

**WAGE CERTIFICATE**

**SUBJECT: BID NO.: IFB PMB-2014-38**

**DESCRIPTION OF PROJECT**

PROVISION OF TENANT RECERTIFICATION SERVICES UNDER THE FEDERAL LOW INCOME PUBLIC HOUSING PROGRAM ON THE ISLAND OF OAHU

Pursuant to Section 103-55, HRS, I hereby certify that if the awarded Contract is in excess of \$25,000.00, the services shall be performed under the following conditions:

1. The services shall be performed by employees at wages or salaries not less than wages or salaries paid to public officers and employees doing similar work.

2. The services shall be in compliance with all applicable laws of the Federal and State governments, relating to worker's compensation, unemployment compensation, payment of wages, and safety.

I understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wages required by Section 103-55, HRS.

BIDDER: \_\_\_\_\_

BY: \_\_\_\_\_  
*Signature of Person Authorized to Sign this Bid*

**Please Print**

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

IFB PMB-2014-38  
SEALED BID OFFER

Hawaii Public Housing Authority  
Contract and Procurement Office  
1002 North School Street, Bldg. D  
Honolulu, Hawaii 96817

Dear Procurement Officer:

The undersigned has carefully read and understands the terms and conditions specified in the Invitation for Bids, Specifications and the General Conditions by reference made a part of this Bid Offer and hereby submits the following offer to perform the work specified.

That the undersigned further understands and agrees that by submitting this Sealed Bid Offer, 1) it is declaring its Bid Offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) it is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Date: \_\_\_\_\_

Respectfully Submitted,

Telephone No.: \_\_\_\_\_

\_\_\_\_\_  
*Legal Name of Offeror*

Fax No.: \_\_\_\_\_

Payment address, if other than street address at right:

\_\_\_\_\_  
*Authorized Signature (Original)*

\_\_\_\_\_  
Hawaii General Excise Tax Lic. I.D. No.:

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
Social Security or Federal I.D. No.:

\_\_\_\_\_  
*Street Address*

\_\_\_\_\_  
*City, State, Zip Code*

Offeror is:     Individual     Partnership     Corporation     Joint Venture

State of Incorporation:     Hawaii    \* Other \_\_\_\_\_

\*If "other", is corporate seal available in Hawaii?     Yes     No

Bidders must complete the following items:

1. Provide the history of the bidder's experience in the provision of tenant recertification services of similar engagements in the United States. Include the number of years of experience: (Attach separate pages if necessary.)

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2. Provide the names and addresses of companies or government agencies in which the bidder has provided or is currently providing tenant recertification services as mentioned in Question 1 above along with the dates of services:

Firm or Agency	Contact Person	Telephone No.	Dates of Service

3. Insurance coverage to be provided by:

Insurance Type	Provider	Agent Name	Agent Phone No.
Commercial General Liability			
Automobile			
Workers Compensation			

Signature of Offeror \_\_\_\_\_

IFB PMB-2014-38  
 Bid Offer Form

**Offeror:** \_\_\_\_\_

Bidder shall provide a Bid Price Per Case for all case categories in the Initial 12-Month Period, Option Year 1 and Option Year 2. Bid Price Per case shall be the all-inclusive cost to the HPHA inclusive of all personnel, overhead costs, and applicable taxes for providing the services specified. The Bid Price Per Case for each case category shall be firm for the applicable duration of the contract period and shall be the actual rates charged to the HPHA for actual units of services rendered.

**Initial 12-Month Period:**

Case Category	Bid Price Per Case
9 - 12 Months	
13 - 23 Months	
24 - 36 Months	

**Total Unit Bid Price (Initial 12-Month Period):** \_\_\_\_\_

**Option Year 1:**

Case Category	Bid Price Per Case
9 - 12 Months	
13 - 23 Months	
24 - 36 Months	

**Total Unit Bid Price (Option Year 1):** \_\_\_\_\_

**Option Year 2:**

Case Category	Bid Price Per Case
9 - 12 Months	
13 - 23 Months	
24 - 36 Months	

**Total Unit Bid Price (Option Year 2):** \_\_\_\_\_

**Grand Total Bid Price (Initial 12-Month Period, Option Year 1, and Option Year 2):** \_\_\_\_\_

**Award shall be made to the responsive and responsible bidder with the lowest Grand Total Unit Bid Price, which is the sum of the Total Unit Bid Prices for the Initial 12-Month Period, Option Year 1, and Option Year 2.**



