



**REQUEST FOR QUOTES (2025)**  
**QC Tenant File Audits**

**Monday, April 28, 2025**

Angela Hurlock, Interim Chief Executive Officer  
Sheila Johnson, Deputy Chief of Procurement

## PART 1 – GENERAL INFORMATION

### 1.1 Chicago Housing Authority

CHA is the third largest public housing authority in the nation and the largest single owner of rental housing in Chicago. Through its public housing and voucher programs, CHA serves 132,000 people in almost 63,000 households across all 77 of Chicago's community areas. CHA's mission is to create and sustain strong communities where seniors thrive and everyone can unlock their economic power, ensuring that every neighborhood in Chicago has quality affordable housing and everyone feels welcome.

In its procurement of its goods and services, CHA seeks relationships with vendors who share our values for inclusive and equitable contracting opportunities. CHA strives to be fair, transparent, and practical, and works to optimize the use of public funds through purchasing decisions. For more information, visit [www.thecha.org](http://www.thecha.org).

### 1.2 Solicitation Purpose

The Chicago Housing Authority (CHA) is seeking to enter into a short-term agreement with a qualified firm to secure third party processed Tenant File Audit. To better ensure initial and continued eligibility requirements are being met, the Chicago Housing Authority (CHA) is soliciting the services of a third-party vendor to audit the tenant files. There are approximately 2,900 files, respondents shall expect to audit approx. 725 files per quarter. Contract period shall be for a 12-month base term from the Effective Date of the contract. Audits shall be performed monthly, with finalized reports submitted to the CHA at the end of each month for the duration of the contract.

***Please Note:*** Respondents are responsible for reading this Request for Quotes and all exhibits, attachments, addendums, or amendments, in its entirety, as updates and revisions may be added. By submitting a response to this solicitation, the Respondent acknowledges that it has read the entire document and is responding with full knowledge of all terms, conditions, and requirements as set forth.

### 1.3 Solicitation Schedule

The following Schedule of Events represents CHA's estimate of the timetable that will be followed in connection with this solicitation:

MILESTONES	DATE AND/OR TIME
RFQ Released	Monday, March 31, 2025, 3:00 PM Central Time
Quote Due Date and Time	Friday, May 9, 2025, by 1:00 PM Central Time
Contract & PO	Monday, May 19th, 2025
Project Start	Monday, May 19th, 2025

CHA reserves the right, at its sole discretion, to adjust this Solicitation Schedule as it deems necessary. All agencies doing business with the Chicago Housing Authority must be a registered vendor. Registration can be completed via <https://supplier.thecha.org>.

### 1.4 Communications

All procurement actions facilitated by CHA will be conducted in an open, transparent, and competitive manner. CHA will consider with each transaction competitive pricing, quality of work, reputation, and referrals, and understanding of the solicited deliverables and/or requirements. CHA supports solicitation of quotes from all markets with no geographical preferences and to give qualified businesses, including those that are owned by minorities, women, and small business enterprises, opportunity to do business with CHA as Contractors and Subcontractors within CHA's procurement policy and procedures.

To maintain a fair and impartial competitive process, CHA and any outside consultants assisting CHA with this solicitation shall avoid private communication concerning this procurement with prospective Respondents during the entire procurement process. From the issue date of this RFQ until the final award is announced, Respondents are not allowed to communicate about this RFQ for any reason with any CHA staff and/or outside consultants assisting CHA with this solicitation except:

- Through the RFQ Point of Contact named below
- As otherwise specified in this RFQ; and/or
- As provided by existing work agreement(s) (if any)

Prohibited communications includes all contact, including but not limited to, telephonic communications, emails, faxes, letters, or personal meetings, such as lunch, entertainment, or otherwise. CHA reserves the right to reject the quote of any Respondent violating this provision.

