

ADDENDUM NO. 1

RFP NO. 01512

Quality Assurance of the Administration and Operation of the Chicago Housing Authority’s Section 8 Moderate Rehabilitation and Housing Choice Voucher Programs

QUESTIONS

ANSWERS

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| <p>1. “Is there a report available that shows the number of voucher holders by zip code?”</p> | <p>Yes, the report is available and will be provided to the Selected Respondent.</p> |
| <p>2. “The RFP states that the Quality Control Manager will be the individual on the ground" in Chicago. What does "on the ground" mean? Is it expected that the Respondent have an office in Chicago or will CHA provide the office space?”</p> | <p>The CHA will provide limited office space (e.g., cubicles) for the Selected Respondent’s staff. Refer also to response provided for Question #9.</p> |
| <p>3. “On page 8 of the RFP it indicates that "CHA has been a leader in implementing a comprehensive Quality Assurance system", can you elaborate on the system that has been implemented? How does this RFP tie in with this system?”</p> | <p>Yes, CHA has been a leader in implementing a thorough Quality Assurance system that includes:</p> <ul style="list-style-type: none"> ▪ Use of Performance and Compliance Standards in determining quality assurance/quality control direction and focus (including but not limited to Section Eight Management Assessment Program (SEMAP) requirements); ▪ Inclusion of all components of Section 8 Programs administered by CHA, including the HCV Program; ▪ Use of a tiered re-review procedure that includes quality control reviews by the Section 8 Contractor as well as monitoring oversight (re-reviews) by a centralized entity on CHA’s behalf; ▪ Inclusion of customer surveys; ▪ Quality assurance/quality control policies, procedures, training, and HCVP staff incentives; and ▪ Documentation and follow-up on the results of quality reviews and surveys. <p>RFP No. 01512 contains the required activities/tasks for continuation of CHA’s comprehensive Quality Assurance system by the Quality Assurance contractor, in collaboration with the Section 8 contractor.</p> |

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| <p>4. “The RFP indicates that there are activities that CHA staff will be retaining. Please clarify the activities performed by CHA staff that the Respondent is expected to monitor.”</p> | <p>The Selected Respondent will be responsible for all activities/tasks listed in the RFP related to the monitoring of the Section 8 Contractor. Although the Selected Respondent is not expected to monitor activities performed by CHA staff, the Selected Respondent is expected to:</p> <ul style="list-style-type: none"> ▪ Facilitate the closing of all audit findings impacting Section 8 Program administration and operations; and ▪ Allow CHA staff to “shadow” or observe the Selected Respondents activities/tasks in meeting the objectives of the RFP. |
| <p>5. “Will we have access and the ability to extract data to the systems listed in the RFP No. 01511, page 10 (CHA software)?”</p> | <p>Yes, the Selected Respondent will be provided access to data systems and standard reports. The Selected Respondent will be responsible for extracting data for non-standard reports (e.g., data mining) from the system.</p> |
| <p>6. “Please provide the list of certified Resident Owned Businesses (ROB).”</p> | <p>Refer to Attachment No. 1.</p> |
| <p>7. “Do the MBE/WBE/DBE businesses need to be Illinois based?”</p> | <p>No. For contractors whose principal business address is located out of the metropolitan Chicago area, certification and reciprocity of comparable agencies will be considered.</p> |
| <p>8. “Given the higher level skill set needed with lower number of persons for the Quality Assurance work, what roles do the CHA foresee the Section 3 required “employees” fulfilling?”</p> | <p>The objective of the use of Section 3 is to equip these individuals with valuable work skills. Respondents could therefore include Section 3 personnel in any aspect of data collection and review that the RFP requires. Respondents are encouraged to be proactive in identifying roles that provide Section 3 employees with meaningful work that could lead to greater work opportunities for them.</p> |
| <p>9. “Section 4.1.2.4.2 on page 23 of the RFP states that the Quality Assurance Manager will be the “on the ground” in Chicago. Will the Project Director also be needed “on the ground” on a daily basis?”</p> | <p>The team staffing depends on the skill and experience of the resources available to a respondent. Respondents should decide what staffing is required on site and when they should be there to achieve the objectives of the RFP.</p> |