STATE OF HAWAII
CONTRACT FOR GOODS OR SERVICES
BASED UPON
COMPETITIVE SEALED BIDS

This Contract, executed on the respective dates indicated below, is effective as of
Hawaii Public Housing Authority
State of Hawaii ("STATE"), by its Procurement Officer
(hereafter also referred to as the HEAD OF THE PURCHASING AGENCY or designee ("HOPA")),
whose address is 1002 North School Street, Honolulu Hawaii 96817
("CONTRACTOR"), a
under the laws of the State of , whose business address and federal
and state taxpayer identification numbers are as follows:

RECITALS

- A. The STATE desires to retain and engage the CONTRACTOR to provide the goods or services, or both, described in this Contract and its attachments, and the CONTRACTOR is agreeable to providing said goods or services, or both.
B. The STATE has issued an invitation for competitive sealed bids, and has received and reviewed bids submitted in response to the invitation.
C. The solicitation for bids and the selection of the CONTRACTOR were made in accordance with section 103D-302, Hawaii Revised Statutes ("HRS"), Hawaii Administrative Rules, Title 3, Department of Accounting and General Services, Subtitle 11 ("HAR"), Chapter 122, Subchapter 5, and applicable procedures established by the appropriate Chief Procurement Officer ("CPO").
D. The CONTRACTOR has been identified as the lowest responsible and responsive bidder whose bid meets the requirements and criteria set forth in the invitation.
E. Pursuant to Section 356D-4, HRS, the STATE is authorized to enter into this Contract.
F. Money is available to fund this Contract pursuant to:
(1) Identify state sources
or (2) Identify federal sources
or both, in the following amounts: State \$
Federal \$

NOW, THEREFORE, in consideration of the promises contained in this Contract, the STATE and the CONTRACTOR agree as follows:

- 1. Scope of Services. The CONTRACTOR shall, in a proper and satisfactory manner as determined by the STATE, provide all the goods or services, or both, set forth in the Invitation for Bids number PMB-2014-38 ("IFB") and the CONTRACTOR'S accepted bid ("Bid"), both of which, even if not physically attached to this Contract, are made a part of this Contract.
2. Compensation. The CONTRACTOR shall be compensated for goods supplied or services performed, or both, under this Contract in a total amount not to exceed

DOLLARS

(\$ \_\_\_\_\_), including approved costs incurred and taxes, at the time and in the manner set forth in the IFB and CONTRACTOR'S Bid.

3. Time of Performance. The services or goods required of the CONTRACTOR under this Contract shall be performed and completed in accordance with the Time of Performance set forth in Attachment-S3, which is made a part of this Contract.

4. Bonds. The CONTRACTOR  is required to provide or  is not required to provide:  a performance bond,  a payment bond,  a performance and payment bond in the amount of \_\_\_\_\_ DOLLARS (\$ \_\_\_\_\_).

5. Standards of Conduct Declaration. The Standards of Conduct Declaration of the CONTRACTOR is attached to and made a part of this Contract.

6. Other Terms and Conditions. The General Conditions and any Special Conditions are attached to and made a part of this Contract. In the event of a conflict between the General Conditions and the Special Conditions, the Special Conditions shall control. In the event of a conflict among the documents, the order of precedence shall be as follows: (1) this Contract, including all attachments and addenda; (2) the IFB, including all attachments and addenda; and (3) the CONTRACTOR'S Bid.

7. Liquidated Damages. Liquidated damages shall be assessed in the amount of N/A \_\_\_\_\_ DOLLARS (\$ N/A \_\_\_\_\_) per day, in accordance with the terms of paragraph 9 of the General Conditions.

