solicitation. Notwithstanding anything contained herein, CHA reserves the right to make an award based on any other relevant considerations and in the best interest of the CHA. CHA anticipates the contract resulting from this RFP to begin in October 2023

ARTICLE III PROJECT BACKGROUND

The Chicago Housing Authority is among industry leaders embracing Moving to Work [MTW] flexibilities to reform the HCV Program and has participated in HUD's Moving to Work (MTW) demonstration program since the year 2000. CHA is an industry leader in using MTW flexibilities; constantly seeking innovations, which simplifies processes and promotes the transparency in the administration and management of the HCV Program; striving to provide opportunities for residents to achieve self-sufficiency, expand housing opportunities for low-income residents, as well as enhance the cost effectiveness and efficiency of its housing programs. The CHA has implemented twenty-six innovative MTW programs and policies designed to continue to improve upon existing achievements and meet new goals.

CHA recognizes the need to foster strong partnerships with property owners to successfully provide affordable, safe housing in diverse neighborhoods across the City of Chicago. Success requires that CHA provide opportunities for the participant families to achieve higher levels of self-sufficiency and allow new prospects to those currently on the CHA waitlists. To view a summary of all on-going CHA MTW activities visit www.thecha.org.

The technological ecosystem of the Chicago Housing Authority consists of various technology solutions required to perform daily HCV Administration operations. CHA espouses a standardized technology environment that emphasizes the strategic use of technology and provides for appropriate access to its data. The HCV Program operates in a completely paperless environment. **CHA requires that any new technology proposed by the Selected Respondent(s) meets compatibility with existing environments, adheres to CHA standards and policies, and maximizes the use of existing technology platforms and systems.** Please see Exhibit B for a list of technology currently used by the CHA.

The HCV Program serves approximately forty-seven thousand (47,000) families and approximately thirteen thousand (13,000) private property owners ["owners"] across three (3) Regional Offices geographically organized by zip codes Please refer to Exhibit C for detailed program statistics.

ARTICLE IV REQUIREMENTS AND QUALIFICATIONS

Selected Respondents shall meet the following minimum qualifications.

1. REQUIREMENTS

- A. CHA requires that the key principals of the Selected Respondent(s) working with CHA on this project possess a minimum education requirement of an undergraduate degree or a combination of education and experience in the management and operation of the HCV Programs.
- B. Respondent(s) personnel shall hold certification on the area of work that they perform.
- C. Respondents(s) shall also receive on-going general education and certification regarding the HCV Program
- D. Respondent(s) should have a minimum of three (3) consecutive years providing HCV services.

2. QUALIFICATIONS

- A. Respondent(s) to the RFP should be experienced in management and operation of HUD's Housing Choice Voucher Programs. The HCV should be a core function of the Respondent(s) business.

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ARTICLE V SCOPE OF SERVICES / STATEMENT OF WORK

The HCV Program is composed of “Administration Components” in order to provide consistent communication, an adequate separation of duties, and higher quality of services across the program. The Chicago Housing Authority requires all participants and owners receive outstanding professional service, as well as receive timely, courteous responses to problems and/or questions regarding program rules.

Collaboration among Administration Components teams is essential for the successful administration of the HCV Program. The components of HCV Administration consist of the following:

1. Regional Office Administration. (Not included in current solicitation)
2. HQS Inspections for Tenant Based, Project Based, & Public Housing (Current Solicitation: Option A)
3. Waitlist, New Admissions & Portability (Current Solicitation: Option B)
4. Owner Services (Current Solicitation: Option C)
5. Call Center (Current Solicitation: Option D)
6. Communications Workshops, and Events (Current Solicitation: Option E)

Note: *Regional Office Administration (1) is not a part of this RFP and has separate solicitations.*

CHA retains certain Administration Components of the overall program that include but are not limited to:

1. **Strategic Leadership:** CHA will provide the vision and direction for the growth and success of CHA Programs.
2. **Legal Services:** CHA will provide hearing officers for all hearings requested by a participant and the presentation of cases at informal hearings on criminal and fraud matters. CHA shall also provide legal defense to challenges to the legality of the policies and/or procedures of the HCV Program as well as challenges by participants of any kind and all informal hearing decisions.
3. **Performance Management:** CHA will monitor and report on contract and program compliance to ensure that performance is consistent across Administration Components.
4. **Special Counseling Programs:** CHA’s Resident Services Department will oversee counseling aspects of Family Self-Sufficiency; Homeownership and Mobility programs. As such, the Successful Respondent(s) will interface on an as-needed basis as it pertains to participants in these programs.

A. SCOPE OF SERVICES

The six (6) Administration Components retained by CHA impacts the responsibilities set forth herein. The Selected Respondent(s) shall be required to work collaboratively and in a timely manner to ensure that all communications and transactions between the consolidated Administration Components awarded herein are well managed for the benefit of the HCV participants, owners, and CHA.

B. STATEMENT OF WORK

Option A: The Selected Respondent shall provide inspection services including managing and conducting inspections for: I) Tenant-based Housing Choice Voucher (HCV), Project-based Voucher (PBV), RAD2 and Moderate Rehabilitation (Mod Rehab); as well as II) Rental Assistance Demonstration (RAD) and Public Housing (PH) programs.

(I) HCV Inspections - Tenant-Based

In 2018, CHA moved to a biennial schedule for most tenant-based HCV inspections. In response to the COVID-19 pandemic in 2020, CHA started conducting remote video inspections (RVI). 4,726 RVIs were conducted in 2021. See chart below for additional Inspections metrics.

	2019	2020	2021	Through June 2022
Tenant-Based Inspections	82,474	34,009	65,686	40,390

The tenant-based HCV Inspection Team is located at the West Office.

The Selected Respondent shall conduct all tenant-based HCV inspections in accordance with the applicable HUD regulations, including HUD's Housing Quality Standards (or any other inspection standards that HUD implements) and in accordance with CHA's HCV Administrative Plan and HCV Procedure Guide, which are posted on the CHA website (www.thecha.org). When HUD implements new inspections standards (i.e., NSPIRE), the respondent shall test and incorporate the new model in accordance with HUD and CHA requirements.

In addition, when the CHA receives notice of a child under the age of six years with an elevated blood lead level based (EBLL) on HUD guidelines, the Respondent will be responsible to conduct an environmental investigation, which includes conducting a lead-based paint risk assessment of the unit where the family lives and administering a CHA-approved questionnaire to the family. The lead-based paint risk assessment must be performed by an individual licensed by the State of Illinois to perform such assessments.

The Selected Respondent(s) responsibilities include, but are not limited to:

1. Scheduling and Notifications
 - a. Schedule inspections and send notifications of inspection appointments to owners and participants
 - b. Ensure inspections are performed within timeframes provided on inspection scheduling letters
 - c. Ensure responsiveness to participants and owners with inspection scheduling concerns
2. Conduct Initial, Annual/Biennial, and Special Inspections (including re-inspections and life-threatening inspections)
 - a. Use photographs in concert with form HUD 52580 or 52580A (inspection form) to improve HQS oversight by documenting specific HQS deficiencies and use of photographs verifying all HQS corrections

- b. Catalog photos of units and maintain storage of photos for retrieval
- c. Communicate inspection results to vendor(s) responsible for HCV Administration
- d. Conduct inspections between 8:00 a.m. and 5:00 p.m. CST Monday through Friday, excluding CHA holidays
3. Conduct Quality Control (QC) Inspections¹
4. Conduct Environmental Investigations in EBLL Cases
5. Coordinate with CHA to conduct monthly inspection workshops for HCV owners and participants
6. Coordinate and cooperate with vendor(s) and staff responsible for HCV Administration and HCV Customer Service Call Center
7. Ensure SEMAP “High Performer” status for inspection-related indicators.²

PBV, RAD2 and Mod Rehab Inspections

Included with the HCV portfolio are inspections of PBV, RAD2 and Mod Rehab units per CHA policy and HUD regulation. CHA administers nearly 5,000 PBV, RAD2 and Mod Rehab units throughout Chicago, IL. Twenty percent (20%) of all PBV units (occupied and vacant) must be inspected annually. When more than fifty percent (50%) of the inspected PBV units fail inspection, then all units shall be inspected. See chart below for additional Inspections metrics.

	2019	2020	2021	Through June 2022
PBV/MOD/RAD2	4,346	2,329	4,690	2,690

The Selected Respondent shall conduct all PBV, Mod Rehab, RAD2 and HCV inspections in accordance with the applicable HUD regulations, including HUD’s Housing Quality Standards (or any other inspection standard that HUD implements) and in accordance with CHA’s HCV Administrative Plan and HCV Procedure Guide, which are posted on the CHA website (www.thecha.org). When HUD implements new inspections standards (i.e., NSPIRE), the respondent shall test and incorporate the new model in accordance with HUD and CHA requirements.

When the CHA receives notice of a child under the age of six years in a PBV, RAD2 or Mod unit with an elevated blood lead level based (EBLL) on HUD guidelines, the Respondent will be responsible to conduct an environmental investigation, which includes conducting a lead-based paint risk assessment of the unit where the family lives and administering a CHA-approved questionnaire to the family. The lead-based paint risk assessment must be performed by an individual licensed by the State of Illinois to perform such assessments..

¹ CHA also performs a random sample of QC inspections monthly. The summary of the QC inspections and findings are provided in electronic format.

² The Section Eight Management Assessment Program (SEMAP) is one-way CHA measures the performance of the Tenant-Based HCV Program. Although CHA has an MTW waiver to eliminate the reporting of the results of this self-certification to HUD, CHA performs an annual SEMAP review for purposes of ensuring key areas are managed capably.

The Selected Respondent(s) responsibilities include, but are not limited to:

1. Scheduling and Notifications
 - a. Schedule inspections and send notifications of inspection appointments to owners and participants
 - b. Send notifications of inspections to owners and participants
 - c. Ensure inspections are performed within timeframes provided on inspection scheduling letters.
 - d. Ensure responsiveness to participants and owners with inspection scheduling concerns.
2. Conduct Initial, Annual/Biennial and Special Inspections (including re-inspections and life-threatening inspections)
 - a. Use photographs in concert with form HUD 52580 or 52580A (inspection form) to improve HQS oversight by documenting specific HQS deficiencies and use of photographs verifying all HQS corrections.
 - b. Catalog photos of units and maintain storage of photos for retrieval.
 - c. Conduct inspections between 8:00 a.m. and 5:00 p.m. CST Monday through Friday, excluding CHA holidays
3. Conduct Quality Control (QC) Inspections
4. Conduct Environmental Investigations in EBLL Cases
5. Ensure SEMAP “High Performer” status for PBV-inspection-related indicators only.³

HCV Inspections Customer Service Center

The Selected Respondent(s) shall provide Inspections Customer Service activities in accordance with HUD regulations and CHA policies to owners, participants, and applicants of the Tenant-Based HCV, PBV, Mod Rehab and RAD2 programs. The responsibilities associated with the Inspections Customer Service Center include, but are not limited to:

1. Administer Inspections Customer Service Center from 7:30 a.m. to 5:30 p.m. CST Monday through Friday, excluding CHA holidays.
2. Accurately track calls handled (by creating case) in CHA’s System(s): Provide resolution to caller’s inquiry/concern or assign to HCV Operations for follow-up and resolution.

³ Mod Rehab units are not subject to SEMAP scoring.