**The Point of Contact for this RFQ is:**

Navdeep Gill  
Chicago Housing Authority  
60 E. Van Buren  
Chicago, IL 60605  
Email: [ngill@thecha.org](mailto:ngill@thecha.org)

**Questions must be submitted in via email to the above contact.**

**1.5 Amendments to the RFQ**

CHA reserves the right to increase or delete any scheduled items, and/or increase or reduce the quantity of any scheduled item as deemed necessary, to waive informalities and technicalities, and to make other changes and modifications consistent with CHA's policies, and the laws and regulations governing HUD programs.

**PART 2 – SCOPE OF WORK**

**2.1 Scope of Work**

Quality Control (QC) Audits are required to confirm accuracy of processes by the site staff in both CHA and third party owned developments. The QC audits can be conducted on or offsite as long as the results are readily made available to site staff in real-time, along with standard reports that are requested by CHA.

Files should be selected randomly by auditors, and the most recent certification for that file should be reviewed to confirm:

- All required verifications are completed and dated timely
- All required documents and certification forms are up to date, completed, and signed by all adult household members
- EIV is properly utilized and documented with findings responded to as applicable

- Income, assets, and deductions are accurately calculated
- Accurate Utility Allowance/Utility Reimbursement Payment
- Initial eligibility appropriately confirmed (New Admissions only)

The following reports will be required:

- Monthly accounting of files audited
- Detailed analysis of findings
- Comprehensive analysis summarizing identified data such as trends across developments, management firms, and property types
- Audit cycle timeline to track the amount of time between report of an initial finding, through final resolution of all findings

Remediation of Findings:

- Perform a separate cost breakdown for the quarterly audited tenant files for any discrepancies and resolution process, distinct from the general audit cost.
- Resolution process will include as follows
  - CHA will qualify the finding is authentic and may require additional input from the auditors
  - Once CHA verifies the finding is authentic and the PM has implemented corrective actions, the auditor will verify PM corrective action was completed to CHA specifications and the audit find can be marked complete.

Pricing Shall Include:

- Vendors shall provide a unit cost to perform the audit on site, reviewing paper files.
- Vendors shall also provide a unit cost to perform the audit reviewing digital files, not onsite.
- Vendor shall provide an all-in unit cost to perform a quarterly onsite verification that the audit selection represents the required 3% target.

#### **Pricing/Invoicing:**

All equipment supplies and materials must be provided by the Selected Respondent and included in the pricing. Proper licensing and insurance are required. Invoices should be submitted once a month for service rendered.

## **2.2 Performance of Work**

Contract period shall be for a 12-month base term from the Effective Date of the contract. Audits shall be performed monthly, with finalized reports submitted to the CHA at the end of each month for the duration of the contract

## **2.3 RFQ Narrative Response**

Each Respondent must submit a narrative response that addresses the scope of work described in Section 2.1 of the RFQ. Brevity with respect to responses is strongly encouraged. CHA will look favorably upon succinct and direct language. Emphasis should be placed on conformity to CHA's instructions, requirements of this RFQ, and completeness and clarity of content.

Quote responses shall be no more than ten (10) pages in length and shall be organized in the following structure:

#### **Cover Page**

- A. Identify the name of the project
- B. Company name, address, and main telephone number

- C. Name and title of primary contact person with their direct contact information Team Identification
- D. Identify key staff who will complete the major tasks of this study
- E. Provide a clear statement indicating current workload and demonstrate the ability to take on additional work

### **Approach & Work Plan**

The Respondent must provide a narrative describing Respondent's approach to the Statement of Work, including Quality Assurance/Quality Control (QA/QC) standards that will be used to prevent errors, 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.

### **References**

Respondents must provide references from at least three (3) organizations or clients that can address the Respondents' specific capabilities as they relate to the requirements of this RFQ, including company names, addresses, telephone numbers, email addresses, fax numbers and contact persons. Respondent will also list the timeframe of each project and list all uncompleted work.