8. Notices. Any written notice required to be given by a party to this Contract shall be (a) delivered personally, or (b) sent by United States first class mail, postage prepaid. Notice to the STATE shall be sent to the HOPA'S address indicated in the Contract. Notice to the CONTRACTOR shall be sent to the CONTRACTOR'S address indicated in the Contract. A notice shall be deemed to have been received three (3) days after mailing or at the time of actual receipt, whichever is earlier. The CONTRACTOR is responsible for notifying the STATE in writing of any change of address.

IN VIEW OF THE ABOVE, the parties execute this Contract by their signatures, on the dates below, to be effective as of the date first above written.

**STATE**

\_\_\_\_\_  
*(Signature)*

Rick T. Sogawa

\_\_\_\_\_  
*(Print Name)*

Procurement Officer

\_\_\_\_\_  
*(Print Title)*

\_\_\_\_\_  
*(Date)*

**CONTRACTOR**

\_\_\_\_\_  
*(Name of Contractor)*

\_\_\_\_\_  
*(Signature)*

\_\_\_\_\_  
*(Print Name)*

\_\_\_\_\_  
*(Print Title)*

\_\_\_\_\_  
*(Date)*

**CORPORATE SEAL**  
(If available)

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Deputy Attorney General

\* Evidence of authority of the CONTRACTOR'S representative to sign this Contract for the CONTRACTOR must be attached.



STATE OF HAWAII

CONTRACTOR'S ACKNOWLEDGMENT

STATE OF \_\_\_\_\_ )  
 ) SS.  
\_\_\_\_\_ COUNTY OF \_\_\_\_\_ )

On this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ before me appeared \_\_\_\_\_ and \_\_\_\_\_, to me known, to be the person(s) described in and, who, being by me duly sworn, did say that he/she/they is/are \_\_\_\_\_ and \_\_\_\_\_ of \_\_\_\_\_, the CONTRACTOR named in the foregoing instrument, and that he/she/they is/are authorized to sign said instrument on behalf of the CONTRACTOR, and acknowledges that he/she/they executed said instrument as the free act and deed of the CONTRACTOR.

(Notary Stamp or Seal)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

Notary Public, State of \_\_\_\_\_

My commission expires: \_\_\_\_\_

Doc. Date: \_\_\_\_\_ # Pages: \_\_\_\_\_

Notary Name: \_\_\_\_\_ Circuit

Doc. Description: Contract for Goods and Services Based Upon  
Competitive Sealed Bids

(Notary Stamp or Seal)

\_\_\_\_\_  
Notary Signature Date

NOTARY CERTIFICATION



**STATE OF HAWAII**

**CONTRACTOR'S**

**STANDARDS OF CONDUCT DECLARATION**

For the purposes of this declaration:

"Agency" means and includes the State, the legislature and its committees, all executive departments, boards, commissions, committees, bureaus, offices; and all independent commissions and other establishments of the state government but excluding the courts.

"Controlling interest" means an interest in a business or other undertaking which is sufficient in fact to control, whether the interest is greater or less than fifty per cent (50%).

"Employee" means any nominated, appointed, or elected officer or employee of the State, including members of boards, commissions, and committees, and employees under contract to the State or of the constitutional convention, but excluding legislators, delegates to the constitutional convention, justices, and judges. (Section 84-3, HRS).

On behalf of \_\_\_\_\_, CONTRACTOR, the undersigned does declare as follows:

1. CONTRACTOR  is  is not a legislator or an employee or a business in which a legislator or an employee has a controlling interest. (Section 84-15(a), HRS).
2. CONTRACTOR has not been represented or assisted personally in the matter by an individual who has been an employee of the agency awarding this Contract within the preceding two years and who participated while so employed in the matter with which the Contract is directly concerned. (Section 84-15(b), HRS).
3. CONTRACTOR has not been assisted or represented by a legislator or employee for a fee or other compensation to obtain this Contract and will not be assisted or represented by a legislator or employee for a fee or other compensation in the performance of this Contract, if the legislator or employee had been involved in the development or award of the Contract. (Section 84-14 (d), HRS).
4. CONTRACTOR has not been represented on matters related to this Contract, for a fee or other consideration by an individual who, within the past twelve (12) months, has been an agency employee, or in the case of the Legislature, a legislator, and participated while an employee or legislator on matters related to this Contract. (Sections 84-18(b) and (c), HRS).