(II) Public Housing (PH) Inspections

CHA has approximately 12,600 public housing units located in designated regions that are managed by Private Property Management (PPM) firms. The Selected Respondent shall conduct PH inspections in accordance with all applicable HUD regulations for Uniform Physical Conditions Standards (UPCS) and HQS Inspections, where appropriate. The total number of inspections to be performed is variable in nature and no minimum or maximum number of inspections is guaranteed for this project. Only occupied units will be inspected as dwelling units on an annual basis (except units approved by HUD for non-dwelling purposes, e.g., daycare or meetings, which are inspected as common areas).

The Selected Respondent shall conduct all PH inspections in accordance with the applicable HUD regulations, including HUD's Uniform Physical Conditions Standards (UPCS) and Housing Quality Standards (or any other inspection standard that HUD implements) and in accordance with CHA's Admission and Continued Occupancy Policy (ACOP), which are posted on the CHA website (www.thecha.org). When HUD implements new inspections standards (i.e., NSPIRE), the respondent shall test and incorporate the new model in accordance with HUD and CHA requirements.

Vacant units that are not under lease at the time of the physical inspection will not be inspected, but vacant units are assessed under the Financial Condition Indicator #2 (§ 902.35(b)(4)). The categories of PH vacant units not under lease that are exempted from physical inspection are as follows:

1. Units undergoing vacant unit turnaround—vacant units that are in the routine process of turnover; i.e., the period between which one resident has vacated a unit and a new lease takes effect;
2. Units undergoing rehabilitation—vacant units that have substantial rehabilitation needs already identified, and there is an approved implementation plan to address the identified rehabilitation needs and the plan is fully funded;
3. Off-line units—vacant units that have repair requirements such that the units cannot be occupied in a normal period of time (considered to be between 5 and 7 days) and which are not included under an approved rehabilitation plan;
 - a. PHA physical inspection requirement. The HUD-conducted physical inspections required by this part do not relieve the PHA of the responsibility to inspect public housing units as provided in section 6(f)(3) of the Act (42 U.S.C. 1437d(f)(3)), and § 902.43(a).
 - b. Compliance with State and local codes. The physical condition standards in this subpart do not supersede or preempt State and local building and maintenance codes with which the PHA's public housing must comply. PHAs must continue to adhere to these codes.

The Selected Respondent(s) responsibilities include, but are not limited to:

1. Scheduling and Notifications
 - a. Ensure inspections are performed within timeframes provided on inspection

scheduling letters

- b. Ensure responsiveness to participants and owners with inspection scheduling concerns
2. Conduct Annual Inspections
 - a. Use photographs to improve UPCS/HQS oversight by documenting specific inspection standard deficiencies and use of photographs verifying all UPCS/HQS corrections
 - b. Catalog photos of units and maintain storage of photos for retrieval
 - c. Certification of total number of PH sites, building/systems, and units inspected must be provided in accordance with form HUD-50072, Public Housing Assessment System (PHAS) Management Operations Certification, Sub-Indicator #4, "Annual Inspection of Dwelling Units and Systems," upon completion of all inspections
 3. Conduct Environmental Investigations in EBLL Cases
 4. Perform PH site, unit, building exterior, building commons areas, and building systems inspections in accordance with PHAS UPCS Protocol.
 5. Provide CHA with a detailed report indicating location of defect, severity of defect, and "score" priorities of defect within 24 hours of the date of inspection through the Inspections Portal
 6. Ensure staff conducting inspections are certified for UPCS Inspections
 7. Use Data Collection Devices (DCD) utilizing HUD/REAC software version DCD 4.0 or later or other equivalent UPCS-compliant software
 8. Download Chicago Housing Authority Property Data from REAC database to DCD before inspection or create profiles using property profile data provided by the CHA
 9. Complete all required annual Public Housing UPCS inspections prior to September 30th of each year.
 10. Provide daily reports of any health and safety deficiencies that are life threatening (LT) immediately upon discovery on the date of inspection using the "Life Threatening Hazards" report feature of DCD 4.0 software, or later, or other equivalent
 11. Perform inspections between 8:00 a.m. and 5:00 p.m. Monday through Friday and Saturdays as preapproved by CHA, excluding CHA holidays
 12. Ensure that inspectors are professional, courteous, and experienced when working with residents
 13. Upon completion of inspections, provide CHA with an electronic summary of all sites and units inspected, including signed inspection certifications, units not inspected, property scoring summary, and itemized list of all deficiencies found

Rental Assistance Demonstration Type 1 (RAD1) Inspections

CHA has nearly 5,700 RAD1 units located in designated regions that are either managed by Private Property Management (PPM) firms on behalf of CHA or owned by third-party entities. The Selected Respondent shall conduct RAD1 inspections in accordance with all applicable HUD regulations for Uniform Physical Conditions Standards (UPCS) and HQS Inspections, where appropriate. The total number of inspections to be performed is variable in nature and no minimum or maximum number of inspections is guaranteed for this project. As noted in the Administrative Plan, Chapter 18 specifically, UPCS standards and

associated protocols will be used for CHA-owned properties and HQS standards and protocols will be used for third-party owned properties. Under UPCS, all units will be inspected as dwelling units on an annual basis (except units approved by HUD for non-dwelling purposes, e.g., daycare or meeting spaces, which are inspected as common areas). Certain vacant categorizations may be exempt from inspections as noted below. Under HQS, twenty percent (20%) of all RAD PBV units (occupied and vacant) must be inspected annually. When more than fifty percent (50%) of the inspected PBV units fail inspection, then all units shall be inspected). When HUD implements new inspections standards (i.e., NSPIRE), the respondent shall test and incorporate the new model in accordance with HUD and CHA requirements.

Under UPCS, there may exist circumstances where vacant units are exempt from inspection. The categories of vacant units not under lease that may be exempted from physical inspection are as follows:

1. Units undergoing vacant unit turnaround—vacant units that are in the routine process of turnover; i.e., the period between which one resident has vacated a unit and a new lease takes effect;
2. Units undergoing rehabilitation—vacant units that have substantial rehabilitation needs already identified, and there is an approved implementation plan to address the identified rehabilitation needs and the plan is fully funded;
3. Off-line units—vacant units that have repair requirements such that the units cannot be occupied in a normal period of time (considered to be between 5 and 7 days) and which are not included under an approved rehabilitation plan;

Compliance with State and local codes. The physical condition standards in this subpart do not supersede or preempt State and local building and maintenance codes with which the PHA's public housing must comply. PHAs must continue to adhere to these codes.

The Selected Respondent(s) responsibilities include, but are not limited to:

1. Scheduling and Notifications
 - a. Ensure inspections are performed within timeframes provided on inspection scheduling letters
 - b. Ensure responsiveness to participants and owners with inspection scheduling concerns
2. Conduct Annual Inspections
 - a. Use photographs to improve UPCS/HQS oversight by documenting specific inspection standard deficiencies and use of photographs verifying all UPCS/HQS corrections
 - b. Catalog photos of units and maintain storage of photos for retrieval
 - c. Certification of total number of RAD1 sites, building/systems, and units inspected must be provided to CHA in a mutually acceptable format
3. Conduct Environmental Investigations in EBLL Cases
4. Perform site, unit, building exterior, building commons areas, and building systems inspections in accordance with UPCS/HQS Protocol

5. Provide CHA with a detailed report indicating location of defect, severity of defect, and “score” priorities of defect within 24 hours of the date of inspection through the Inspections Portal
6. Ensure staff conducting inspections are certified for UPCS Inspections and/or HQS Inspections
7. Use Data Collection Devices (DCD) utilizing UPCS-compliant software for applicable properties
8. Download Chicago Housing Authority Property Data before inspection or create profiles using property profile data provided by the CHA
9. Complete all applicable RAD1 Inspections approximately 60 to 90 days before the property’s Housing Assistance Payment (HAP) anniversary.
10. Provide daily reports of any health and safety deficiencies that are life threatening (LT) immediately upon discovery on the date of inspection using the “Life Threatening Hazards” report features
11. Perform inspections between 8:00 a.m. and 5:00 p.m. Monday through Friday and Saturdays as preapproved by CHA, excluding CHA holidays
12. Ensure that inspectors are professional, courteous, and experienced when working with residents and property owner representatives
13. Upon completion of inspections, provide CHA with an electronic summary of all sites and units inspected, including signed inspection certifications, units not inspected, property scoring summary, and itemized list of all deficiencies found.

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Option B: Wait List, New Admission, and Portability

The HCV Program currently maintains a tenant-based wait list. The last waitlist was developed in 2014 and will likely expire during the term of this contract. Additionally, the PBV program maintains a PBV wait list which includes the RAD2 and Moderate Rehab units. The PBV waitlist remains open. There is a monthly average of 395 new applicants from tenant-based wait list and transfers from CHA's PBV and RAD PBV transfer lists that need to be screened. The HCV Wait List and Admissions team serves participants and owners from the Central Regional Office. The Selected Respondent(s) shall perform HCV / PBV Wait List, Admissions and Portability Administration in accordance with HUD regulations and CHA policies.

When HUD implements new data tracking systems (i.e., Housing Information Portal), the respondent shall incorporate the new model in accordance with HUD and CHA requirements.

The Selected Respondent(s) responsibilities of Option B include, but are not limited to:

1. Maintain HCV Wait List

- a. 98% utilization of MTW and non-MTW Units Month Leased ["UML"] or Annual Budget Authority ["ABA"], or as otherwise directed by CHA
- b. Assist CHA during wait list openings⁴

2. Administer HCV-HUD Targeted Funding Vouchers**3. Process Admissions of Public Housing Relocates**

Requires coordination with other CHA departments, including CHA's Resident Services, Asset Management, and Legal

4. Administer Port-In Process**5. Administer the Port Out Process, including processing Portability billing**

Port outs are billed separately than port ins

6. Track utilization and projection of wait list pulls**7. Process HCV Informal Review of Denial****8. Process Initial Eligibility and Leasing of Opt-Out Vouchers**

The on-going management of opt-out vouchers shall be based on geographic location/Regional Office

9. Maintain Transfer Wait List

- a. Manage Transfer Waitlist from Project Based (PBV, RAD1, and RAD2) to HCV
- b. Comply with Choice Mobility process
 - i. Select Choice Mobility applicants from SharePoint, issue/revoke vouchers as requested by PBV and RAD transfers to HCV and complete the leasing process in a way that avoids dual subsidy

10. Manage PBV Waitlist

⁴ The wait list is currently closed and is expected to be opened during the initial term of the contract.

- a. The CHA program maintains a PBV waitlist portal for all PBV, RAD2 and Mod Rehab properties. In 2021, there were approximately 700 vacancies in which waitlists were requested. The Selected Respondent shall be responsible for selecting applicants from the waitlist, notifying the applicant of the selection by mail, and forwarding a copy of the waitlist to the property owner / property manager for outreach. Waitlists should be submitted to the property manager within 5 business days of receipt of the request.
- b. The Selected Respondent shall receive from the property manager the completed waitlist, documentation of outreach to the applicants, and verify the Request an Interview was completed within procedures within 10 business days of receipt. Should there be outstanding documentation from the property ownership, the PBV Waitlist Team will advise the property owner.

11. Complete PBV Eligibility and Screening

The Selected Respondent shall review applicants for eligibility, complete all required background checks and screening for eligibility requirements, issue Tenancy Addendums, and complete all Leasing processes, as per CHA policies and HUD regulations.

