

**ACC Revision Draft Framework Power Point Presentation Q&As**

**1. Q: What is the intent of the ACC rewrite, risk or strictly compliance type focus?**

A: Compliance focus. The framework of the current ACC remains – PBCAs would have conduct all ACC tasks on 100% of the portfolio and conduct HAP contract business as they have in the past in terms of tasks. HUD is streamlining the structure so that the PBCAs and HUD field offices will be more focused on results rather than the process. In streamlining the performance process, the focus is on those activities that are most critical to the Department and to determine whether performance is in accordance with our requirements.

**2. Q. The power point presentation covers published policies, procedures and guidance, however, not all of the guidance has been published?**

A. The published procedures references current guidance including but not limited to the 4350.3, 4350.1, Section 8 Renewal Policy Guide and Contract Administration Guide. All of the existing guidance that is currently being used is still the point of reference.

**3. Q. In regard to the ACC/RFP process, will comments/recommendations submitted to the PBCA\_ACC\_Revisions mailbox during the draft ACC framework review period be posted/ shared?**

A. No. However, the questions regarding the draft framework will be posted to the Section 8 CA website in Q&A format.

**4. Q. Please explain the new ACC administrative fee structure.**

A. The breakdown for 100% administrative fees which the PBCA can earn is as follows:

The first functional areas, MORs, Rent Adjustments, Voucher Review and Payment, Contract Renewals, each of those receive 20%, since these four tasks entail the bulk of the activity the PBCA performs. The functional task, Tenant Concerns, receives 15% and the remaining three tasks, PHA Audit, Interest Earned Reporting and General Reporting receive a total of 5%.

**5. Q. Will Fair Market Rents (FMRs) remain the basis for the fee structure?**

A. Tentatively yes, the two-bedroom FMRs will be the basis for the bid fee structure pending approval by the FHA Commissioner and Secretary Donovan.

**6. Q. Will there be changes to the existing matrix which shows HUD and PBCA responsibilities?**

A. There will be no changes to the matrix. HUD and PBCA responsibilities will remain the same.

**7. Q. Will there be any consideration for the inclusion of incentive fees in the revised framework?**

A. No. Incentive fees will NOT be included in the revised ACC.

**8. Q. Will there be a more detailed revised ACC framework available than the existing power point presentation before the ACC re-bid in January 2010?**

A. The bulk of the ACC remains the same however we will provide a copy of the fully revised ACC. The majority of changes are in Exhibit A, Statement of Work which contains the fee structure and tasks. The revised ACC will be finalized before the Request for Proposal (RFP).

**9. Q. What is the status of the REAC follow-up as it is no longer shown as a separate task in the revised ACC? For EH&S items, it is unclear how this will be measured and whether the current process remains the same.**

A. The guidance for the REAC follow-up task already exists and is included in the Management and Occupancy Review (MOR) HUD-9834 requirements with the exception of follow-up to EH&S mitigation by the PBCAs. EH&S mitigation is not a performance criteria for PBCA administrative fees but is still a required activity of the PBCA.

**10. Q. Are the quarterly disincentives based on monthly earnings? Can the PBCA be penalized twice for the same mistakes – monthly and quarterly?**

A. Quarterly disincentives would be based on earnings for the quarter, the non-compliance activity occurring over the quarter in question and assessed at the end of the quarter. The PBCA will be penalized on any performance that does not meet the standard.

**11. Q. The draft ACC framework interpretation of when a task is complete is unclear, for example, for MORs and rent adjustments.**

A. To the extent the PBCA can meet the qualitative and quantitative standards, the tasks is complete. Additional details will be iterated in the Contract Administration Guidebook. For those issues outside the PBCAs control, HUD will not hold the PBCA accountable if the task cannot be completed.

**12. Q. What will be the reporting requirements for Task #8 as they are left open to interpretation?**

A. HUD is working on the reporting templates.

**13. Q. When will the revised Chapter 6 to HUD Handbook 4350.1 (pertaining to MORs) be coming out and will it be out after the contract re-bid has begun or later?**

A. Chapter 6 is currently going thru the clearance process now. There will be a 60 to 90 day review period before it is implemented. February 2010 is the tentative release date.