CONTRACTOR understands that the Contract to which this document is attached is voidable on behalf of the STATE if this Contract was entered into in violation of any provision of chapter 84, Hawaii Revised Statutes, commonly referred to as the Code of Ethics, including the provisions which are the source of the declarations above. Additionally, any fee, compensation, gift, or profit received by any person as a result of a violation of the Code of Ethics may be recovered by the STATE.

\* Reminder to Agency: If the "is" block is checked and if the Contract involves goods or services of a value in excess of \$10,000, the Contract must be awarded by competitive sealed bidding under section 103D-302, HRS, or a competitive sealed proposal under section 103D-303, HRS. Otherwise, the Agency may not award the Contract unless it posts a notice of its intent to award it and files a copy of the notice with the State Ethics Commission. (Section 84-15(a), HRS).

**CONTRACTOR**

By \_\_\_\_\_  
(Signature)  
 Print Name \_\_\_\_\_  
 Print Title \_\_\_\_\_  
 Name of Contractor \_\_\_\_\_  
 Date \_\_\_\_\_



**STATE OF HAWAII**  
**SCOPE OF SERVICES**

CONTRACTOR: \_\_\_\_\_

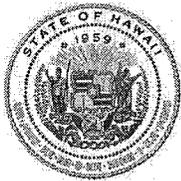
1. It is understood and agreed that the following documents, and any amendments or addenda thereto, comprise the Contract between the parties and are fully a part of this Contract governing the work to be performed by the CONTRACTOR for the provision of tenant recertification services: (1) Contract for Goods and Services including the Contractor's Acknowledgement, Contractor's Standard of Conduct Declaration, Attachments S1, S2, S3, S4, and S5; (2) General Conditions, AG-008 103D General Conditions; (3) General Conditions for Non-Construction Contracts, Form HUD-5370-C; (4) Invitation for Bids (IFB) number PMB-2014-38 and all addenda; (5) CONTRACTOR's accepted bid offer dated \_\_\_\_\_. These documents are collectively referred to as the "Contract Documents".
2. The CONTRACTOR shall, in a satisfactory and proper manner as determined by the STATE, and in strict accordance with the Contract Documents provide tenant recertification services to the Hawaii Public Housing Authority (HPHA).
3. The CONTRACTOR shall furnish, in accordance with the Contract Documents, all labor and other means necessary to provide tenant recertification services as described in IFB No. PMB-2014-38 and the CONTRACTOR's accepted bid offer. If there is a conflict between the CONTRACTOR'S accepted bid offer and this Contract, the Contract shall prevail.
4. Tenant recertification cases to be assigned to the CONTRACTOR may include current recertification cases, between 9 to 12 months since the last completed annual recertification on file, or delinquent recertification cases, which are classified as 13 to 23 months and 24 to 36 months beyond the last completed annual recertification on file. In addition to the processing the required annual recertification(s), interim recertification(s) are also required if the tenant incurred loss of income within each of the 12 month anniversary period.

Below are the estimated number of recertification(s) required for each case within each case category (9-12 Months, 13-23 Months, and 24-36 Months) to bring each case current and the maximum time frame requirement to complete the recertification(s) for each case within each category:

Description	9-12 Months	13-23 Months	24-36 Months
Estimated Number of Required Recertification(s) for Each Case	1	2	3
Max. Time Frame to Complete Each Case	4 weeks	8 weeks	12 weeks

The CONTRACTOR shall provide tenant recertification services, including without limitation:

- A. Perform tenant recertification services at the designated HPHA Asset Management Project (AMP) management office location(s) specific to the case assignments received from the HPHA. Service locations may be at any of the AMP locations listed below:



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AMP No.	Project Name	Office Address	City
30	Puuwai Momi	99-132 Kohomua Street	Aiea
31	Kalihi Valley Homes	2250 Kalena Drive	Honolulu
32	Mayor Wright Homes	521 North Kukui Street	Honolulu
33	Kamehameha Homes	1541 Haka Drive	Honolulu
34	Kalakaua Homes	1545 Kalakaua Ave.	Honolulu
35	Kalanihuia	1220 Aala Street	Honolulu

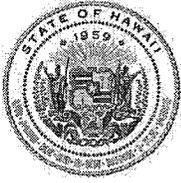
The HPHA shall provide the case assignments and specific AMP locations to the CONTRACTOR with two (2) weeks advance notice prior to commencement of work at the designated HPHA AMP management office location(s). Business hours are from 7:45am to 4:30pm Monday through Friday, excluding State holidays.