12. Complete PBV Return / Remove to Wait List functions

- a. Receive documentation from the PBV administration team regarding status of waitlist applicants.
- b. Return or Remove PBV waitlist applicants through the PBV Wait List Portal within 10 business days of receipt. Issue a new waitlist to the property owner, where requested.
- c. Review PBV applicant requests for a mitigation hearing due to removal from the PBV waitlist.

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Option C: Owner Services

The Owner Services administration team serves owners from all CHA's offices and is located in the Central Regional Office. The Selected Respondent(s) shall perform Owner Services administration functions in accordance with HUD regulations and CHA policies. The Selected Respondent(s) responsibilities of Option C include, but are not limited to:

(I) HCV Owner Services, including Tenant-Based Voucher, Project-based Voucher (PBV), RAD2, and Moderate Rehabilitation (Mod Rehab)**1. Operate Owner Business Center**

Customer Service to Property Owners and Managers participating in the HCV and PBV programs (including RAD2 and Moderate Rehab) programs is essential to CHA's core mission to assist families through stable housing. The Owner Business Center works in collaboration with all Administration Component teams regardless of which Regional Office may be servicing the participant.

- a. Provide customer service to Property owners that call-in, walk-in or digitally reach out to CHA for assistance.
- b. Manage Owner's Portal and Owner Services email boxes (OwnerServices@thecha.org and OwnersManagement@thecha.org).
- c. Enter any requests for service into Share Point within one (1) business day.

2. Resolve Property Owner concerns or inquiries

- a. Address any questions or concerns related to the owner's portfolio.
- b. Review and investigate internal and external non-compliance allegations and ensure implementation of applicable actions.
- c. Document into SharePoint when the issue is resolved or when any activity has been taken.
- d. Notifies the Property Owner of the resolution through Owner's Portal, email or mail.

3. Determine Owner Eligibility and Compliance

- a. Verify proof of ownership.
- b. Verify that property taxes are paid.
- c. Verify no familial relationship exists between the owner and any member of the participant household.
- d. Verify owners are not on the Do Not Lease List or Scofflaw List.
- e. Conduct Criminal Background Checks.

4. Maintain Owner Accounts

- a. Process new Property Owner accounts.
- b. Process Change of Ownership and Change of Management.
- c. Process mandatory direct deposit enrollment.

- d. Maintain accurate owner accounts, including Property Owner/Manager financial accounts.
- e. Place or remove approved holds on HAP, in collaboration with HCV Regional Office Administration teams.
- f. Receive liens citations and judgments and take appropriate action.
- g. Ensure that IRS tax liens are withheld from owners and paid to the IRS timely.
- h. In conjunction with CHA Legal and HCV Finance Departments and appropriate Regional Office, place liens on properties for owners that default on repayments to CHA.

5. Administer Owner Suspension Guidelines

- a. Coordinate with Inspections Department to ensure all units are appropriately added and removed from the program.
- b. Provide warnings, reminders, and suspension notices to Property Owners, where appropriate.
- c. Ensure that owners are added and removed timely from the Do Not Lease List.

6. Maintain “Do Not Lease” List

- a. Document Owner-related program violations including HAP terminations, abatements, scofflaw, and City code violations for Property Owners that are at-risk of or have been suspended or terminated from the program.
- b. Provide notifications to Property Owners of any warning, suspension or removal monthly.

7. Complete Annual Owner Services Reports for PBV, Mod Rehab, and RAD2

- a. Request and review property owner documentation including a certificate of insurance, rent roll, and supportive services report (where applicable).
- b. Review property taxes, city building code violations, HQS status report, and occupancy status.
- c. Prepare Owner Services Report. Advise PBV team of any compliance matters when noted.

8. Complete Rent Increase for PBV, RAD2 HAPs

- a. Receive rent increase requests from property owners.
- b. Complete Rent Reasonableness for the property as per 24 CFR §983.59 and §983.301 through §983.305.
- c. Prepare Letter to Property Owner to be reviewed by PBV administrative team.

9. Complete Vacancy Payment review for PBV HAPs

- a. Receive PBV, RAD2 and Mod Rehab Vacancy Payment claims.
- b. Request Vacancy Payment Chart from PBV Administrative Office team.
- c. Submit review of Vacancy Payment Claim.

10. Diversify Owner Base

- a. Work with Administrative and Marketing / Communication teams to expand housing choice for participants through owner outreach, as requested.

11. Complete Vacancy Payment review for PBV HAPs

- a. Receive PBV, RAD2 and Mod Rehab Vacancy Payment claims.
- b. Request Vacancy Payment Chart from PBV Administrative Office team.
- c. Submit review of Vacancy Payment Claim.

(II) Rental Assistance Demonstration Type 1 (RAD1) and Public Housing (PH) Owner Services

1. Complete Rent Increase for RAD1 HAPs

- a. Receive rent increase requests from property owners.
- b. Complete Rent Reasonableness for the property as per 24 CFR §983.59 and §983.301 through §983.305.
- c. Prepare Letter to Property Owner to be reviewed by PBV administrative team.

2. Complete Vacancy Payment review for RAD1

- a. Receive RAD1 Vacancy Payment claims.
- b. Review Vacancy Payment Chart based on department procedures.
- c. Submit Vacancy Payment Claim.

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Option D: Call Center

The HCV Customer Service Call Center is currently located at the CHA's West Office (1852 S Albany Ave, Chicago, IL 60623) and the hours of operation are Monday-Friday from 8:00 am-5:00 pm. All calls remaining in the queue beyond 5:00 pm are addressed. The HCV Customer Service Center also responds to call for the Project Based Voucher (PBV) program.

The Call Center is responsible for responding to telephone and e-mail inquiries from program participants, property owners, and other HCV program stakeholders. The Call Center provides information to callers and attempts to resolve their issues or concerns during the initial phone call. The Call Center handles the vast majority of all incoming calls for the HCV program, which allow for program staff to focus on day-to-day program operations and ensures that callers receive requested information and a high level of customer service.

The IVR (Interactive Voice Response) system is available 24 hours per day, 7 days per week. The IVR allows customers an option to be directed to a live customer service representative during normal Call Center hours of operation.

Call Center Baseline			
Metric	2019	2020	2021
Number of Calls Received	345,531	361,385	350,699
Monthly Average of Calls	28,794	30,115	29,225

(I) HCV Call Center: Office and Interactive Voice Response (IVR) Provided by CHA

The Selected Respondent(s) will administer the Customer Service Call Center at a location designated by CHA. The Call Center will receive calls from property owners, participants, and applicants of the HCV Program. The Selected Respondent(s) shall perform Customer Service Call Center activities in accordance with CHA policies and HUD regulations. The Selected Respondent(s) for HCV Call Center responsibilities include, but are not limited to:

- 1. Administer On-site Customer Service Call Center**
- 2. Interact with CHA's system of record to track call center interactions, record case notes, and streamline customer service**
- 3. Accurately track calls handled (by creating case) in CHA's System(s)**
 - a. Provide resolution to caller's inquiry/concern
 - b. Assign to operations for follow-up and resolution

Responsibilities of the Selected Respondent(s) include, but are not limited to:

- 1. Staff and Administer the HCV Customer Service Call Center**
- 2. Call Center must be able to fluctuate between unpredictable call volumes.** If Call Center Agent(s) is unable to resolve the caller's questions due to an inspection related issue, the agent must be able to transfer to the Inspection Customer Service Center
- 3. Provide Call Statistics Detail and Summary Reports which include information on (reports can be broken down by current day, specific day, or date range):**
 - a. Wait times, hold times, escalations, etc.

- b. End of Call Disposition
 - c. Call Counts (daily, weekly, monthly, and annual)
 - d. Reason for Call (Call Disposition) Call center agent (s) should title the Yardi memo to describe the reason for the call
 - e. Duration of Calls for Category in Call Disposition (the breakdown of call type can be tracked through Salesforce case type)
 - f. Grand Totals for all above information
- 4. Provide Escalated Calls Report with detailed information monthly.**
 - 5. Accurately track calls handled in CHA's System(s) by creating a case**
 - a. Provide resolution to caller's inquiry/concern or assign to operations for follow-up and resolution
 - 6. Use CHA IT systems to process transactions properly.**
 - 7. Provide excellent customer service to program participants, applicants, owners, and the public.**
 - 8. Accept calls and address caller issues and escalate calls to appropriate staff, when needed.**
 - 9. Specify staff utilization, average handle time (AHT), and other measures as required**
 - 10. Provide access Customer Service Representatives fluent in both English and Spanish during normal Call Center hours of operation.**
 - 11. Utilize CHA Language Line to assist Limited English Proficiency and hearing-impaired.**
 - 12. Competently utilize TTY lines for hearing-impaired callers**
 - a. Designate six (6) agents to oversee TTY line daily (i.e., 3 agents from Call Center, 3 agents from Inspection Customer Service)
 - b. Provide TTY resolution through NexTalk software timely and accurately

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Option E: Communications, Workshops and Events

The HCV Marketing and Events Management team is located at the CHA Central Regional Office (60 E. Van Buren, Chicago IL 60605). The Selected Respondent(s) shall perform HCV Marketing and Events Management activities in accordance with HUD regulations and CHA policies. The Selected Respondent(s) responsibilities of Option E include, but are not limited to:

1. Manage internal and external communications

- a. Advertising, web and graphic design (including any web systems/sites)

2. Manage special events and other program education initiatives

- a. Oversee promotion and development of all HCV events, including internal and external communication efforts. This includes, but is not limited to annual Owner's Symposium, scheduled workshops for Participants and Property Owners.
- b. Develop project plans
- c. Lead cross-functional teams to create high-quality marketing materials, workshops and trainings
- d. Ensure timely delivery of marketing materials
- e. Develop HCV related videos as needed

3. Maintain accurate CHA and HUD forms, materials, newsletters, guidebooks and manuals

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OPTION A, B, C, D, E: Additional Responsibilities

The Selected Respondent(s) shall perform activities under every Option in accordance with HUD regulations and CHA policies. Furthermore, the Selected Respondent(s) shall:

1. Provide outstanding Level of Customer Service through the transparent and respectful interactions of a diverse workforce with a high level of integrity

- a. Implement the following Customer Service components into their business practice:
 - i. **Accountability:** Maintain strict HR and Conflict of Interest Policies, ensuring contract compliance, prompt implementation of CHA directives, collaboration across work teams and Administration Components and communication (lateral, vertical, internal and external);
 - ii. **Timeliness:** Provide prompt response times (meet deadlines), maintain punctuality, present progress reports and manage priorities and deliverables effectively;
 - iii. **Internal Controls:** Document and maintain clear processes, procedures and systems;
 - iv. **Organization Standards:** Maintain well organized filing, labeling and documentation;
 - v. **Professionalism:** Provide respectful interactions that include, but are not limited to, verbal and written communications, appropriate work attire and provide superior deliverables;
 - vi. **Recruitment and Retention of Personnel:** Staff, train and retain outstanding employees; and
 - vii. **Collaboration:** Participate in pilots of new services, business processes or technologies and cooperate with internal and external partners
 - viii. **Ongoing Training:** Provide ongoing training of customer service skills, including how to handle tense situations (i.e., assisting a client who is engaging in confrontational behavior due to an inspection fail)
- b. Provide bilingual services to CHA clients with Limited English Proficiency ["LEP"]
- c. Monitor internal customer service through online evaluations
- d. Perform random audits of participant and owner files in CHA's System(s) to ensure proper implementation of CHA's policies, advisories and HUD PIH-Notices
- e. Ensure that all documents are retained in CHA's electronic filing System(s)
- f. Ensure timely and appropriate response to internal and external customers