**14. Q. What is the status of the Error Tracking Log and what task will it fall under in the revised ACC?**

A. It is still in place. HUD is collecting data in the interim until such time that the new automated model is completed and published. The reporting of over/under payments for error tracking will be included in Task 3, Voucher Review and Payment. The reporting mechanism used will be detailed at a later date.

**15. Q. Is there a legal opinion for local housing authorities in the re-bidding process?**

A. There will no be preferential treatment and/or restrictions for local housing authorities. Any PHA as defined in the 1937 Housing Act may submit a proposal.

**16. Q. When will the draft revised ACC be released and will there be a comment period? When will the final ACC be issued?**

A. There is no release date at this time. However we are still on track for a tentative January 2010 release date, however a 30 day extension may be possible. The revised ACC has to go thru an internal HUD clearance process. Most of what is in the draft will not change and HUD will be fairly consistent in staying with this structure.

**Q. What is the web link to the IG Audit?**

A. The web link is - [www.hud.gov/offices/oig/reports/oiginter.cfm#2009](http://www.hud.gov/offices/oig/reports/oiginter.cfm#2009)

**17. A PBCA stated that they are currently required to submit all budget-based rent determinations for HUD project manager review if the per unit per annum (PUPA) exceeds the current HUD threshold of \$3,700. More often than not, the PUPA in a rent adjustment does exceed the current \$3,700 threshold; thus, a majority of budget-based rent adjustments are submitted to the HUD project manger for PUPA review. What is HUD's policy on this?**

A. The PUPA procedure cited is not a requirement under existing policy in the 4350.1. The intent of the revised ACC and field office monitoring will be to have a set structure to provide policy consistency. By using the same structure there will no longer be different standards to review tasks and measure performance.

**18. Q. What will be the fee cap in the RFP?**

A. The fee cap is 3% for all proposals. HUD will require a cost proposal to evaluate bid fees.

**19. What was the basis for determining 20% for the four tasks, MORs, Rent Adjustments, Voucher Review and Payment and Contract Renewals?**

A. In regards to the 20% fee allocation for the four tasks, HUD hired a private contractor who conducted a study on where the PBCA's are spending most of their time. The study showed that PBCAs were spending the majority of their time performing those four tasks.

**20. Q. What will the contract term be for the new ACC?**

A. At this time HUD does not have confirmation of the ACC contract term. We are proposing a five year term including option years. The HUD Secretary and FHA Commissioner must review and approve the proposal.

**21. Q. In terms of the cost proposal for a PHA who is not currently a PBCA, will they have to include a start-up budget and on-going related costs in their cost proposal under the RFP?**

A. No. The cost proposal will not include funding for start-up costs nor will a start-up budget be required by the PHA.

**22. Q. Once a PBCA is selected under the new RFP, what will be the responsibilities for the former PBCA and new PBCA during the "ramp-up" period?**

A. HUD will provide a 90-day "ramp-up" period to begin the workload transition. PBCAs will utilize transfer documents and checklists along with Readiness Checklists that were used previously for the PBCA program.

**23. Q. How much consideration will be made for PBCA past performance in the re-bid process?**

A. It is not decided at this time; however, we will have a customer service section in the RFP which will look to past performance.

**24. Q. Will "Notice of Corrective Actions", currently IBPS 7 be eliminated or will this be included within the new Task 3, Voucher Review and Payment?**

A. The "Notice of Corrective Actions" will not be eliminated, it included in Task #3, Voucher Review and Payment.

**25. Q. Is Special Claims part of Task 3, Voucher Review and Payment?**

A. Yes. Special Claims will be under Task 3.

**26. Q. Will the National Institute of Standards and Technology (NIST) be part of the new ACC and RFP?**

A. HUD will provide guidance articulating how the NIST will be incorporated into the new ACC and RFP.

**27. Is HUD intending to transfer the PRAC/PAC portfolio to PBCAs? If not, why?**

- A. Not at this time. The challenges of expansion are numerous including additional funding for increase in administrative fees, clarify authority to contract administration through direct authority in Section, modify and enhance multifamily information systems and address.

**Recommendations for the revised ACC can still be submitted to the mailbox at PBCA\_ACC\_Revisions @hud.gov. When submitting your concerns and issues, please include recommendations.**