See attached and incorporated Exhibit A for holidays observed by the Hawaii State Government.

The CONTRACTOR shall manage staff time/schedule necessary to complete the specified services within the allowable timeframe for each case category. The CONTRACTOR's staff business hours may be revised with the prior approval of the HPHA. Weekend work shall be conducted only as necessary and upon approval of the HPHA. The HPHA is not responsible for and shall not pay overtime required to meet timelines.

**B. Conduct Case Review and Preparation:**

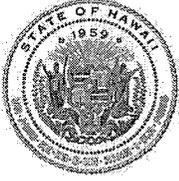
- 1). Review each tenant recertification case and determine the number recertification(s) necessary to bring the case current.
  - a. The number of recertifications required for each case is dependent on the number of months the case is past due and if the tenant had loss of income within each of the 12 month anniversary period.
  - b. An annual recertification is required and shall be completed for each of the tenant's recertification anniversary date.
  - c. An interim recertification is required if the tenant's income decreased within a 12-month anniversary period.
  - d. Interim and annual recertifications shall be completed in chronological order with the most recent recertification being the last recertification to be completed.
  - e. For example, if a case is 24 months delinquent, recertification processing is required for the first 12-month anniversary period and a second recertification



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processing is required for the second 12-month anniversary period for a total of 2 annual recertifications. If the tenant had a loss of income during the second 12-month anniversary period, then an interim recertification is required to be processed prior to the completion of the second annual recertification.

- 2). Determine the need for an interpreter:
  - a. Review Form DHS-5000 to determine the need for an interpreter.
  - b. Arrange for interpreter services, if necessary, for the face-to-face interview appointment. The HPHA has an established language assess contract with Language Access Line. Interpreter services will be at no cost to the CONTRACTOR.
- 3). State Benefits System (HAWI) report review:
  - a. HAWI report shall be conducted and reviewed prior to the face-to-face interview for the head of household.
  - b. HAWI report shall be obtained by the CONTRACTOR as deemed appropriate by the HPHA or provided by the HPHA upon request of the CONTRACTOR.
  - c. The CONTRACTOR shall give the HPHA a minimum of 24 hours advance notice to generate/obtain the HAWI report for the CONTRACTOR. Information to be provided shall include: tenant name, gender, date of birth and social security number.
- 4). Household income verification:
  - a. Verification of household income shall be conducted and reviewed prior to the face-to-face interview of each family member age 18 years or older.
  - b. Household income shall be verified using the HUD Enterprise Income Verification (EIV) system, Upfront Income Verification (UIV) system and Departmental public assistance offices, employer reports, tax returns, etc. for all.
  - c. Verification using the EIV shall be obtained by the CONTRACTOR as deemed appropriate by the HPHA or provided by the HPHA upon request of the CONTRACTOR.
  - d. The CONTRACTOR shall give the HPHA a minimum of 24 hours advance notice to generate/obtain the EIV report for the CONTRACTOR. Information to be provided shall include: tenant name, gender, date of birth and social security number of each family member age 18 years or older.



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- 5). Criminal background check:
  - a. A criminal background check shall be conducted and reviewed prior to the face-to-face interview of each family member age 18 years or older.
  - b. The HPHA shall provide the criminal background check to the CONTRACTOR.
  - c. The CONTRACTOR shall give the HPHA a minimum of 24 hours advance notice for criminal background checks. Information to be provided shall include: tenant name, gender, date of birth and social security number of each family member age 18 years or older.
  - d. The CONTRACTOR shall notate in the tenant file if there are criminal records or no criminal records. The criminal background check document(s) shall not be included in the tenant file.
  