2. Ensure seamless and courteous services to internal and external customers

- a. Immediately report to CHA any personnel or technical incidents related to Regional Offices and/or the inadequate/unsatisfactory or fraudulent behavior of Selected Respondent(s)'s personnel;
- b. Ensure all correspondence related to awarded Administration Component(s) is properly scanned and indexed into CHA's System(s) within forty-eight (48) hours of receipt or issuance;

- c. Pull data directly from CHA's System(s) to monitor compliance and determine appropriate corrective actions; and
 - d. Regularly share data, progress reports and maintain open lines of communication with all other Administration Component teams to ensure program compliance
- 3. Foster crucial partnerships and expand education opportunities for CHA clients through Community Engagement**
- a. Solidify CHA's reputation as a reliable and accessible resource in the community
 - b. Develop new and beneficial partnerships that engage participants and owners solidifying CHA's presence in the City of Chicago communities
- 4. Support CHA's new initiatives and program development**
- a. Assist in the development and implementation of MTW and non-MTW policies
 - b. Assist CHA with the implementation of special initiatives
- 5. Adhere to CHA's branding**
- a. The "Chicago Housing Authority" or any other language that references the Chicago Housing Authority may only be used upon written approval from CHA; which shall not be unreasonably withheld. CHA reserves the right to revoke such approval at any time
- 6. Maintain files**
- a. Ensure that all pertinent tenant and owner information is maintained within the CHA's system(s) for immediate retrieval for audit purposes and for insurance of documentation for the purpose of investigating fraud and noncompliance
- 7. Provide support during internal and external audits**
- a. Coordinate with CHA staff in the production of files and associated documentation in response to audit.
 - b. Work collaboratively with CHA staff to ensure timely response to all audit inquiry and shall assist in the defense of program findings, if any
 - c. In the event that an audit results in corrective action, work within the designated timelines to ensure that all corrective actions are taken and proper documentation of such corrective actions is maintained
- 8. SEMAP**
- a. The Section Eight Management Assessment Program ["SEMAP"] is one-way CHA measures the performance of the HCV Program. Although, CHA has an MTW waiver to eliminate the reporting of the results of this self-certification to HUD, CHA performs an annual SEMAP review for purposes of ensuring key areas are managed capably.
 - i. Ensure "High Performer" status in any and all applicable indicators within each Administration Component awarded
- 9. Reporting**
- a. Run and submit reports to CHA on an on-going basis and, if needed, take appropriate corrective action(s)
- 10. Case follow-up and resolution**
- a. Ensure that cases created in CHA's System(s) are assigned, followed-up and resolved within established timeframes
- 11. Working Hours**

- a. Operate Regional Offices, Customer Service Call Center, and/or any other phone bank from 8:00am to 5:00pm CST every Monday through Friday and after hours by appointment as necessary
- b. Operate Inspections Customer Service 7:30am to 5:30pm CST every Monday through Friday and after hours by appointment as necessary
- c. The Owner Business Center shall operate from 8:00am to 5:00pm CST every Monday through Friday, evenings and Saturdays by appointment as requested by property owners or CHA.
- d. Suspend operations to public on observed CHA holidays

12. Certification of staff

- a. Ensure that all personnel performing services hereunder are certified within one hundred and twenty (120) days of their commencement of work by an entity recognized by the Housing Choice Voucher / Public Housing industry
- b. Provide on-going training relevant to the services provided that will ensure the proper implementation of existing and new policies and procedures

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ARTICLE VI GENERAL REQUIREMENTS

A. Acceptance of Proposals

Proposals in response to this RFP must be received (electronically) through the CHA Supplier Portal. Proposals must be received electronically no later than the **date and time** listed in the solicitation. **Proposals submitted after the designated date and time will not be accepted for any reason.**

CHA reserves the right to accept or reject any or all proposals, issue addenda, or to waive any informalities. A Respondent whose proposal fails to fully comply with the requirements of the RFP may be determined to be nonresponsive and excluded from further consideration

B. Time for Receiving Proposals

Proposals received prior to the due date and time will be maintained in a secure place, unopened. No proposal received after the deadline set forth on the cover page of this RFP will be considered. Proposals will not be publicly opened. Once submitted, proposals will become the property of the CHA.

C. Right To Cancel

The CHA reserves the right to cancel this procurement process whenever the best interest of the CHA is served. The CHA shall not be liable for costs incurred by Respondents associated with this procurement process.

D. Addenda

Any interpretations, corrections, or changes to the RFP will be made by addenda issued by the CHA. Any addenda that are issued will be provided to prospective Respondents, posted on the CHA's Supplier Portal at: <https://supplier.thecha.org>, and noticed on the CHA website. It is the responsibility of the Respondent to inquire of the issuance of any addenda. Respondents shall acknowledge receipt of all addenda in the cover letter of the response. If the CHA determines this RFP should be modified, it will inform all prospective Respondents by distributing addendum/addenda to this RFP before the date set for receipt of proposals.

E. False Statements

Any false statement(s) made by the Respondent (s) will void the response and eliminate the Respondent(s) from further consideration.

F. Withdrawal of Proposals

Proposals may be withdrawn by written request by the Respondent. A written withdrawal of a Proposal must be received, prior to the time set for opening of Proposals. A Respondent's negligence in preparing a Proposal creates no right of withdrawal or modification after the date and time set for opening of the Proposals.

G. Award of Contracts

CHA may award one or more Contracts according to the Evaluation Criteria contained in this RFP to responsible and responsive Respondents, provided their Proposals are in the best interest of the CHA. The Selected Respondent(s) will be notified at the earliest practical date. Each award may be subject to HUD approval. No award may be made to a contractor or firm that is on the list of contractors' ineligible to receive awards from the CHA, Sister agencies or the United States, as furnished by HUD. Notwithstanding anything contained herein, CHA reserves the right to make an award based on any other relevant considerations and in the best interest of the CHA.

CHA reserves the right to reject any and all proposals and reserves the right to secure services solicited by this RFP by means of a non-competitive procurement in accordance with §2 CFR 200.320 (c) or to re-solicit competitive proposals.

H. Notice of Contract Award

Unsuccessful Respondents will be notified in writing after an award of contract has been made by the Contracting Officer and/or Board approval if required.

I. Right to Protest

In accordance with CHA's Procurement Protest Procedures (copies may be obtained by contacting the department of Procurement and Contracts), all protests regarding this solicitation document must be filed no later than five (5) business days before the due date for proposals. All other protests regarding the evaluation of proposals or award of contract by the Authority must be filed no later than ten (10) business days after the notice of contract award. Any protest filed after such date will not be considered.

J. Preparatory Costs

All costs incurred in the preparation and presentation of Proposals shall be wholly borne by each Respondent. All supporting documentation and manuals submitted with each Proposal will become the property of the CHA unless otherwise indicated by the Respondent at the time of submission. The CHA is not liable for any costs incurred by any Respondent prior to issuance of a Notice to Proceed.

K. Confidential Material

Any material submitted by a Respondent as part of a proposal that is to be considered confidential must be clearly marked as such but may be subject to disclosure under applicable law.

L. Subcontract / Subconsultants

All subcontractors proposed to be used under the Contract must be identified within the proposal. If the proposed services include the use of subcontractors, CHA will hold the prime contractor responsible for the proposed services to be provided by the subcontractors.

M. Minimum Wage Requirements

Any award under this solicitation shall be subject to the current local minimum wage requirement and prevailing wage determination for CHA. The minimum wage requirements shall be specifically incorporated as a contractual requirement in any award and agreement resulting from this solicitation for any of the Selected Respondent's covered employees. The Respondent must take the minimum wage requirement and prevailing wage determination for CHA into consideration in determining its staffing plan for services to be performed or provided by the Respondent under its fee proposal and other submittals. Note that Federal wage determinations (either Davis-Bacon or HUD-Determined Wage Rates) preempt any conflicting State prevailing wage rate or the minimum wage requirement when the State prevailing wage rate or the minimum wage requirement is higher than the Federally imposed wage rate (24 CFR 965.101).

N. Disclosure Certification

The Contractor shall be required to make the following certification, which is included in the Contractor's Affidavit, a required submittal to be executed and notarized.

The Contractor certifies to the best of its knowledge and belief that it, its principals and any subcontractors used in the performance of this contract, meet the Agency requirements and have not violated any City or sister agency policy, codes, state, federal, or local laws, rules or regulations and have not been subject to any debarment, suspension or other disciplinary action by any government agency. Additionally, if at any time the contractor becomes aware of such information, it must immediately disclose it to the Agency.

The recommended firm(s) will be required to disclose the following information at the appropriate time during the solicitation process:

1. Vendors' other business relationships including but not limited to: Board affiliations, positions or board memberships with all other non-profit, government and other Chicago businesses.

O. Disqualify for Conflict of Interest

The CHA reserves the right to disqualify any Respondent on the basis of any real or apparent conflict of interest that is disclosed by the proposal submitted or any other data available to the CHA. This disqualification is at the sole discretion of the CHA. Any Respondent submitting a proposal herein waives any right to object now or at any future time, before anybody or agency, including but not limited to, the Board of Commissioners, City Council of the City of Chicago, Mayor's Office of Chicago or any court.

P. Participation by other Local Government Agencies

Other local government agencies ("Local Government Agencies") may be eligible to purchase Services pursuant to the terms and conditions of this Contract if such agencies are authorized, by law or their governing bodies, to execute such purchases, and if such authorization is allowed by the Chicago Housing Authority Contracting Officer, and if such purchases have no significant net adverse effect on CHA and result in no observed diminished ability on the Bidder to provide the Services to CHA or user departments pursuant to such purchases. Local Government Agencies shall include without limitation: City of Chicago, Chicago Park District, Chicago Public Schools, Chicago Transit Authority, City Colleges of Chicago. All purchases and payment transactions shall be made directly between the Bidder and the requesting Local Government Agency; CHA shall not be responsible for payment of any amounts owed by any Local

Government Agency to Bidder. CHA assumes no authority, liability or obligation on behalf of any Local Government Authority.

Q. Bribery, Price Fixing, or Fraud

No person or business entity shall be awarded a contract or subcontract for a period of five years from the date of conviction or entry of a plea or admission of guilt, if that person or business entity:

1. has been convicted of an act committed of bribery or attempting to bribe an officer or employee of a unit of state or local government or school district in that officer's or employee's official capacity; or
2. has been convicted of an act of bid-rigging or attempting to rig bids as defined in the Sherman Anti-Trust Act and Clayton Act (15 U.S.C. §1 et seq.), or under the laws of the State of Illinois; or has been convicted of an act of price-fixing or attempting to fix prices as defined by the Sherman Anti-Trust Act (15 U.S.C. §1 et seq.) or under the laws of the State of Illinois; or
3. has been convicted of defrauding or attempting to defraud any unit of state or local government or school district; or
4. has made an admission of guilt of such conduct as set forth in subparagraph A through C above, which admission is a matter of record, whether or not such person or business entity was subject to prosecution for the offense or offense admitted to; or
5. has entered into a plea of nolo contendere to charges of such conduct, as is set forth in subparagraphs 1-3 above.

For purpose of the Paragraph, "business entity" means a corporation, partnership, trust, association, unincorporated business, or individually owned business. Where an official, agent or employee of a business entity committed the acts as set forth in subparagraphs A through E above on behalf of such entity and pursuant to the direction or authorization of a responsible official thereof, the business entity shall be chargeable with the conduct and be disqualified.

