

Chester Housing Authority

Additional questions for RFP for Remote Recertification for HCVP

1. Will it be acceptable to provide the hard copy files electronically? **Yes. Propose your alternate approach/methodology in your response.**
2. When do you anticipate the contract to start? **If responsive bid is received, anticipated to be approved at January 2025 board meeting. February/March prep and ramp up for transition. Please describe in your project schedule the steps and implementation timeline.**
3. Can you provide an anticipated annual recertification schedule by month? **Yes.** Average is approximately 106 per month
January 80
February 100
March 98
April 98
May 101
June 106
July 108
August 124
September 105
October 98
November 110
December 117
4. How many families within your PHA currently qualify for triennial recertifications? **In 2025 everyone will be fully certified and introduced to the remote recertification process. 144 households have no earned income.**
5. What percentage of your households are usually proposed for termination? **We have very few terminations. Most comply and are timely. 20% may need a reminder letter to get the information to you.**
6. Have the families conducted remote inspections before? **No.**
7. Is there an active backlog? **No.**
8. Is CHA currently conducting the AR process via mail and/or in-person appointments? **Very limited in person appointments/contact since Covid. Mail and email or drop off of info/documents at front desk.**
9. Are you open to implementing a secure tenant portal for the collection of documents from tenants? **Absolutely. Please describe website requirements for your portal in your response.**

1. Will re-certification packets be sent to the contractor complete or as it's received from the tenant? **It will be the contractor's responsibility to prepare recertification packets, issue to the participants, receive the information, follow up on missing information, process the recertification, send the notices of HAP Change to the participants, and submit a completed recertification packet to the CHA.**

2. Can postage and materials be billed at cost, or should it be included in the per recertification fee? **Include in your per recertification fee.**

3. If a tenant is nonresponsive, is it the contractor's responsibility to send termination notices or is the agency notified to handle?

The contractor will issue the warning letter of failure to respond or missing documents. If two warnings are ignored, the contractor will document the failure to respond (follow up letters in packet) and notify the CHA to issue the notice of termination.