

HARRIS COUNTY HOUSING AUTHORITY

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AMENDMENT OF SOLICITATION

AMENDMENT # 1

DATE: 11-17-22

ISSUED BY: Debra McCray, HCV Director

AMENDMENT TO SOLICITATION NUMBER: Request for Proposals
(RFP) # 22-08

Employment and Income Verification Services

THE DATE AND TIME SPECIFIED FOR RECEIPT OF PROPOSALS IS
UNCHANGED.

THE SOLICITATION MENTIONED ABOVE IS AMENDED AS SET FORTH
ABOVE AND BELOW. PROPOSERS MUST ACKNOWLEDGE RECEIPT OF
THIS AMENDMENT PRIOR TO THE HOUR AND DATE SPECIFIED FOR
RECEIPT OF PROPOSALS BY SIGNING THIS FORM BELOW.

ITEM 1: Responses to written question submitted in reference to RFP 22-08.

Question 1 – Is there currently a system or resource in place that HCHA is using for income verification? If so, does HCHA prefer the new provider of services to use this system or resource?

Response 1 - *Yes, HCHA currently has a resource in place. HCHA has not determined that the current resource must be used by the new provider.*

Question 2 - Are income verification services presently being performed by HCHA staff or a third-party provider?

Response – 2 *HCHA staff currently has access to conduct income verifications electronically.*

Question 3 - **Volume information for accurate staff sizing:** Would HCHA please provide the volumes for employment verification as follows:

- a. on a daily, weekly, and monthly basis.
- b. Are there peak periods (e.g., 80 percent of the work is done in January)?
- c. Please provide the historical average number of systems income verifications versus manual income verifications (where applicant may be working for a small employer and the employer would need to be located / contacted by the income verification service provider).
- d. HCHA indicates income verification requirements for government assisted families. What will be required of the services provider to perform income verification for this population, if at all? If required, will the services provider have access to state's systems?

- Response 3-** *a. Income verifications are completed daily. HCHA processes approximately 500 annuals per month and 150 interims per month. Income verifications are needed for both the head of household and every adult household member for each of these transactions.*
b. No, monthly annuals and interims are completed throughout the year.
c. Participants/applicants must provide their income information, such as employer, address and contact number to HCHA.
d. No, provider will not have access to HCHA's system.

Question 4 - **Manual Verification (ref. question 3c, above):** Our assumption is HCHA will require the services provider to locate an employer and manually verify income if the applicant / employer can't be located in online employment verification systems. Is this accurate?

- Response 4 -** *HCHA requires service provider to make income verification accessible immediately, at the time of the inquiry. How service provider provides that information would be dependent upon the service provider's resource(s) and terms of their agreement.*

Question 5 - **Transmission of Requests:** To appropriately estimate staffing requirements, we would need to understand how the services provider will receive requests for income verification.
a. Will requests be delivered by hand, email, electronically, or other?
b. Will requests be delivered in batches of a certain number, or one at a time as they are received by HCHA?

- Response 5 -** *a. HCHA prefers email or electronic retrieval.*
b. Requests will be sent to the service provider individually, as needed.

Question 6 - Does HCHA require income verification only at the time of application or is income verified on an ongoing basis (e.g., yearly)?

- Response 6 -** *HCHA requires income verifications on an ongoing basis.*

Question 7 - If income is verified for an applicant upon application, and the same applicant later submits an updated application, does HCHA require income verification for the updated application (assuming income / employer has not changed)? If so, if the services provider compensated for verification for the updated application?

- Response 7 -** *The income verification would be updated if the initial income verification is 60 days or older. The service provider would include their terms and pricing in the submission of the response for the RFP.*

Question 8 - Will HCHA consider extending the response due date to 12/16/2022 to allow for answers to questions to be fully considered in vendor responses?

Response 8 - *No, HCHA will not extend the due date of November 30, 2022, by 3:00 PM.*

Question 9 - Page 9 of the solicitation states that we are to include in our response, “Section VII: Questionnaire – Vendor must complete and return all answers to the questionnaire included in this RFP in the order in which they are listed.” Does this Questionnaire section refer to Attachment B: CIQ, or is there another questionnaire we should be completing and submitting with this response?

Response 9 - *Yes, this is in reference to the Conflict-of-Interest Questionnaire, FORM CIQ, Attachment B.*

Proposer/Respondent: _____
Name

Signature

Date: _____