- C. Schedule, generate and mail appointment letter(s) to tenants requiring face-to-face interview and recertification processing:
  - 1). First Appointment Letter:
    - a. Standard form letter shall be generated using the HPHA Emphasys Elite System ("Elite").
    - b. Include the necessary number of Family Update Forms with the letter for mail out. One Family Update Form is required for each recertification period.
    - c. The CONTRACTOR shall ensure that all family members age 18 years or older are present at the time of the face-to-face interview.
  - 2). Second Appointment Letter:
    - a. If the tenant fails to appear on the scheduled appointment date for the face-to-face interview, a second appointment letter shall be sent.
    - b. Standard form letter shall be generated using Elite.
  - 3). Notice of Violation of Rental Agreement:
    - a. If the tenant fails to appear on the second appointment date for the face-to-face interview, a notice of violation of rental agreement shall be sent to the tenant.
    - b. Standard form letter shall be generated using Elite.



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- c. The CONTRACTOR shall prepare the notice of violation of rental agreement for the Asset Management Project (AMP) Manager's signature.
- 4). Postage and envelopes will be supplied by the HPHA.
- D. Conduct face-to-face recertification interview and gather documents:
  - 1). Interview and gather statements, facts and information received from the family with regard to income (past, present, anticipated), composition and needs to determine the family's countable income, eligibility, rent and unit size.
  - 2). Review "Family Update Form" for family composition, income, assets, etc.
    - a. Review all forms submitted, assist with completion of the forms if necessary.
    - b. All forms must be completed, signed and dated.
    - c. Compare the form with the last interim/annual recertification on file to check for any changes which may have taken place. Actions required for changes of income reported within the 12-month annual recertification period shall be as follows:
      - (1) Decreased or loss of income – process interim recertification for the tenant prior to completing the annual certification for the 12-month annual recertification period.
      - (2) Increased income – interim recertification is not required, but increase income shall be notated in the tenant file.
  - 3). Review and confirm Community Service Requirement.
    - a. Family members age 18 years or older must provide third party documentation of fulfilling the Community Service Requirement or indicate exempt status.
  - 4). Interpret and explain policies and procedures regarding requirements for continued occupancy to residents.
  - 5). Obtain tenant signature on supplemental rental agreement.
- E. Post-interview follow-up.
  - 1). Third-party verification.
    - a. All circumstances and documentations self-certified or provided by a non-third party must be verified through Third Party Verification. This includes, but not limited to all forms of income, full time student status for students 18 years or



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older, child care and/or medical expenses, and assets. Third-party verification shall adhere to the HUD guidance in relation to all tenant employment and income information in accordance with 24 CFR §5.233, and HUD administrative guidance.

- b. Employment verification may be verified through the Work Number Website. The HPHA will provide user ID and access to the CONTRACTOR.
  - c. Asset Verification Form and Employer Verification Form to be provided by the HPHA.
  - d. Mail third party verification forms/letters necessary to validate the circumstances. Postage and mailing envelopes provided by the HPHA.
- 2). Once all documentation has been obtained and verified, evaluate the family's income, assets and composition to determine eligibility, deductions/allowances and tenant rent amount. Allow the family to choose Flat Rent or Formula Based Rent.
- 3). Document methods of calculation and the reason(s) for actions taken.
- 4). Receive and respond to telephone inquiries made by tenants who have been interviewed.
- 5). Receive and respond to tenants walk-ins by tenants who have been interviewed.
- F. Emphasys Elite System data entry and submission.
- 1). The HPHA may provide a one-time training for data entry into the Elite System upon request of the CONTRACTOR. Should there be personnel turnovers during the term of the contract period; the CONTRACTOR shall be responsible to provide training to all new staff assigned to provide tenant recertification services.
  - 2). For interim and annual recertification(s) that are between 9 months to 12 months:
    - a. Enter all information accurately from the Form HUD-50058 into Elite and certify the recertification in Elite for upload.
    - b. The HPHA shall upload the certified recertification data into the HUD Public and Indian Housing Information Center database.
    - c. The CONTRACTOR shall be responsible for correcting errors generated from the data upload.
  - 3). For interim and recertification(s) that are between 13 months to 23 months past due:



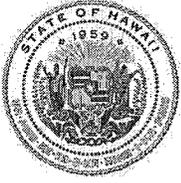
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- a. Enter all information accurately from the Form HUD-50058 into Elite and certify the recertification in Elite for upload.
  - b. The HPHA shall upload the certified recertification data into the HUD Public and Indian Housing Information Center database.
  - c. The CONTRACTOR shall be responsible for correcting errors generated from the data upload.
- 4). For interim and recertification(s) that are 24 months to 36 months past due:
- a. Enter all information accurately from the Form HUD-50058 into Elite for each 12 month period. Do not certify the data for upload.
  - b. Print and file the Form HUD-50058 in the tenant file.
- G. Tenant notification and close-out.
- 1). Print notification of eligibility determination letter generated from Elite.
  - 2). Send eligibility determination letter and fully signed supplemental rental agreement to tenant. Postage and envelopes to be provided by the HPHA.
  - 3). Adjust tenant account in Elite for credit due if rent was overpaid by the tenant.
  - 4). Determine whether retroactive rent is to be charged and document on file that retroactive rent is not chargeable to the tenant due to late recertification as a result of staff shortage.
  - 5). Determine whether a case should be processed for suspected fraud based on the verified information from sources such as the HUD EIV system, UIV non-HUD system, Departmental public assistance offices, employer reports, tax returns, etc. Prepare and forward a written report of facts accompanied by supporting documents and/or computations to the applicable AMP Manager for action.
  - 6). Monitor and respond to tenant recertification inquires as necessary.
  - 7). Maintain hard copy files and interfile the documents in the existing applicable tenant files located at the AMP management office. Documents shall be filed in accordance with instructions provided in the HPHA checklist.
- H. The CONTRACTOR shall:
- 1). Dedicate one (1) project coordinator for the resulting contract. The project coordinator shall:



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- a. Serve as the main contact for the HPHA;
  - b. Supervise all of the CONTRACTOR's personnel assigned to the resulting contract; and
  - c. Provide training to the CONTRACTOR's personnel should there be personnel turnover during the term of the contract period.
- 2). Agrees to remove all personnel assigned to this project if arrested for any major crime or felony, pending final resolution of the investigation. The HPHA has final authority to allow the individual to perform the services pending investigation, resolution or conviction. The resulting conviction will disqualify the individual from performing work in any capacity of this project.
  - 3). Inform the HPHA of all personnel assigned to this project who is a registered sex offender.
  - 4). Ensure that all personnel assigned to this project has not been convicted of selling, dealing, or using controlled substances, such as methamphetamine in or around any state or federal public housing under the jurisdiction of the HPHA.
  - 5). Ensure that all personnel meet the minimum qualifications, including licensing and experience requirements as appropriate.
  - 6). Maintain and implement a plan to ensure minimal disruption of services due to staff turnovers, vacancies, vacation, or other personnel changes.
  - 7). Be solely responsible for the behavior and conduct of their employees or agents on the HPHA property and shall instruct personnel to fully cooperate with the Contract Administrator.
  - 8). Agree to remove employee(s) from providing services to the HPHA upon written request by the Contract Administrator.
- I. The CONTRACTOR shall provide the following deliverables to the HPHA:
- 1). Timely completion of required interim and or annual recertification(s) for all cases assigned.
  - 2). Documentation of all recertifications that were processed and filed in the existing tenant files in accordance with the HPHA checklist.
  - 3). Summary report of possible fraud cases referred to the AMP Manager. Report to include tenant head of household name, social security number, and unit ID.



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**SCOPE OF SERVICES**

J. Quality Control.

- 1). The HPHA or HPHA designee shall review, at minimum, 10 percent (10%) of the recertifications completed by the CONTRACTOR for quality control purposes.
- 2). The CONTRACTOR shall take appropriate corrective actions to rectify performance and recertification issues.
  - a. Performance issues requiring the CONTRACTOR's action shall be implemented and rectified within four (4) working days of receipt of notification issued by the HPHA.
  - b. Recertification issues requiring tenant responses shall be initiated within four (4) working days of receipt of notification issued by the HPHA.
  - c. All corrective actions taken are at the sole expense of the CONTRACTOR. Services provided for correction actions taken are not billable to the HPHA.