### **Financial Information**

- A. Quote Form (Exhibit B) which includes a separate "not to exceed" fee total to complete the project. Respondents shall provide an hourly rate for services that are outside of the listed scope.
- B. Indicate whether any lawsuits or claims have been filed against the Respondent in the past five (5) years.

***Quote responses shall be no more than (10) pages in length, excluding resumes, Quote Form, Mandatory Forms, and any other applicable exhibits specifically requested by CHA within this solicitation. Use Arial font of not less than 11-point size throughout, including all titles, text and any footnotes or citations.***

## **PART 3 – QUOTE SUBMISSION**

### **3.1. Quote Submission Instructions**

All quotes must be submitted on the Quote Forms provided by CHA (see **Exhibit B** – Quote Form). Failure to provide a quote for each item delineated on the Quote Forms may result in the quote being determined "non-responsive" and subsequently disqualified from consideration. Respondents should insert the words "No Quote" in the space provided for any item for which no price is submitted. Quotes shall include all travel expenses, wages, supplies, and materials necessary to perform work under the terms and conditions of this RFQ. Unless otherwise specified herein, all prices shall be on a firm, fixed-price basis and are not subject to adjustment based on cost incurred. Respondents shall also provide an hourly rate that will be billed for additional services required in order to complete the audit or fulfill the contract. Any stipulations made to the Respondent's quote shall subject the quote to rejection. If the Respondent wishes to include additional information, the Respondent may do so with attachments. The CHA will not be accepting manual submissions at this time. All Respondents must submit an electronic proposal via email to the point of contact noted above.

### **All Quote Responses Must Be Typed.**

Along with submission of the Quote Form, each Respondent must submit the following Mandatory Forms:

- **Exhibit A** - RFQ Narrative Responses

- **Exhibit B** - Quote Form (pdf & Excel Form)
- Contract Compliance Certification
- Diversity Goals Utilization Plan
- Letter of Intent M/W/DBE and/or Section 3 Business Concern

**The successful Respondent(s) will be required to submit mandatory CHA forms and affidavits within seven days of notice of award.** The mandatory forms will be forwarded to the successful Respondents prior to contract award. Forms should be completed, signed, and notarized where required or marked “not applicable” where appropriate. The mandatory forms are:

- Contractors Affidavit
- Economic Disclosure Statement Form
- HUD-50071 – Certification of Payments to Influence Federal Transactions
- Required Insurance Certificate (see **PART 5 – INSURANCE**)

**Failure by the Respondent to provide such information within the allotted time will render the Respondent ineligible for award.**

## **PART 4 – EVALUATION OF QUOTE RESPONSES**

### **4.1 Quotes Evaluation Protocol**

The CHA will evaluate bids in response to this solicitation without discussions and will award a contract to the Respondent whose bid is responsive and conforming to the solicitation and will be advantageous to the CHA based on the qualifications, experience, and overall best value. Cost will not be the sole determinative factor.

CHA reserves the right to award this contract to one Respondent, to make multiple awards, and to accept a quote other than the lowest priced quote. CHA may reject any or all quotes if such action is in CHA's best interest, waive informalities and minor irregularities in quotes received, and award all or part of the requirements stated. Furthermore, CHA reserves the right to delete, add, or modify any aspect of this procurement through negotiations (if applicable) up until the final contract signing.

### **4.1 Evaluation Factors**

The CHA will evaluate bids based on the following factors:

- Price
- Best Overall Value (i.e., supplies, equipment, work plan)
- Service Availability

### **4.2 Due Diligence**

All procurement transactions shall be conducted only with responsible Respondent, i.e., those who have the technical and financial competence to perform and who have a satisfactory record of integrity. Where warranted and before awarding a contract, CHA shall review the proposed Respondent's ability to perform the contract successfully, considering factors such as the Respondent's integrity, compliance with public policy, record of past performance (including vendor performance reports and contacting previous clients of the Respondent), and financial and technical resources. Respondents shall not be awarded to debarred, suspended, or ineligible Respondents. If a prospective Respondent is found to be non-responsible, a written determination of non-responsibility shall be prepared, and the prospective Respondent shall be advised of the reasons for the determination.

