RFP Frequently Asked Questions & Answers #1

**Timing:**

1. When does JAS expect to select a consultant?

A. JAS expects to select a consultant by April 13, 2018 and sign a contract shortly thereafter.

1. Is there a board meeting or other "hard stop" at the end of October, the stated deadline?
2. There is not a hard deadline at the end of October. The timeline can be adjusted within reason.

**Bidding:**

Q.  Would JAS be amenable to working with either a very large or very small firm for this project?

A.  Yes.  JAS will be reviewing the bids and bidders to make sure they have the ability to carry out the project—but will not rule out bidders based on size alone.

Q.  How much will prior experience with HUD funded projects count when evaluating bids?

A.  It will be one of many factors that is considered but having no such experience will not rule a bidder out.  We will consult with Enterprise to make sure that a submitted budget complies with the Consultant Guidance attached to the RFP.  If small changes are needed, we would communicate with the bidder to see if an amendment would solve any issues before ruling out a non-compliant bid.

**Property Level Data:**

1. What rental property data systems are used by Maloney and Wingate?

A. Maloney Properties uses Yardi. Wingate uses OneSite.

1. Are the management companies able and willing to run a reasonable amount of resident profile data that may be requested by the consultant (e.g., move-in date, age, HH composition)?

A. Yes. JAS has done some initial work with the management companies to get basic information in an excel format. In addition, some additional profile data could be requested.

1. Will the property management companies share Reasonable Accommodations policies, budgets and records of requests (and responses) for Reasonable Accommodations?

A. We believe this information will be available

1. Will they share turnover, eviction and late payment data?
2. Yes. We have some initial sharing of this information already.

**Resident Services Data:**

1. What service utilization data does JAS currently track, and with what system(s)?

A. The Community Coordinators currently track the number of residents they serve each month, the type of issue, referrals, estimated number of contacts and the outcome. This is tracked in an excel spreadsheet tool. The information for Rindge exists in a similar format for a couple of years. The information for the scattered site portfolio has been tracked in this format for several months. The Coordinators also track referrals for lease violations and outcomes, workshops/events held, the number attending, and the partner organizations. JAS is committed to implementing Salesforce. Implementation has started with the JAS Education & Training programs. The next priority will be Resident Services.

1. Will JAS provide a list of current partner organizations and the services they provide at the various properties?
2. Yes.

**Resident Interviews:**

1. Are resident incentives for survey participation anticipated by JAS, and if so, will these be covered by JAS or in the project budget?
2. Participation incentives cannot be covered by the Enterprise grant funds. JAS does anticipate that participation incentives may help increase responses. Please indicate in your proposal what types and amounts of incentives you believe would be helpful for JAS to consider funding.

**Stakeholder interviews:**

1. Will JAS identify and provide contact information for the stakeholders they wish to interview? Approximately how many will stakeholder interviews are expected?
2. Yes. Some initial work interviewing outside partners was completed last year. We expect that the interviews will mainly be with JAS real estate and resident service staff and property management staff. Approximately 4 meetings.

**Final report:**

1. Does JAS have in mind a certain scope/scale for a written final report?
2. JAS does not have a particular scale in mind. We are looking for a final written report that clearly lays out: how the assessment was conducted, the data with graphs that illustrate findings, conclusions and recommendations.