

**Rental Assistance Program – Payment Processing Vendor Services**  
**Request for Proposals**  
**Questions and Answers (posted 7/3/2020)**

**How many weeks do you expect the agency to float before payment?**

PHDC will make payment on invoices within two weeks.

**What would the invoice process be?**

All invoice requests and payment processing will be done electronically. Invoices may be submitted as soon as PHDC makes a request to vendor for funds to be paid out to landlords

**I wanted to inquire of the name that will display on a rental payment for a direct deposit payment?**

This will be the name of the landlord, property manager, or their corporate entity as provided by PHDC.

**Good afternoon, if I never donated to politicians do I still need to complete that form?**

Yes, all disclosure forms are required.

**What is the estimated start date of the program?**

Phase 1 is already in operation. Phase 2 will start receiving applications on 7/6.

**What is the total dollar amount of the contract?**

Philadelphia is eligible for up to \$28.45M in funding for this program, and the vendor fee may not exceed 3% of funds processed.

**What is the source of these funds (Fed, State, City, Other)?**

Phase 1 is funded with Federal CARES funding through the City of Philadelphia. Phase 2 is funded with Federal CARES Act funding from the US Department of Treasury, issued to the Commonwealth of Pennsylvania, and then distributed to a designated organization in each county. PHDC is the designated recipient organization in Philadelphia.

**From the Overview, if the program is "expanded", is that a second concurrent program or a continuation of the first program?**

Phase 2 will be a new program based on requirements of the Commonwealth of PA and Pennsylvania Housing Finance Agency (PHFA).

**From Requested Services, the minimum is 500 payments per week, what is the maximum?**

Volume depends on the pace of applications received and processed.

**Do the landlords need to complete a minority owned business questionnaire for demographic tracking?**

No

**Does each landlord have a unique vendor ID?**

Yes

**From Requested Services, please specify the total # of landlords to be paid?**

Phase 1 can serve 4,000 tenants. We anticipate about 6,300 tenants may receive support

through Phase 2 of the program. Some of those tenants may have the same landlord, so we cannot accurately estimate the number of landlords at this time.

**How long from receipt of the landlord files until the 1st payment is expected?**

One week

**From Requested Services, how much time from when PHDC requests a payment until the payment must be made?**

Same as above. PHDC's method of requesting payment is through submission of the landlord files to vendor.

**From the Overview, is there one monthly payment of up to \$2500- or three-monthly payments not to exceed \$2500?**

Phase 1 allows for monthly payments of \$833.33, not to exceed \$2,500 over three months. Phase 2 allows for up to \$750 per month and not to exceed \$4,500 over six months.

**How often are landlord payments adjusted month to month per account?**

Very rarely, if ever.

**Will paper checks ever have to be issued?**

Generally all payments will be via ACH. However, please specify if you have the ability to cut a small number of checks if the need arises.

**Can you confirm that all landlord and payment information will be provided by CSV?**

We will provide you with access to our Quick Base database system, which will allow you to export files as a CSV if desired.

**Can the CSV file be provided in a specific format?**

See above

**Can you send a sample landlord vendor csv & payment csv file to review?**

Unfortunately no, because they contain personal information.

**How often is data to be uploaded to PHDC? And in what format do you need it?**

Within one week, uploaded into our Quick Base system.

**How frequent can we invoice PHDC for reimbursement? Weekly, monthly? What is the timing of reimbursement back to us?**

No more than weekly.

**Are payments expected to be rendered prior to contract conformance?**

No, we will not expect vendor to start performing services until there is an executed contract between vendor and PHDC.

**Define "short period" as referenced in floating funds?**

The period of float depends on vendor's ability to submit timely invoices to PHDC.

**Per the RFP, what happens if the \$500,000 needed to float on the contract is capped? What happens if this cap is exceeded?**

We will be able to advance a limited amount of funds that PHDC feels will be sufficient float. If that advance is exhausted then vendor will be required to utilize its own funds up to \$500,000.

If vendor is invoicing PHDC in a timely manner it may not be necessary for vendor to ever use its own funds.

**Can a cash advance be provided to minimize interest incurred while floating funds?**

Yes, see above.

**What federal, state, or local regulatory and audit requirements apply to the 3% fee?" and How is the selected applicant being required to justify or back up its costs that fall under the 3% fee if at all?**

Funding to pay for the 3% fee may be from Federal or City funds, in which case the vendor would have to provide information if an audit were performed.

***“Once payment has been made, vendors must provide us with the wire date associated with each landlord, which must include their unique record ID (provided by PHDC)”. Later in the RFP, it states: “PHDC requires landlords to sign an agreement, submit their ACH information, provide a W-9, and a voided check” For clarity, what is the expected breakdown of Wires vs ACH that you anticipate the chosen vendor to provide? All payments will be ACH.***