



Date: March 14, 2023

RE: Addendum #3 Housing Authority Central Office Consulting and Training Services, RFP 02152023

To All Proposers:

Addendum #3 is issued to provide SMHA's responses to questions from prospective proposers that were received. SMHA's response is provided next to each question.

Prospective Proposer #1 Questions:

Can proposers bid on certain departments or must proposers include all departments in the bid?

The scope states that the consultant will focus on the following SMHA departments:

- Housing Choice Voucher
- Procurement
- Executive Level
- Finance
- Multi-Family

SMA Response: Vendors are permitted to submit proposals for parts of the total scope of the RFP.

Prospective Proposer #2 Questions: SMHA's Response is provided after each question.

1. Will SMHA accept responses with partial scope of services provided? *SMHA Response: Yes*
2. Is the SMHA currently leverage the HUD VMS TYT? *SMHA Response: Not to the extend it needs to.*
3. What is the SMHA current utilization rate? *SMHA Response: 78%*
4. Does the SMHA have an existing audit findings? *SMHA Response: No. however we expect a HUD review soon.*
5. Does the SMHA have any existing procedures manuals for their HCV Department? If so, can you please provide an example? *SMHA Response: There are no existing manuals in place.*
6. Does the SMHA have any existing KPIs? If so, can you please share those specific for HCV? *SMHA Response: At this point it's been utilization. Our staffing in HCV is relatively new.*
7. Is the SMHA currently leveraging any productions tracking tools outside of Yardi? Such as Salesforce, Hubspot, etc.? *SMHA Response: No*
8. Is the SMHA currently using Rent Café? *SMHAA Response: We have it but have not utilized all aspects.*
9. Is the SMHA leveraging a document management system? *SMHA Response: No*
10. Is the SMHA currently using the services of a consultant for any part of their operations? *SMHA Response: Not currently. However, we anticipate bringing in a contractor on this RFP and another or potentially the same for the Public Housing Department.*

11. Are there any third-party vendors who perform operational services such as a third-party Inspector, etc.? *SMHA Response: Nothing is third partied at this point.*
12. Does the SMHA have any current backlogs on production? *SMHA Response: Annuals and Inspections are up to date. We are trying to issue as many vouchers as possible right now.*
13. What current online tools is the SMHA leveraging? Examples: Affordablehousing.com, The Work Number, etc. *SMHA Response: Just a rent reasonable tool*
14. Is the SMHA looking for accounting support? *SMHA Response: Not currently but this could be something to explore in the future.*

Prospective Proposer #2 Questions: SMHA's Response is provided after each question.

1. What percentage of the work does the agency anticipate being performed onsite versus virtually (e.g., Zoom, Teams, etc.)? *SMHA Response: 25% onsite and 75% virtually.*
2. What is the agency's management information system (MIS)? YARDI? *SMHA Response: Yardi*

RFP 02152023
CENTRAL OFFICE CONSULTING AND TRAINING SERVICES

VENDOR QUESTIONS

Vendor #1

- Can proposers bid on certain departments or must proposers include all departments in the bid?
Vendors can bid on parts of the RFP

The scope states that the consultant will focus on the following SMHA departments:

- Housing Choice Voucher
- Procurement
- Executive Level
- Finance
- Multi-Family

Vendor #2

3. Will SMHA accept responses with partial scope of services provided? **Yes**
4. Is the SMHA currently leverage the HUD VMS TYT?- **Not to the extend it needs to.**
5. What is the SMHA current utilization rate? **78%**
6. Does the SMHA have an existing audit findings? **No but we expect a HUD review soon.**
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13. Are there any third party vendors who perform operational services such as a third party Inspector, etc.? **Nothing is third partied at this point.**
14. Does the SMHA have any current backlogs on production? **Annuals and Inspections are up to date. We are trying to issue as many vouchers as possible right now.**
15. What current online tools is the SMHA leveraging? Examples: Affordablehousing.com, The Work Number, etc. **Just a rent reasonable tool**
16. Is the SMHA looking for accounting support? **Not currently but could be something to explore in the future.**

Vendor #3

What percentage of the work does the agency anticipate being performed onsite versus virtually (e.g., Zoom, Teams, etc.)? **25% onsite and 75% virtually.**

What is the agency's management information system (MIS)? YARDI? **Yardi**

