

Questions and Answers for Request for Qualifications 2013-01 Housing Counseling Agencies

Question 1:

For the Basic Counseling, will this be split as it is for Level 1 & 2 under NFMC or will an HCA be funded when all tasks are complete?

Answer:

HCAs will be paid upon the completion of specific tasks or “touches” throughout the process.

Question 2:

Will the Basic Counseling overlap with Round 7 of NFMC?

Answer:

While there may be some overlap of the two programs from a timing standpoint and clients may be funded from both programs, billing for the same service from both programs will be prohibited.

Question 3:

For the Extended Counseling, what are the milestones and what evidence will be required to document the milestone was reached?

Answer:

The specific milestones have not been finalized at this time and are not a required element necessary to respond to the RFQ to become an approved HCA for the foreclosure counseling program.

Question 4:

Will CounselorMax be changed to accommodate the new program?

Answer:

Need more information to respond.

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Question 5:

Will HCA's be provided Financial Management Education curriculum to choose from or will we be required to submit our current curriculum for approval

Answer:

If you are currently using a financial management education program, it can be submitted to FHFC for approval. Florida Housing expects to provide one or more recommendations for programs to be used. If you do not have a program in place, you will be required to obtain an approved program. Florida Housing is also contemplating whether it will be financially feasible to provide training for HCA's to support the provision of this education to homeowners.

Question 6:

Our agency would like clarification on whether the Financial Management Education must be done only by a Housing Counselor or if it can be done by the Agency's trained Administrative staff using the programs and materials approved by Florida Housing.

Answer:

The financial management education can be presented by a housing counselor or a staff member, as long as they demonstrate appropriate experience and ability in providing the training with the approved materials.

Question 7:

Has a fee structure been established for the program?

Answer:

A fee structure has not been finalized as Florida Housing continues to weigh all factors and receive input from stakeholders regarding the fees. The Request for Qualifications is meant to identify all eligible HCAs that can provide service under the FCP program. The fees will be finalized prior to contracts being issued to each HCA.

Question 8:

Would you please define "valid affidavit to demonstrate its status"?

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Answer:

An affidavit is a formal sworn statement of fact, signed by the person giving or making the affidavit (who is called the affiant or deponent) and witnessed by someone legally authorized to take oaths, such as a notary public.

Question 9:

Section 5 information to be provided states that we must limit our response to “one bound volume”. Please explain what amount of sentences this represents.

Answer:

This statement is not meant to regulate the actual length of the response to the Request for Qualifications only that it should be submitted in one volume (for each copy) that is bound.

Question 10:

Regarding budget for delivery of counseling services: Is there a formal budget we must submit that details types of counseling to be provided or simply complete section E delivery of counseling questions 1,2,& 3?

Answer:

No. Please complete Section E Delivery of counseling questions.

Question 11:

Please confirm that we are to complete and submit questions for Section 5 (a,b,c,d,e,f,g,h).

Answer:

The Offeror will determine the information that is to be included in their response to Florida Housing. Questions submitted in the response WILL NOT be answered.

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Question 12:

“Other language” requirement-does this reference all languages or lean towards Spanish?

Answer:

This language is designed to provide direction to HCAs that efforts must be made to accommodate applicants whose first language is not English. This can be done through qualified staff that are fluent in the specific language or through an interpreter service.

Question 13:

How do we go about getting approved and what do we need to provide to FL Housing regarding materials to be used in our Financial Management curriculum?

Answer:

Once you are approved to work in the program as an HCA, you can submit the name and a description of the program, how your agency implements it and some measures of how successful it has been in assisting clients. Florida Housing may ask our Contractor to evaluate the program, and Florida Housing may either approve the program or specify that a different program must be used. It is Florida Housing’s intent that training and technical assistance will be provided to participating HCAs that are required to use a program that is new to them.

Question 14:

The RFQ does not seem to limit the services to being performed by counseling staff located in FL. If the agency has counseling staff outside FL, will services performed by them for FL residents be covered by funding?

Answer:

Since telephone counseling is allowable, this would be acceptable as long as the same quality of service can be provided.

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Question 15:

Have there been any changes to the funding methodology previously published?

Answer:

No modifications have been made to the Request for Qualifications.

Question 16:

In the RFQ, there is no mention of collaborative applications being eligible for submission....would that be acceptable or are individual agency applications encouraged?

Answer:

The applicant must function as a nonprofit organization. The agency must submit evidence of nonprofit status as demonstrated by Section 501 c (3) of the Internal Revenue Code, and each organization in the collaborative must show that it is approved by HUD to provide services under this program. If a collaborative is able to meet this requirement, there would be nothing in the RFQ to prevent it.

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