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| <p>10. "RFP 01512 states that bidders must be familiar with RFP 01511. The mention of unionized workers in the Questions and Answers for 01511 is discussed with the liability falling on the winning proposer. Does the CHA foresee the same liability for work to be completed under RFP 01512?"</p> | <p>No, the CHA does not foresee the same requirements for the Selected Respondent under RFP No. 01512.</p> |
| <p>11. "On Page 3, Section 1.2.1, the third -- fourth paragraph, the last paragraph, states that the quality assurance manager must be a member of professional organization. Is that NAHRO, PHADA or CLPHA or something else along those lines?"</p> | <p>The quality assurance manager is expected to be an accredited member of an organization in either the accounting, auditing or quality assurance professions.</p> |
| <p>12. "In regards to MBE/WBE, it states that participation in CHA's minority-owned business, disadvantaged-owned business, what does that mean?"</p> | <p>If you are not a minority, woman, or disadvantaged business, you must allocate 20 percent of your contract to a certified minority, woman's or disadvantaged business.</p> |
| <p>13. "What happens if you already fulfill that requirement?"</p> | <p>When you submit your proposal, you will fill out Schedule A and attach a copy of your letter of certification.</p> |
| <p>14. "To follow up on that question, is there a split for your MBE requirement, your minority-owned business and women-owned business, or is it 20 percent overall?"</p> | <p>The overall participation is 20 percent.</p> |
| <p>15. "On Page 11, under Section 3.2.1.2, monitoring the Section 8 contractor's quality control, is that one or is that multiple contractors that you're describing there?"</p> | <ul style="list-style-type: none"> ▪ RFP No. 01511 does allow for the appointment of more than one Section 8 contractor. ▪ If a single Section 8 contractor is appointed from RFP No. 01511, then the Section 8 contractor could sub-contract elements of the work content to sub-contractors. In this case, the sub-contractors' performance is within the scope of work for this RFP. |
| <p>16. "Your RFP states that the Respondent must present its proposal as a firm offer which is accepted by CHA in its entirety. Are we submitting a firm fixed proposal at that point?"</p> | <p>Yes, refer to "6.2.2 Type of Contract" on page 36 of the RFP.</p> |
| <p>17. "Do you have a target or proposed budgetary amount, or is there some budgetary guidelines that you can offer the proposers for this RFP?"</p> | <p>No, the CHA is not able to release such budgetary information to potential RFP respondents.</p> |

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| <p>18. “Is there a range of full-time employees that you're anticipating for this contract? Because it says there is a requirement. It says there are a number of resumes, after that amount that you will not be accepting or reading pages. I think it says two-page maximum.”</p> | <p>No, there is not a range of full-time employees for this solicitation. Respondents should decide what staffing is required to achieve the RFP’s objectives.</p> |
| <p>19. “On Page 25, under Section 4.1.2.6. There's an item that says that the plan contractor's staff training and associated certification process are to be approved by the CHA. Are you implying that if I'm a company and I do certification training, can I use that same certification for staff who I bring on to work on this proposal? Can I certify my own staff?”</p> | <p>Yes, an organization can certify its own staff provided that the conditions of that certification process are satisfied and the certification is recognized by a national agency.</p> |
| <p>20. “Section 4.1.2.7 draft, project management plan. The last sentence says one copy of the Respondent's draft plan shall be provided with the proposal as an appendix. What are you talking about; is a draft plan with the original copy of the proposal only, and not the requested six copies of the proposal?”</p> | <p>The respondent should provide an original copy as well as the additional six copies – all of which are to be included in the submittal package.</p> |
| <p>21. “At the start of today's session there was comment about continuous improvement. That was the goal. If I recall in the -- the RFP 01511, there was a component in there where cost savings would be shared between the CHA and the selected Respondent. There seems to be silence on the QA side. And there was a comment about being creative with how we price or whatever. Is there going to be any likelihood that there would be sharing of savings?”</p> | <p>No. It is inconsistent with the quality assurance role to have an incentive for cost reductions that would be achieved by another organization.</p> |
| <p>22. “Do you know when this RFP will be awarded?”</p> | <p>The CHA anticipates that the RFP will be awarded either late Summer 2007 or Fall 2007.</p> |
| <p>23. “Is your current contractor that's been in place for the last ten years – are they not coming back? Will they be coming back to either the QA side, or are they permitted to rebid on the other side?”</p> | <p>The incumbent contractor may choose to bid on either or both of the two RFPs. However, it is the specific intent of CHA that the selected respondents be two distinct unrelated corporate entities.</p> |
| <p>24. “Will you be able to disclose how many applications you receive on July 11th, RFP No. 01511?”</p> | <p>No, the CHA is not able to disclose how many proposals were received on July 11th in response to RFP No. 01511.</p> |

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25. "Staff loading chart delineates task time and responsibility, identifies personnel, their quals and specific program expertise for significant functions required by this RFP." That seems like a lot of material to put in one chart. So I think it should be, "Draft Staffing Plan delineates task time and responsibility, identifies personnel, their quals and specific program expertise for significant functions required by this RFP."

Correct. Under the Evaluation Criteria, page 28, the first sentence (bullet point) should read: "The Respondent's Draft Staffing Plan delineates task time and responsibility, identifies personnel, their qualifications and specific program expertise for significant functions required by this RFP."