



The Housing Authority of the County of Marin (“MHA”)

4020 Civic Center Drive

San Rafael, CA 94903

Addendum #1

Addendum #1 to RFP MHA-007-2016 – HCV Case Management (this “Addendum”). This Addendum is incorporated by this reference into RFP MHA-007-2016.

The due date for responses for this RFP has been adjusted to: **3:00PM PST, Friday, May 27, 2016**

The following questions were submitted and are answered in this Addendum:

1. **Question:** Do you have an average number of "interim re-certifications and transfers" that you normally anticipate?

Answer: For the last two months we have received an average of 21 interims per month, however this number may increase or decrease. MHA averages 8-10 transfers per month.

2. **Question:** Supervise and conduct Quality Control reviews - Is this for SEMAP? Is this for all of the HCV files for the fiscal year or just the 1200? Are you only speaking of "determination of adjusted income/timely re-exams/correct tenant rent calculations"?

Answer: The Quality Control reviews are for the approximately 1200 files (which may change from time to time) that will be assigned to the Contractor awarded a contract for the work specified in this RFP. It is expected that all Work will be in compliance with all applicable regulatory requirements and PHA policies.

3. **Question:** Processing rent changes - will these be "approved rent increases" with the rent reasonableness justification included? Will we have access to the Inspection module to verify that the units have a favorable history with respect to pass/fails/abatements?

Answer: MHA will provide the Contractor the rent increase approved with the rent reasonableness determination. Contractor is responsible to complete the subsequent interim with correct effective date and provide notices to owner and families. MHA uses GoSection8 to determine rent reasonableness.

4. **Question:** Did Marin HA Adopt any of the "cost saving measures" from Notice PIH 2011-28?

Answer: No, MHA implemented some of the more recent streamline changes included in PIH Notice 2016 -05 to include streamline fixed income families reexaminations, and also simplified the interim process so that MHA will not be performing an interim for increases in income.

5. **Question:** Do you have a preferred phone system for the call center set up?

Answer: We have no preference on phone systems. Currently an MHA number is assigned to Contractor and that number is being transferred to their system.

6. **Question:** The "visual homes" is this Yardi?

Answer: Yes.

7. **Question:** What is the workflow between Marin and Contractor?

Answer: The Contractor awarded a contract for the work specified in this RFP will be assigned the approximately 1200 cases (which may change time to time) and that Contractor is responsible for mailing annuals packets and completing annuals, to include all necessary verifications, EIV and communications with the resident and owner. For transfers the Contractor will be responsible for actualizing family income with current 50058 and MHA staff will issue the voucher and complete the move.

8. **Question:** Can we get a copy of your admin plan?

Answer: The current Admin Plan can be found at:

<http://www.marinhousing.org/documents/AdministrativePlanFULLeffectiveApril12016.pdf>