K. Standard of Conduct.

The CONTRACTOR's personnel shall maintain professional working relationships with various private and government agencies and entities to obtain information and services necessary to assist families.

L. Confidentiality of Information.

The CONTRACTOR shall ensure the confidentiality of all information, documents, or materials viewed, discussed or provided to personnel concerning the public housing tenants/residents. The CONTRACTOR's personnel shall not provide confidential information to the tenants and the general public without expressed written consent of the HPHA.

**Years 2014 and 2015**

**www.dhrd.hawaii.gov**

**Holidays to be observed by the  
HAWAII STATE GOVERNMENT**

Website where State Holiday Schedule posted

**Year 2014 HAWAII STATE HOLIDAYS**

<u>(Hawaii Rev. Statutes, Sec. 8-1)</u>	<u>Day Observed in 2014</u>	<u>Official Date Designated in Statute/Constitution</u>
New Year's Day.....	Jan. 1 Wednesday.....	The first day in January
Dr. Martin Luther King, Jr. Day.....	Jan. 20 Monday.....	The third Monday in January
Presidents' Day.....	Feb. 17 Monday.....	The third Monday in February
Prince Jonah Kuhio Kalaniana'ole Day.....	Mar. 26 Wednesday.....	The twenty-sixth day in March
Good Friday.....	April 18 Friday.....	The Friday preceding Easter Sunday
Memorial Day.....	May 26 Monday.....	The last Monday in May
King Kamehameha I Day.....	June 11 Wednesday.....	The eleventh day in June
Independence Day.....	July 4 Friday.....	The fourth day in July
Statehood Day.....	Aug. 15 Friday.....	The third Friday in August
Labor Day.....	Sept. 1 Monday.....	The first Monday in September
General Election Day.....	Nov. 4 Tuesday.....	The first Tuesday in Nov. following the first Monday of even-numbered years. (Hawaii State Constitution, Article 2 – Section 8)
Veterans' Day.....	Nov. 11 Tuesday.....	The eleventh day in November
Thanksgiving.....	Nov. 27 Thursday.....	The fourth Thursday in November
Christmas.....	Dec. 25 Thursday.....	The twenty-fifth day in December

**Year 2015 HAWAII STATE HOLIDAYS**

<u>(Hawaii Rev. Statutes, Sec. 8-1)</u>	<u>Day Observed in 2015</u>	<u>Official Date Designated in Statute/Constitution</u>
New Year's Day.....	Jan. 1 Thursday.....	The first day in January
Dr. Martin Luther King, Jr. Day.....	Jan. 19 Monday.....	The third Monday in January
Presidents' Day.....	Feb. 16 Monday.....	The third Monday in February
Prince Jonah Kuhio Kalaniana'ole Day.....	Mar. 26 Thursday.....	The twenty-sixth day in March
Good Friday.....	April 3 Friday.....	The Friday preceding Easter Sunday
Memorial Day.....	May 25 Monday.....	The last Monday in May
King Kamehameha I Day.....	June 11 Thursday.....	The eleventh day in June
Independence Day.....	July 3 Friday.....	The fourth day in July
Statehood Day.....	Aug. 21 Friday.....	The third Friday in August
Labor Day.....	Sept. 7 Monday.....	The first Monday in September
Veterans' Day.....	Nov. 11 Wednesday.....	The eleventh day in November
Thanksgiving.....	Nov. 26 Thursday.....	The fourth Thursday in November
Christmas.....	Dec. 25 Friday.....	The twenty-fifth day in December

**FOOTNOTES:** For use solely by State government agencies. Federal government and local banking holidays may differ. For State agencies that operate on other than Monday-Friday 7:45 AM to 4:30 PM schedules, also refer to appropriate collective bargaining agreements. Created by the Department of Human Resources Development 12/16/2013; subject to change.