A business entity shall also be disqualified if it employs as an officer any individual who was an officer of another business entity at the time the latter committed a disqualifying act as set forth in subparagraphs A through D above.

A business entity shall also be disqualified if any owner directly or indirectly controls 20% or more of the business entity and was an owner who directly or indirectly controlled 20% of another business entity at the time, such business entity committed a disqualifying act as set forth in subparagraphs A through C above.

Any contract found to have been awarded in violation of this Paragraph may be voided at the discretion of CHA.

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ARTICLE VII SUBMITAL REQUIREMENTS

A. Format

Respondents shall present their proposals as a firm offer which, if accepted by the CHA in its entirety, shall be binding between the parties. Only one (1) version may be submitted. Electronic responses must be submitted via the CHA Supplier Portal at <https://supplier.thecha.org>. Respondent shall upload one (1) complete electronic proposal and also submit each section of the electronic proposal formatted, labeled and separated into a different file.

Note: There is no maximum file capacity size when uploading attachments in the Supplier Portal. If you receive an error message that states the "Maximum size is: 50" while uploading an attachment in the Supplier Portal, that error message is referring to the file naming size. The name of your file cannot be more than 50 characters.

Proposals not containing all the submittal requirements (See Attachment C – Vendor Submission Checklist) may be deemed non-responsive to this RFP.

B. Cover Letter and Executive Summary Form

A cover letter shall be submitted on the Respondent's letterhead, signed by a principal and the joint venture partner, if applicable. The cover letter must contain a plan explaining how services will be performed; a commitment to provide the services described in the Scope of Services of this RFP; and indicate that the offer is good for one hundred-eighty (180) days from submittal of proposal. In the cover letter, the Respondent shall also include an acknowledgement that the Respondent has read and understands the requirements of the RFP including, but not limited to, the terms and conditions of the attached Professional Services Agreement (refer to Article XI), CHA's Diversity and Inclusion requirements, Insurance and Indemnification requirements, and will comply with these requirements if awarded a contract. Proposers and Bidders shall also include the Executive Summary Form (Article XII).

C. Qualifications and Experience

1. The Respondent shall describe its qualifications, resources and experience as it pertains to the Scope of Work/Statement of Work requested services. The Respondent shall demonstrate it has the experience and capacity to complete all of the HCV Administration services as read in the Scope of Services/Statement of Work and Exhibit C Interrogatories, whether they are conducted at the same time, or separately.
2. The Respondent shall submit evidence of the firm's ability to perform the work, as indicated by profiles of the principals and a description of the staffs' professional and technical competence, for those principals and staff members who will be involved in the work requested herein
3. Respondent's proposal **shall** include the following information: (1) the legal name of the firm, (2) a description of the primary area of expertise of the firm, (3) the names of the firm's principal(s), (4) the address, telephone number and names of individuals to be contacted, (5) the size of the enterprise, (6) all of the firm's registration/license numbers(s) in Illinois, (7) the length of time the firm has worked

in its area of expertise generally, and in Illinois if different for a different length of time, and (8) the firm may submit a general brochure of their work.

D. Approach/Work Plan

The Respondent must provide a narrative describing its approach to the Statement of Work including, but not limited to, project management systems to be utilized, plans for effective communications including reporting tools, and specific approaches to technical problems that may lead to cost savings for the CHA. At a minimum, Respondents should address the information outlined below:

1. The Respondent shall clearly articulate in the work plan how it will provide the required services as outlined in the Statement of Work. Joint ventures shall clearly identify in the work plan the roles and responsibilities of each party to the joint venture.
2. The Respondent shall demonstrate in the work plan that it understands the Scope of Services and all tasks required to perform the Scope of Services.
3. The Respondent shall demonstrate in the work plan its plan to integrate CHA staff into its overall strategy to perform the Scope of Services.
4. The Respondent shall demonstrate that it understands the Scope of Services:
 - i. Demonstrate how you plan to integrate any new technologies with CHA's current systems.
 - ii. Ensure to provide a detailed description on how you plan to execute required performance activities seamlessly across Administration Components. Particularly, indicate how you plan to collaborate with other Administration Component teams to continuously complete task accurately and timely
 - iii. Ensure to provide strategy to implement outlined customer service requirements
 - iv. Ensure to provide strategy to deliver high level of work
 - v. Demonstrate your ability to analyze, through best practice research and data analysis, and predict or forecast challenges to minimize disruption of work requirements and high levels of deliverables
 - vi. Demonstrate your ability to effectively manage the administration of the HCV Program utilizing cost saving efficiencies
 - vii. Describe how you plan to incorporate Section 3 requirements
5. Include a Transition Plan, which shall specify in detail the activities and personnel responsible during the transition period of sixty (60) days prior to the commencement of work proposed. The Transition Plan must detail how the Respondent(s) proposes to ensure a smooth transition to commencing work with minimal disruption to participants and owners
6. Include a Project Management Plan, which shall include the control policies and procedures, in accordance with standard industry practices, for the project administration, and quality control activities post-transition period for the Administration Component(s)
7. Include a Staffing Plan that shall identify each position, minimum qualifications for such position and the quantity to perform services hereunder. In addition, the Staffing Plan must detail the proposed hiring timelines, initial and on-going training schedules and proposed personnel certifications (which should be based on the work to be performed).

Finally, the Respondent(s) must include proposed strategy to effectively communicate changes in their operation or processes with CHA and the other Administration Component(s)

8. Include a Quality Control Plan that documents how the Respondent(s) will monitor the quality of those processes and products to be executed by the Respondent(s). The Quality Control Plan shall be developed in accordance with commercial standards and requirements and shall detail the processes, procedures and metrics to be employed for assuring quality. The methods to conduct and report on periodic and continuous internal audits of the Respondent(s) own processes should be included
9. Include specific approaches that may lead to cost saving for CHA
10. Include a Customer Service Plan that documents how the Respondent(s) will provide an outstanding level of customer service. Provide specific performance metrics that you intend to achieve and how you plan to implement and manage the metrics. See Additional Responsibilities Section (1)
11. Demonstrate ability to effectively manage positive community relations and response in previous contracts at other Public Housing Authorities
12. If the Respondent(s) desires additional technology to assist in their efforts as part of their operations or management oversight, a description of the software being proposed must include:
 - i. Functionality description of the software;
 - ii. Name of software (include version);
 - iii. Number and type of license proposed;
 - iv. Hardware requirements;
 - v. Client references where the software is currently implemented and in production; and
 - vi. Illustrate how these proposed additional technologies would maximize CHA's current and planned technologies

E. Work History with the CHA and other Local Public Agencies

Respondent must list and briefly describe any past work history with CHA and other Local Public Agencies, including the specific project worked on or the specific products delivered to CHA. The project descriptions shall include, at a minimum, the scope of work performed, the location, dollar value, and list the Respondent's key personnel on the project. For each project listed, the Respondent shall provide the client's name, the contact person and their title, address and phone number. Indicate **N/A** if Respondent does not have any work history with CHA and other Local Public Agencies.

F. Past Performance

The Respondent must provide a minimum of three (3) and a maximum of five (5) project descriptions that best demonstrate the Respondent's ability to perform the work outlined in the Scope of Services and Exhibit C Interrogatories. The Respondent shall include a maximum one-page narrative for each project description to address, at a minimum, the following:

1. The scope of work performed, the location, dollar value (awarded versus received or reimbursed), the cost per participant, and list the Respondent's key personnel on the project.
2. Demonstrated success in previous and current work and how that work relates to success on this project.
3. Description of the qualitative and quantitative outcomes related to each project, whether or not they met the contract benchmarks, and if applicable, why the benchmarks were or were not achieved.
4. Demonstrated history of completing projects within the awarded budget and timeline of those projects.
5. Highlighted in each of the descriptions should be a summary of challenges encountered and how they were overcome.
6. Performance measures of the program's demonstrated ability to meet the indicators included in the proposal.

G. References

Directly related to HCV Tenant-Based Voucher Administration, Respondents shall provide business references from at least three (3) current or former clients who can address the Respondents' specific capabilities as they relate to the requirements of this RFP, including the references' company name, addresses, telephone numbers, e-mail address, and contact persons on the enclosed Reference Questionnaire. Respondent shall provide information whether the reference is a former or current client, and if a former client, provide the timeframe of when the services were performed. References should be current or former clients and there must not be any shared financial or business interests between the Respondent and reference. (Refer to Attachment E).

H. Organization Structure and Key Personnel

1. Respondent shall provide the name and resumé of the program executive as it relates to HCV Tenant-Based Voucher Administration that will be accountable for the CHA project.
2. Respondent shall provide an organization/structure chart and include its key technical and consulting personnel who will be assigned to the CHA project team along with their resumes as it relates to HCV Tenant-Based Voucher Administration and provide the following information including, but not limited to:
 - i. Detail concerning each primary team member working with the Respondent, as well as those working in a subcontracting capacity. List all current projects that each primary team member may be working on during the term of the Contract, and indicate which team member will have primary responsibility for the CHA account;
 - ii. Correlation of team members to the tasks each will be performing;
 - iii. Describe previous, related experiences and projects (preferably public housing); and

- iv. If Respondent proposes staff to work on the CHA account, who are not located in a Chicago area office (within 25 miles of the city), indicate their office location
- v. Key Personnel shall not be replaced without the prior written approval of the CHA
- vi. Key Personnel shall be available at CHA for meetings and to address any program planning or issues
- vii. Key Personnel shall notify CHA in advance if they will be absent for more than two (2) consecutive business days; regardless of the reason

I. Fee Proposal Form (refer to Attachment A)

The Respondent must complete the Fee Proposal Form(s) in its entirety and return it with this RFP package (refer to Attachment A). There are a total of five (5) proposal Options. Respondents must submit separately for each proposal Option.

J. Insurance requirements (refer to Article VIII)

The Respondent must submit a current certificate of insurance in the form required by this RFP. At the time of contract award, the Selected Respondent shall be required to provide an updated certificate of insurance, and all required endorsements adding the CHA and any other required party as an additional insured, meeting the CHA's minimum insurance requirements.

K. Joint Venture Agreement

Firms entering into a joint venture must submit a copy of their joint venture agreement and all required submittals and must be signed by a principal of each joint venture partner including, but not limited to, subcontractors' information submittals and MBE/WBE/DBE and Section 3 Utilization Plans. Indicate **N/A** if Respondent will not be part of a joint venture agreement. Respondent must stipulate and ensure there are no conflicts of interest, financial or otherwise, with joint venture partners and subcontractors.

L. Liens, Suits, Disputes, Defaults and Judgments

Respondents shall include a detailed description of any disputes they currently are involved in, as well as, a complete list of any lawsuits, disputes, defaults and judgments occurring within the last five (5) years, and all current liens, lawsuits, disputes, defaults, and judgments pending including Fair Housing claims, regulatory or tax credit violations. Indicate **N/A** if Respondent does not have any disputes, lawsuits, judgments, disputes, defaults or liens described above.

M. Audit Findings and Other Compliance Reports/Evaluations

Respondents shall submit to the CHA's Department of Procurement and Contracts any third party reports or evaluations of Respondents' compliance with any applicable laws, rules, regulations, policies procedures, contract provisions, or requirements with respect to Respondents' performance of services similar in nature to those being solicited by this RFP in the past five years, including, but not limited to, any and all final findings made by any Office of the Inspector General ("OIG") or Internal Auditor including (including those conducted by CHA's Inspector General and/or CHA's Internal Auditor) with respect to Respondents' performance of services, compliance with terms of the contract, findings in an Administrative or Internal Investigation, or

any findings of failure to cooperate in an OIG inquiry or with internal Auditors. Indicate **N/A** if Respondent does not have any findings described above.