## **PART 5 – INSURANCE**

### **5.1 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.
  - Coverage A – Statutory Limits
  - 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 per occurrence 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 financial, auditing, consulting, design, engineering, surveying, testing, 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 \$1,000,000 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. 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.
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.

## **PART 6 – ADMINISTRATIVE TERMS AND CONDITIONS**

### **6.1 Required CHA Vendor Registration**

In order to do business with CHA, Respondent must be a registered vendor prior to submitting a response. If Respondent has already registered with CHA, the Respondent's (Vendor) profile must be up to date.

Respondent is responsible for contacting their local authorities to ensure that Respondent has complied with all laws and is authorized and/or licensed to do business in the Territory. All applicable fees associated therewith are the responsibility of Respondent now or hereafter in effect during the contract. Respondent

and its employees, agents and subcontractors shall also comply with all Federal, State and local laws regarding business permits and licenses that may be required to carry out the services performed under the contract.

### **6.2 Acceptance Period**

All Respondents submitting a quote must agree to honor the terms and conditions contained herein for a period of one hundred twenty (120) days.

### **6.3 Quote Signature**

The person signing the Quote Form must be a person authorized to bind the Respondent contractually. Unsigned offers will be rejected. Unsigned offers cannot be signed after the quote has been received.

### **6.4 Ownership of Documents**

All work products generated, prepared, assembled and provided to CHA pursuant to this RFQ become the property of CHA upon receipt. Work products include but are not limited to reports, memoranda, data, survey responses, presentations, and other materials of any nature, or information related to any of the foregoing, which are or were generated in connection with the scope of services described in the contract. Respondents shall not copyright, or cause to be copyrighted, any portion of any document submitted to CHA as a result of this RFQ.

### **6.5 Rejection of Quotes**

CHA may reject any or all quotes. Action to reject all quotes shall be taken only for unreasonably high prices, error in the solicitation, cessation of need, unavailability of funds, failure to secure adequate competition, or any other reason deemed appropriate by CHA.

### **6.6 Contractor Status**

The Contractor shall be an independent Contractor and will not be an employee of CHA.

### **6.7 Funding Limitations**

This procurement may be funded, in whole or in part, by grant funds provided by the U.S. Department of Housing and Urban Development ("HUD"). CHA will not be bound to any contract if funding has been disallowed by HUD.

### **6.8 Taxes**

CHA is exempt from sales tax. The Contractor agrees to pay all taxes incurred in the performance of an awarded contract. Freight, handling costs, and taxes shall not be charged to the CHA.

### **6.9 Advertising**

Respondent agrees not to use the fact of or the results from submission of a quote as a part of any commercial advertising. CHA does not permit the use of CHA's relationship with an entity of purposes of marketing efforts unless CHA specifically agrees otherwise.

**6.10 Government Restrictions**

In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the goods or the material, quality, workmanship or performance of the goods or services offered, it shall be the responsibility of the successful Respondent to immediately notify CHA in writing specifying the regulation which requires an alteration. CHA reserves the right to accept any such alteration, including any reasonable price adjustments occasioned thereby, or to cancel the contract at no expense to CHA.

**6.11 Compliance & Law**

The Respondent shall comply with all applicable Federal, State and local laws, regulations, ordinances and requirements applicable to the work described herein including, but not limited to, those applicable laws, regulations and requirements governing equal employment opportunity programs, subcontracting with small and minority firms, women's business enterprise, and labor surplus area firms, equal opportunity for businesses and unemployed and underemployed persons (as referenced in Section 3 of The Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (Section 3), the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Davis-Bacon Act, and those laws and regulations concerning the abatement and remediation of asbestos and lead-based paint, and shall provide for such compliance in the contract documents. To the extent the work required under this contract is related to development, Respondent shall further comply with the applicable Annual Contributions Contract (ACC) related to such development. To the extent such work is related to a mixed finance development, Respondent shall comply with the provisions of 24 CFR ' 941.208. The Respondent shall obtain, at Respondent's expense, such permits, certificates and licenses as may be required in the performance of the work specified.