N. Debarment Statement

Respondent shall submit a statement that the Respondent, its joint venture partner, if applicable, its subcontractors, vendors and staff are not debarred, suspended or otherwise prohibited from conducting business with any Federal, State or local agency.

O. Economic Disclosure Statement

Respondents must complete the attached economic disclosure statement and affidavit as referenced in the Attachments. The economic disclosure forms must be completed by the Respondent and all subcontractors in its entirety and notarized. Privately held firms and not-for-profit organizations must disclose the board of directors/corporate officers. All firms must disclose the percentage of ownership. Failure to provide complete ownership information may cause your response to be deemed non-responsive.

P. Financial Information

The Respondent/Financially Responsible Party shall demonstrate its financial responsibility by submitting the most recent two years of audited, reviewed or compiled financial statements prepared by a third party licensed Certified Public Accountant (CPA). Listed below are the minimum acceptable required documents based upon the amount of the procurement:

The Respondent must provide Financial Statements, which are compiled, reviewed and/or audited as defined below (which may be subject to different levels depending upon the Respondent's proposal and the projected contract value of the award), and which consist of:

- Accountant's Report
- Balance Sheet (last 2 years)
- Income Statement (last 2 years)
- Cash Flow Statement (last 2 years)
- Financial Statement Footnotes (if applicable)

For proposals or contract awards valued at less than \$2,500,000.00, the Respondent must provide compiled financial statements.

For proposals or contract awards valued between \$2,500,000.00 and \$10,000,000.00, the Respondent must provide reviewed financial statements.

For proposals or contract awards valued in excess of \$10,000,000.00, the Respondent must provide audited financial statements.

CHA will also evaluate the respondents based upon analysis of third-party reporting agencies, regulatory agencies, bureaus, etc., as it deems necessary to determine the financial adequacy of the respondent entity and confirm that the entity is in good financial standing with governmental agencies.

Other considerations in the evaluation of the financial condition of Respondents follow:

- Financial statements must be from a legal business entity (i.e., corporation, partnership, LLC, etc.).
- Newly created entities (partnerships, LLC's, etc.) must provide financial statements from the entity's general partner and/or any other financially responsible entity that collectively can demonstrate the capability to complete the contract.
- Internally prepared business entity financial reports generated by the respondent will not be accepted.
- Personal financial statements or tax returns will not be accepted.
- The CHA reserves the right to request additional information to complete the financial evaluation and review of any respondents.

Q. Diversity Goals

Respondent shall complete the required diversity requirements in its entirety and submit with their proposal. Refer to Article X for CHA's contract requirements. The CHA values Diversity, Equity, and Inclusion. Respondents are required to answer the following questions as it relates to DEI.

1. What is your organization strategy for DEI?
2. What is the racial ethnicity of your Board and staff? What percentage resides in Chicago?
3. Describe any opportunities for our residents including any internships, job shadowing, employment or mentorships.
4. Please describe what the percentage of this contract is to your company's revenue.

R. Vendor Submission Checklist

Refer to Attachment C for all required submittal requirements. The following documents are exhibits to this RFP and can be found at www.thecha.org/doing-business:

- A. Utilization Plan (waiver request if applicable)
- B. Schedule C - Letter of Intent
- C. Contract Compliance Certification
- D. Submittal Requirements Checklist
- E. Economic Disclosure Statement
- F. HUD Form 5370-C
- G. HUD Form 5369-C
- H. Equal Opportunity Compliance Certificate

Proposals not containing all submittal requirements may be deemed Non-Responsive.

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ARTICLE VIII INDEMNIFICATION AND INSURANCE REQUIREMENTS

Prior to the commencement of this Agreement, Contractor shall procure and maintain at all times during the term of this Agreement insurance against claims for bodily injury or property damage which may arise from or in connection with services performed under this Agreement and from the negligent acts, omissions and errors of the Contractor, its officers, agents, representatives or employees. The insurance carriers used must be authorized to conduct business in the State of Illinois and shall have an A.M. Best rating of not less than A: VII.

Minimum Coverage and Limit Requirements

1. **Commercial General Liability:** General Liability Insurance on an occurrence basis with limits not less than \$1,000,000 per occurrence with an aggregate of not less than \$2,000,000 covering bodily injury and property damage. This coverage shall also include, but not be limited to, contractual liability, products and completed operations, personal and advertising injury.
2. **Workers' Compensation and Employer's Liability:** Coverage must be in accordance with the laws of the State of Illinois and include a waiver of subrogation in favor of Chicago Housing Authority.
 - o Coverage A – Statutory Limits
 - o Coverage B - Employers Liability - \$500,000 bodily injury or disease each accident; each employee
3. **Auto Liability:** Required when any vehicles (owned, hired and/or non-owned) are used in connection with the Services to be performed, coverage limits of not less than \$1,000,000 each accident combined single limit for Bodily Injury and Property Damage.
4. **Professional Liability:** Coverage is required when services are performed by licensed professionals and/or Scope involves performing any design, engineering, surveying, testing, auditing, financial consulting or other professional services. Professional Liability insurance appropriate to the Contractor's profession shall provide coverage for the acts, errors, or omissions with a limit of not less than \$2,000,000 per claim or occurrence. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede, the start of Services under the Agreement. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years following termination of Agreement.

Related Insurance Requirements

1. Prior to the issuing of the Notice to Proceed by the CHA, the Contractor shall submit a Certificate of Insurance via an email to the CHA Procurement Specialist, evidencing compliance with the insurance requirements set forth above. The Certificate of Insurance evidencing the minimum coverages required herein shall be in force on the Effective Date of the Contract and continuously throughout the duration. The required documentation must be received prior to the commencement of work under this Agreement.
2. It is understood and agreed to by the parties hereto that Chicago Housing Authority and others listed below shall be included as Additional Insureds on Contractor's liability policies, with the exception of Professional Liability and Employer's Liability, and such insurance is primary to and will not seek contribution from any insurance, deductibles, self-insured retentions and/or self-insured programs available to Chicago Housing Authority.

Certificate Holder: Chicago Housing Authority
60 E Van Buren
Chicago, IL 60605

Additional Insureds: Collectively referred to as the "Additional Insureds" shall include Chicago Housing Authority, Chicago Housing Administration, LLC; and/or other Partnership, Limited Liability Company as established by CHA; its respective commissioners, board members, officers, directors, agents, property management firms, agents, employees, invitees and visitors.

Primary Coverage: For any claims related to this Agreement, the Contractor's insurance coverage shall be the primary policy. The Contractor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and shall not contribute with insurance provided by the Contractor.

3. The required coverages evidenced on the Certificate of Insurance shall be in force on the Effective Date of the Contract and must be received prior to the commencement of work under this Agreement. Copies of the endorsement(s) adding the CHA to Contractor's policy as an additional insured are required upon request. Updated Certificates of Insurance are required for policies which renew during the term of this Agreement or extensions thereof. Renewal or replacement certificates shall be delivered to certificates@thecha.org. Under no circumstances shall the Contractor allow any required coverage to lapse, cancel or non-renew throughout the duration of the Agreement or extensions thereof.
4. At the CHA's option, non-compliance will result in (1) all payments due the Contractor being withheld until the Contractor has complied with the Agreement; or (2) the Contractor will be assessed Five Hundred Dollars (\$500.00) for every day of non-compliance; or (3) the Contractor will be immediately removed from the premises and the Agreement will be terminated for default. The receipt of any certificates does not constitute agreement by the CHA that the insurance requirements in the Agreement have been fully met or that the insurance policies indicated on the certificate comply with all Agreement requirements. The insurance policies shall provide for thirty (30) days prior written notice to be given to the CHA in the event coverage is substantially changed, canceled or non-renewed. It is the responsibility of the Contractor to ensure such notice is provided to CHA prior to the condition occurring.
5. The Authority in no way warrants that the minimum limits contained herein are sufficient to protect the Authority from liabilities that might arise out of the performance of the work under this Agreement by the Contractors or its Subcontractors. Contractor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverages. The Contractor is not relieved of any liability or other obligations assumed or pursuant to the contract by reason of its failure to obtain or maintain sufficient insurance. If the Contractor maintains broader coverage and/or higher limits than the minimum requirements, CHA requires and shall be entitled to the broader coverage and/or the higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to CHA.
6. The Contractor shall require all subcontractors to carry the insurance required and adhere to the same requirements and conditions as outlined above. In the event that Contractor utilizes subcontractors to perform any Services under the Agreement on its behalf,

Contractor shall require and verify that such subcontractors maintain the minimum insurance required herein or as appropriate for the work being performed. Contractor shall ensure that CHA is included as an additional insured on subcontractor's liability insurance.

7. The Contractor expressly understands and agrees that any insurance or self-insurance programs maintained by the CHA shall apply in excess of and will not contribute with insurance provided by the Contractor and/or any of its subcontractors.

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ARTICLE IX EVALUATION PROCESS

Proposals will be scored on a (100) point scale by an evaluation committee scoring the technical criteria in accordance with the evaluation criteria set forth below, with CHA Diversity Goals scored by Compliance and Pricing scored by Procurement. Each Respondent must indicate its fees on the attached fee form. Fees must be reasonable and justifiable and must reflect the proposed approach/work plan, which is being evaluated under Article VII. The CHA will make an award to the responsive and responsible Respondent whose proposal conforms to the solicitation and whose combined total score for price, compliance, technical factors and oral presentations provides the best value. Notwithstanding anything contained herein, CHA reserves the right to make an award based on any other relevant considerations and in the best interest of the CHA. The CHA reserves the right to perform site visits that may be included in the evaluation scoring.

The CHA will utilize a ratio method for scoring proposed fees. With this method, the proposal with the lowest price receives the maximum points allowed (20 points). All other proposals will receive a percentage of the points available based on their price relationship to the lowest. This is determined by applying the following formula:

$$(A/B) \times C = D$$

- A—the lowest Respondent 's price.
- B—the Respondent 's price being scored.
- C—the maximum number of price points available.
- D—Respondent 's pricing score (points).

Lowest proposed price divided by the Respondent's price times the maximum points allowed.

Example: The lowest proposed price is \$100,000. The next lowest proposal price is \$125,000. The maximum point total available for price is 10 points. The proposal with the \$100,000 price would receive 10 points (because it is the lowest of all proposals). Using the lowest proposal price as a base (or numerator), we would then divide the second lowest price by the first lowest price (denominator) and then multiply the result by the max point value (10) to determine the point value relative to the lowest price, as follows:

$$\begin{aligned} \$100,000/\$125,000 &= 0.80 \\ 0.80 \times 10 &= 8 \text{ (points)} \end{aligned}$$

As such, the proposed price of \$125,000 would be awarded 8 points out of a maximum point value of 10.

Materials, information or explanations should be included in each Respondent's proposal, as required in Article VII Submittal Requirements, and/or as otherwise necessary to allow the following evaluation criteria to be considered:

EXAMPLE EVALUATION CRITERIA

TECHNICAL EVALUATION CRITERIA	MAXIMUM POINTS
QUALIFICATIONS AND EXPERIENCE (TECHNICAL):	15
1. Demonstrated commitment to customer service including ability to leverage collaboration between different entities. (5 points)	

<p>2. Demonstrated understanding on how to implement outlined customer service requirements. (5 points)</p> <p>3. Demonstrated ability to identify and develop customer service metrics for every Administration Component responded to in Customer Service Plan (5 points)</p>	
<p>PAST PERFORMANCE (TECHNICAL):</p> <p>1. Demonstrated ability to meet all the requirements as outlined, including ability to successfully complete transition period. (5 points)</p> <p>2. Demonstrated ability to develop, implement and monitor Transition Plan, Project Management Plan, Quality Control Plan and Customer Service Plan. (10 points)</p>	15
<p>APPROACH/WORK PLAN (TECHNICAL):</p> <p>1. The professional, technical and managerial experience and the demonstrated past performance of the Respondent(s) and its Team Members and committed personnel on other projects of comparable scope, magnitude and complexity. (5 points)</p> <p>2. Respondent(s) and its Team Members and committed personnel(s)s record of past performance as it relates to customer service and ability to perform in compliance with all applicable contractual requirements. (5 points)</p> <p>3. Demonstrated success in consistently providing outstanding service in HCV and Public Housing. (5 points)</p> <p>4. Demonstrated ability to integrate multiple technology systems to operate a government program. (5 points)</p> <p>5. Demonstrated ability to maximize efficiencies of current and planned technologies. (5 points)</p> <p>6. Demonstrated ability to execute requirements in the Scope of Work seamlessly across Administration Components. (5 Points)</p>	30
<p>ORGANIZATION STRUCTURE AND KEY PERSONNEL (TECHNICAL):</p> <p>1. Quality of the proposed Organization Chart, personnel resumes, and evidence that the key personnel assigned to perform the required services have adequate experience, licenses, accreditation, and other qualifications as required. (10 points)</p>	10
<p>Diversity and Inclusion Goals:</p> <ul style="list-style-type: none"> • Demonstrated understanding and quality of CHA's diversity goals, including MWD/BE, Section 3 goals and Diversity and Inclusion Responses (10 Points) 	10
<p>PROPOSED FEE</p> <p>Proposed Fee: Respondent's overall proposed fee for HCV Regional Administration Offices Services (20 points)</p>	20
<p>TOTAL TECHNICAL POINTS</p>	100

After the evaluation committee has evaluated and scored the Respondents' proposals submitted in response to the RFP, the MBE/WBE/DBE and Section 3 Business Utilization Plans and the proposed fees have been evaluated and scored, the CHA's Contracting Officer shall establish the

competitive range. If deemed necessary for the purpose of efficiency and economy, theCHA has the right to limit the number of Respondents in the competitive range. Respondents within the competitive range will be notified and unless otherwise indicated, will be required to participate in presentations/discussions with the CHA. The CHA may also require further information or clarification from the Respondents in the competitive range regarding their proposals prior to the presentations/discussions.

The CHA, however, reserves the right to make its decision to award a contract based solely on the written submitted Proposals without any requests for presentations, formal interviews, negotiations or further discussions.

The objective of the presentations/discussions is to answer questions, clarify issues, and/or provide additional information regarding a Respondent's proposal and negotiate. Presentations will be evaluated according to the criteria established by the evaluation committee. Respondents in the competitive range will be scored on a maximum 30-point scale. The resulting points will be added to their written proposal scores for a total score.

ORAL PRESENTATION EVALUATION CRITERIA	MAXIMUM POINTS
TOTAL ORAL PRESENTATION POINTS	30

Following the presentations, the evaluation committee members will evaluate and summarize their findings for each firm that participates in the presentations, and the evaluation committee will submit scores to Procurement. The CHA will make an award to the responsive and responsible Respondent(s) whose proposal conforms to the solicitation requirements and whose combined total score for price, compliance, technical factors and oral presentations provides the best value to the CHA. Notwithstanding anything contained herein, the CHA reserves the right to make an award based on any other relevant considerations and in the best interest of CHA.

The CHA reserves the right to reject any and all proposals and reserves the right to secure services solicited by this RFP by means of a non-competitive proposal process in accordance with §2 CFR 200.320 (c) or to re-solicit competitive proposals.

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ARTICLE X DIVERSITY AND INCLUSION GOALS

In its procurement of goods and services, CHA seeks relationships with vendors who share our values for inclusive and equitable contracting opportunities. CHA values contract diversity and is committed to strengthening workforce development and economic opportunities for low-income workers, and Minority, Women, and Disadvantaged Business, including Section 3 Businesses.

1. Summary of Contract Requirements

Type of Contract	M/W/DBE	Section 3 (Labor Hours)	S3 Business subcontracting (> \$250,000)	Davis Bacon
Construction	Yes	Yes	Yes	Yes
Professional Service (licensure required)	Yes	No	Yes	No
Professional Service (non-licensure required)	Yes	Yes	Yes	No
Professional Services (direct services to residents)	Yes	Yes	No	No
Material & Supply	Yes	No	Yes	No

* if not self-performing

Minimum Thresholds for Contract Diversity:

Minority/Women/Disadvantaged Business Enterprises (M/W/DBEs)

Certified Minority, Women, and Disadvantaged Business Enterprises (M/W/DBEs) shall have the maximum opportunity to participate in the performance of contracts financed in whole or in part with federal funds. Vendors and their subcontractors or suppliers must take all necessary and reasonable steps to ensure that M/W/DBEs have the maximum opportunity to compete for and perform contracts financed in whole or in part by federal funds. CHA establishes minimum **thresholds** for all contracts over \$50,001. The percentage is required for the entire project amount and not limited to CHA's funding. Vendors unable to meet the threshold requirement may propose indirect participation subject to CHA's written approval.

Section 3 Business Subcontracting – For contracts >\$250,000, vendors are required to subcontract to Section 3 Businesses, unless self-performing. CHA establishes minimum thresholds. To locate a Section 3 Business visit the [Workforce Opportunity Resource Center](#) (WORC) site. Professional Services that directly provide support services for CHA residents are not required to sub-contract to Section 3 Businesses but are encouraged to sub-contract when feasible. Vendors unable to meet the threshold requirement may propose indirect participation subject to CHA's written approval. These may include, but are not limited to mentorship programs, internships, training, and employment opportunities for non-CHA funded projects, or payment into CHA's Workforce & Education Fund.

Section 3 Labor Hours

CHA supports HUD’s Section 3 requirement which counts labor hours. All applicable contracts **require at least 25% of the labor hours** performed on a project are done so with Section 3 workers and businesses, of which 5% of those hours must be performed by Targeted Section 3 workers (i.e. CHA residents and HCV participants). Vendors will report these hours via B2Gnow and/or LCPTracker or through required affidavits based on the contract type (HUD Section 3 24 CFR part 75).

Davis Bacon and Minimum Wage Requirements:

The Davis-Bacon & Related Acts apply to construction contracts over **\$2,000** and ensures that all construction employees are paid under the US Department of Labor’s wage decision. Union contractors must ensure that Davis-Bacon wages are met, in accordance with the contract.

All CHA contracts must comply with the current local Minimum Wage requirement. The Minimum Wage Requirements shall be specifically incorporated as a contractual requirement in any award and agreement resulting from this solicitation for any of the Selected Respondent’s covered employees. The Respondent must consider the Minimum Wage Requirement in determining its fees for services to be performed or provided by the Respondent under its fee proposal and other submittals. Note that Federal wage determinations (either Davis-Bacon or HUD-Determined Wage Rates) preempt any conflicting State prevailing wage rate or the Minimum Wage Requirement when the State prevailing wage rate or the Minimum Wage Requirement is higher than the Federally imposed wage rate (24 CFR 965).

The following chart indicates the goals set by the CHA for each type of contract.

Minimum Thresholds

Type of Contract	Contract Amount	MBE/WBE/DBE Participation	Section 3 Business Subcontracting (>\$250,000)	Section 3 Labor Hours (25% of which 5% is through CHA resident hires)
Construction	\$50,001+	30%	10%	25%
Supply & Delivery	\$50,001 +	20%	3%*	N/A
Professional Services	\$50,001 +	20%	3%***	25%

*Or indirect **excludes direct support service providers *** Required regardless of contract amount

1. Utilization Plan:

This chart is a list of items needed to evaluate a full utilization Plan (UP). All respondents to CHA solicitations must submit a UP which enables CHA to evaluate how they will fulfill contract requirements.

Document Name	To be Completed By	Details
---------------	--------------------	---------

Utilization Plan (UP) M/W/DBE and Section 3 Businesses	Prime Contractor	This Excel worksheet will include all M/W/DBE and Section 3 Businesses subcontracting as well as proposed indirect, etc.
Letter of Intent	Each M/W/DBE and Section 3 subcontractor listed on the UP including a self-performing Prime Contractor	If a Prime is a M/W/DBE and they are self-performing, they must submit a Letter of Intent. A Letter of Intent for each sub-contractor that is MWD/BE or Section 3 Business must also be submitted. The information outlined in the UP must correspond with the Letters.
Letter of M/W/DBE Certification	Each M/W/DBE listed on UP, including a self-performing Prime Contractor	This form must be submitted with every UP and Letter of Intent and include current certification letters. Applications are not accepted.
Waiver Request-M/W/DBE	Prime Contractor	This form is only to be used if a vendor cannot meet their subcontracting requirements and all good-faith efforts, including indirect participation, have been exhausted. The form must include (1) the scope of work and (2) the reason the Prime cannot meet the commitments outlined.
Other Economic Opportunities (OEO)	Prime Contractor	If vendor is unable to subcontract to a Section 3 Business in full or in part they will need to propose indirect participation through the OEO section on the UP, or make commensurate payment upfront into the Workforce and Education Fund, subject to approval by CHA.

2. Reporting Requirements:

Contract Requirement	System	Details
Construction Contracts	LCPtracker	Certified Payroll Reports must be entered into LCPtracker weekly. This system also tracks compliance with Davis Bacon and Section 3 hours.
Professional Services	B2GNow	Payments must be entered into B2Gnow for every pay application monthly. This system tracks and verifies Prime and Subcontractor payments made and received.

Additional Information:

(a) COUNTING M/W/DBE AND SECTION 3 BUSINESS (S3B) CREDIT: A business that is both self-identified /certified as a Section 3 Business and certified as a M/W/DBE will count towards subcontracting requirements for both the M/W/DBE and Section 3 sub-contracting requirements.

(b) PROVIDING OPPORTUNITIES TO SECTION 3 WORKERS: In accordance with 24 CFR part 75.9, Prime and sub-contractors (including Section 3 Businesses) on CHA/HUD-funded contracts must ensure that Section 3 workers are provided economic opportunities with the following preference when applicable: a) residents of the project where the assistance is being provided; b) residents of other public housing or Section 8; c) Youthbuild participants; and d) resident of the metropolitan area.

(c) **SUBSTITUTION/REMOVAL OF SUBCONTRACTOR:** A prime contractor that needs to remove or substitute a subcontractor on its approved utilization plan must submit a written request for the removal or substitution of the subcontractor concerned. Only when Department of Procurement and Contracts (DPC) approves such a request in writing can the removal or substitution of the subcontractor be done by the prime contractor. Under no circumstance should a prime contractor unilaterally remove or substitute a subcontractor on its CHA/HUD-funded contract without prior approval by DPC.

Definitions

Section 3 Business are defined a business that either is a) 51% owned by public housing or housing choice voucher participant(s); b) 51% owned by a low-income person(s); or c) 75% of the labor hours are performed by low-income workers.