## RFQ # (2025) – Tenant Audit File

**Response Questionnaire**

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**Cover Page**

- 6.1.1 Identify the name of the project.
- 6.1.2 Company name, address, and main telephone number.
- 6.1.3 Name and title of primary contact person with their direct contact information Team Identification  
Provide a clear statement indicating your firm's capacity to provide audit services as described in the statement of work.

**Response Questionnaire**

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**Approach & Work Plan**

- A. Provide a written narrative based on the understanding of the project goals and objectives.
- B. Include a work plan and draft project schedule identifying major project tasks, scope of work, meetings, and deliverables for each task.

**Response Questionnaire**

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**References**

- A. Respondents must provide references from at least three (3) organizations or clients that can address the Respondents' specific capabilities as they relate to the requirements of this RFQ, including company names, addresses, telephone numbers, email addresses, fax numbers and contact persons.
- B. Respondent will also list the timeframe of each project and list all uncompleted work.

## RFQ # (2025) – Tenant Audit File

**Quote Form Instructions**

**ALL QUOTE SUBMISSIONS ARE SUBJECT TO REVIEW FOR COMPLETENESS, ACCURACY, AND COMPLIANCE WITH ALL TERMS AND CONDITIONS PROVIDED IN THE RFQ. PRICING MUST BE SUBMITTED ON THE QUOTE FORM WITHOUT CONDITIONS. ANY CHANGES, MODIFICATIONS, ADDITIONAL TERMS AND CONDITIONS, EXCEPTIONS OR OTHER REVISIONS TO THIS RFQ, INCLUDING THE QUOTE FORM, OR FAILURE TO COMPLETE ALL REQUIRED INFORMATION, MAY CAUSE THE QUOTE TO BE DEEMED NON-RESPONSIVE.**

Quotes shall include all travel expenses, wages, supplies, and materials necessary to perform work under this Request for Quotes' terms and conditions. Unless otherwise specified herein, all prices shall be on a firm, fixed- price basis and are not subject to adjustment based on cost incurred. The CHA may elect to request additional services related to the audit, but not included. Respondents shall provide an hourly billable rate to perform such service. All services, regardless of audit or additional work, must be approved, in writing, by CHA staff. Any stipulations made to the Respondent's quote shall subject the offer to rejection.

**1. Completion of open cells in Quote Form:**

Respondent is responsible for electronically entering information into the open cells in Quote Form in the Excel spreadsheet. Respondent must complete all open cells in the following fields:

- Bidder's Unit Price (column D)

**2. Signature:**

The Quote Form must include a printed name, signature, title, telephone number and e-mail address of an authorized representative of the Respondent.



## FEE PROPOSAL FORM

\_\_\_\_\_  
**ATTACHED** (CORPORATE NAME

**TO FEDERAL TAX ID NUMBER**) has thoroughly read RFQ# (2025) – Tenant Audit File *–and all associated Addenda* (if applicable) and can provide the services as described at the offer submitted on this Quote Form. Please attach your Excel Fee Form to your response.

### CONTACT INFORMATION FOR CORPORATE OFFICIAL AUTHORIZED TO BIND RESPONDENT

DATE	
CORPORATE OFFICIAL NAME	
CORPORATE OFFICIAL TITLE	
CORPORATE OFFICIAL-MAIL ADDRESS	
COMPANY PHONE NUMBER	
COMPANY ADDRESS	
CORPORATE OFFICIAL SIGNATURE	