Davis-Bacon and Related Acts directs the US Depart of Labor to determine prevailing wage for construction projects.

Indirect Participation refers to the value of payments made to MWD/BE firms for work that is done outside of the proposed project or commensurate value to S3 Business or CHA residents/participants in other economic opportunities.

Additional information on CHA's contract requirements and forms can be found at www.thecha.org/doing-business.

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ARTICLE XI STANDARD PROFESSIONAL SERVICE AGREEMENT

Upon the award of a contract, the Selected Respondent(s) will execute CHA's Professional Services Agreement in substantially the same form with the same terms and conditions as set forth in the attached Agreement. A Respondent shall include, as part of its cover letter for its proposal to CHA, an acknowledgement that it has read, understands and accepts the terms and conditions of the Agreement. If there are any terms and conditions to which the Respondent has objections, such objections and the specific section numbers must be noted in the cover letter. The Respondent's proposed alternative language, if any, must be included as an attachment to the cover letter and such requests for revisions will be taken into consideration when determining a Respondent's responsiveness to the RFP. A Respondent who fails to provide objections and propose alternative language shall waive its right to subsequently object to any terms of the agreement if awarded a contract by CHA. (Refer to Attachment D).

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ARTICLE XII EXECUTIVE SUMMARY FORM

- A. The undersigned, hereby acknowledges having received a full set of the Request for Proposal (RFP) Event # 3223.
- B. The undersigned proposes, in accordance with all terms of the contract documents of which this proposal is a part, to perform all services in accordance with the terms and conditions specified herein. The proposer also agrees that this proposal to offer services to CHA will remain in effect for one hundred eighty (180) days from the date on which proposals are due unless a written letter of withdrawal is submitted to CHA Contracting Officer prior to the award of the contract.
- C. All prices quoted herein shall remain firm for the period of this contract and shall not increase during the initial term of the contract.

D. Company's Name: _____

Address: _____

City, State, Zip Code: _____

I do solemnly declare and affirm under penalty of perjury that the contents of the forgoing documents are true and correct, and that I am authorized, on behalf of the firm, to commit to this proposal.

Name of Preparer (print) Title

Signature Date

Attesting Signer's name (required for corporations) Title

Attesting Signature (required for corporations) Title

Contact Person's Name and Title

Telephone Number Fax Number

Email Address

Note: Executive Summary Sheet must be completed, or Proposal may be deemed non-responsive. Rubber-stamped or typed signatures will disqualify your proposal

ARTICLE XIII EXHIBITS

The following documents are incorporated exhibits to this RFP:

1. Exhibit A - Interrogatories
2. Exhibit B - CHA Technology Ecosystem
3. Exhibit C - HCV Administration Program Statistics
4. Exhibit D - Performance Based Adjustments

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EXHIBIT A**Interrogatories**

The Selected Respondent(s) shall perform management and operation of HCV's Administration Components in accordance with HUD regulations and CHA policies. The Selected Respondent(s) responsibilities for HCV's Administration Components include, but are not limited to the items listed in the table of Interrogatories (refer to Attachment F)..

Please indicate if you are able and willing to perform required activities by inserting Yes or No.

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EXHIBIT B

CHA Existing Technology Ecosystem

Existing Management Information Systems consists of the following:

1. **Business Application Standards**
 - a. Database: SQL Server 2016
 - b. Web Application Server: IIS 7.5, SharePoint 2016, SharePoint Online
 - c. Operation Systems: Windows Server 2016, Windows Server 2019, VMWare 7.0
2. **Network Infrastructure**
 - a. Network Backbone: 10GB at 60 East and 1GB at CHA Remote Locations
 - b. AT&T IP Flex SIP Trunking
 - c. AT&T Switched Ethernet communications between buildings
 - d. Cisco Nexus OS, IOS-X and IOS
 - e. TCP/IP
3. **Cable Infrastructure-** Category 5E, 6 and Multi-Mode Fiber
 - a. File and Print Services – Windows 2016, 2019
 - b. Application Servers – HP DL380 Gen10 Servers, Dell Power Edge R650
 - c. E-mail Server – Office 365
4. **Desktop Environment**
 - a. Desktop Machines (Minimum Configuration): Dell OptiPlex 7080 32GB, 512GB hard drive
 - b. Business Software Suite: Microsoft 365
 - c. Brower: Google Chrome
 - d. E-mail Client: Microsoft 365
5. **Laptop**
 - a. Dell Latitude 72XX, 16.0GB

The charts below summarize information for CHA's System(s) to provide Respondent(s) with an understanding of how technology systems are utilized throughout the Authority. This section includes a brief summary of each relevant CHA technology system used in the HCV Program:

1. YARDI

System Name	Yardi
Current Version	Voyager 7S
Primary Purpose	Browser-based client and property management that serves as the core application software for the Housing Choice Voucher, Public Housing and Project-Based leased housing. The system serves as the central repository of housing unit, and resident data, and interfaces with several client-related applications, including iFile, GoSection8, Yardi Resident Screening, Salesforce.com and HOP/RMTS.
Year Implemented	2005
Estimated Number of Users	1100

2. IFile

System Name	IFile
Current Version	SharePoint 2016, KnowledgeLake Imaging 4.11, KnowledgeLake Capture Server Pro 1.11, KnowledgeLake 5.2.3, KnowledgeLake Unify 1.3
Primary Purpose	Document management system (stores over 12 million document)
Product Details within IFile	<p>SharePoint (2016) A secure collaboration platform to store, organize, share, and access information</p> <p>KnowledgeLake Imaging (4.11) KL application installed on SharePoint. It is integrated with KL Capture Server Pro, provides support for content type behaviors for lookups to support auto-indexing as well as other configurations.</p> <p>KnowledgeLake Capture Server Pro v1.11 Provides users a way to scan, upload, index and release documents into SharePoint. Used for ingesting paper documents., Capture has the ability to auto-index based on lookups configured in content type behaviors in KL imaging.</p> <p>KnowledgeLake Unify (1.3) Surfaces SharePoint content to business applications to enable users to search, reference and store documents in SharePoint without leaving familiar business applications.</p>
Year Implemented	2015
Estimated Number of Users	600

3. Salesforce

System Name	Salesforce.com
Primary Purpose	This hosted solution on Salesforce.com's servers is used for two purposes. In the Housing Choice voucher program, the system tracks call center interactions, records case notes and facilitates customer service through escalation protocol and other event tracking mechanisms. In Resident Services the system is used as a case management system by service providers to track client progress towards goals.
Year Implemented	2004
Estimated Number of Users	325

4. Cisco IVR

System Name	Cisco Unified Contact Center Express
Current Version	11.62
Primary Purpose	Customer interaction management solution
Year Implemented	December 2006
Estimated Number of Users	90

5. Microsoft SharePoint

System Name	Microsoft SharePoint
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Current Version	2016, SharePoint Online
Primary Purpose	SharePoint is a set of tools, services, and development environment by Microsoft for online productivity. SharePoint can be used for many purposes such as web based collaboration, application development, internet and intranet sites.
Year Implemented	2009
Estimated Number of Users	1300

In addition, to CHA's systems, current Contractors (HCV Program Administrators) have developed additional tracking systems to manage their portfolios in order to ensure the highest level of customer service:

1. **Owner Portal:** Online solution that connects owners to the HCV Program with secure access 24/7, providing self-serve access to view/print/and export remittances or inspection letters, update property listings, and receive HCV Program updates. (Owner Services)
2. **Owner Symposium Website:** Website that provides information on [CHA Annual Owner Symposium \(HCV Marketing & Communications\)](#)
3. **Participant Portal:** Online solution that connects participants to the HCV Program with secure access 24/7, providing the ability to request interims, to view their status on the program and receive HCV Program updates. (HCV Communications)
4. **Docu-Sign:** An adobe solution that provides a secure and real-time signature on documents.

CHA expects the Selected Respondent(s) continue to use these technologies (or their enhanced versions)

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EXHIBIT C**HCV Administration Program Statistics**

The HCV Program serves approximately forty-seven thousand (47,000) families and approximately thirteen thousand (13,000) private property owners ["owners"] across three (3) Regional Offices geographically organized by zip codes.

Demographic Information	Data as of July 2022
Households with children under the age of 18	17,685
Single-person households	21,067
Elderly households	12,828
Households with a person with a disability	20,458
HCV-HUD Targeted Funding Vouchers	
Non-Elderly Disabled ["NED"]	850
Family Unification Program ["FUP"]	751
Mainstream 5-year ["MS5"]	266
Veteran Affairs Supportive Housing ["VASH"]	1,135
Emergency Housing Vouchers	1,165
Fostering Youth to Independence	100

Between 2019 and June 2022, CHA conducted the following:

1. Re-examinations

Re-examination Type	2019	2020	2021	Through June 2022	Total
Annual Family Self-Sufficiency (FSS)	248	398	153	93	892
Annual Homeownership	226	88	98	200	612
HCV Biennial/Triennial					
Central Office	3,502	2,962	3,920	1,553	11,937
South Office	9,712	7,865	9,897	3,800	31,274
West Office	7,352	6,405	7,965	3,244	24,966

2. Transfers or Moves

Transfers or Moves Type	2019	2020	2021	Through June 2022	Total
HCV	7,133	5,184	5,748	2,570	20,635
CTO	38	50	52	33	173

3. Owner Screening

- a. Approximately 5,200 owner eligibility and ownership verifications are processed per year, as part of participant moves

4. Opt Out Vouchers

- a. Administer these vouchers as they become available

5. Housing Assistance Payments

- a. On average, 14,065 monthly HAP payments are issued to HCV owners totaling \$466,991,781 per year.⁵

6. Program Enforcement and Compliance Efforts

CHA partners with local elected officials, the Police Department, Department of Buildings, Department of Law, Department of Revenue, Department of Housing and Economic Development, Illinois States Attorney, and Department of Streets & Sanitation, to take a proactive approach to address community concerns. CHA's management staff attends community meetings with groups and residents who have expressed an interest in building a stronger partnership with CHA.

- a. In the first six months of 2022, approximately 4,300 allegations of participants or owners for non-compliance were investigated, including OIG, Executive, Emergency Services, and ICPV, etc. cases

CHA maintains an on-line system of logging, tracking and reporting issues (related to the HCV Programs) that have been escalated to the CHA Executive Management, the Office of Inspector General ["OIG"], local elected officials, HUD, or other CHA staff.

- b. Nearly 100 executive log cases were reviewed in the first six months of 2022

7. Quality Control Activities

CHA performs a random sample review of files each month. The summary of the file reviews and findings are provided in an electronic format. Below is a breakdown in the number of participant files reviewed for QC between 2019-2022.

	2019	2020	2021	Through June 2022
Participant Files Reviewed	6,300	6,400	6,500	3,100

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⁵ Based on 2020 data.

EXHIBIT D

Performance Based Adjustments

The Selected Respondent(s) are expected to consistently perform at no less than the minimum performance requirements listed within the RFP. Each service area will be evaluated independently. Each Component will be subject to one (1) or more performance standards. The Selected Respondent(s) is expected to consistently perform at no less than the minimum performance requirement listed in Attachment G. While all minimum performance requirements are important, Performance Based Adjustments may be assessed for any contract performance below the minimum requirement. The Selected Respondent(s) shall ensure that all documents required by HUD, CHA's Administrative Plan, Procedure Guide and/or a formal CHA Advisory are properly indexed in the electronic file at the time of CHA review. All metrics listed will be reviewed monthly. (Refer to Attachment G)