1) **Proposal Page Limits**: Page 4 of the Request for Proposals (RFP) provides a list of documents that are required to be submitted in the proposal. Are the page limits (listed for the Project Narrative and Budget Narrative) “hard stops”?
   A. Yes. Responses will not be reviewed beyond the applicable page limits.

2) **Project Budget**: Should Project Budgets include the costs of voucher payments to vendors (i.e., rental assistance paid to landlords)?
   A. No. Project Budgets should include only the costs associated with processing vouchers per the Scope of Work (page 5).

3) **Project Budget**: Should Project Budgets be based on a flat fee or unit cost?
   A. Applicants should respond with reasonable budgeted activities that are responsive to the Scope of Work. Per the Evaluation Criteria (page 7), project budgets must be cost effective (i.e., reasonable, well-supported, justified, etc.). The County will consider all proposals that meet Threshold Criteria (page 7).

4) **Vendors**: The RFP (page 2) indicates that, annually, the selected contractor will process approximately 4,000 vouchers and make payments to vendors. Approximately how many vendors are anticipated?
   A. Approximately 600 – 700 vendors are anticipated.

5) **Vendor Information**: Will current vendor information be provided to the selected contractor?
   A. The County will communicate with current vendors at the start of the project to facilitate providing accounts payable and tax identification information to the selected contractor.

6) **Vouchers**: The RFP (page 2) indicates that “[v]ouchers will consist primarily of rental assistance vouchers.” Do you anticipate that voucher payments will be made for other types of assistance?
   A. While it is anticipated that vouchers will be primarily for rental assistance, other assistance may include, but is not limited to, one-time security deposit assistance, utility assistance, and other assistance to meet the basic needs of eligible persons in Snohomish County.

7) **Processing Vouchers**: How much time do you anticipate it will take to process one (1) voucher?
   A. It is anticipated that each voucher will require 15 – 30 minutes to process.

8) **Processing Vouchers**: Is the voucher process for payment subject to investigation and validation before payment processing? If so, who is responsible for that process or is it included?
   A. Vouchers will be issued by Snohomish County staff on behalf of eligible clients – eligibility is vetted prior to issuing the vouchers. It is expected that the selected contractor will review the vouchers for
completeness and accuracy. Vouchers with incorrect information must be returned to the Human Services Department (HSD) program staff and not processed.

9) **Receiving and Reviewing Vouchers:** The Scope of Work (page 5) indicates under item 1) that the contractor will “[r]eceive vouchers from authorized HSD program staff.” How will vouchers be transmitted from authorized HSD program staff to the selected contractor?

   A. It is anticipated that HSD program staff will scan vouchers to a shared site that is accessible by both the selected contractor and HSD program staff. It is not anticipated that the selected contractor will receive hard copies of the vouchers.

10) **Contractor Payments by the County:** What is the frequency with which the selected contractor will be required to request payment from the County for services provided and how often will the selected contractor receive payment from the County?

   A. The selected contractor and the County will enter into a contract that will include, but is not limited to, Basic Terms and Conditions and a Business Associate Agreement; samples of these documents can be found on the County website [here](#). Per the Basic Terms and Conditions, Reimbursement Procedures, Section XXXI.B, “[t]he Agency will submit monthly written claims for reimbursement for services rendered under any Contract by the tenth calendar day of the month following the month services were provided.” Standard payments to agencies require an estimated three (3) weeks lead time. However, these terms are negotiable for voucher processing services.

11) **Contractor Payments by the County:** In what format will the selected contractor be required to make requests for payment from the County for services provided?

   A. The selected contractor will be required to request payment via a standard County invoice form.

12) **Voucher Format:** Can you provide a sample of the format for a Snohomish County Voucher Identification Number and whether it is alpha-numeric or numeric?

   A. Currently our vouchers are alpha-numeric AND numeric. An example of an alphanumeric voucher would be: LEESW-000001. An example of a numeric voucher is: 300625

13) **Snohomish County Program Numbers:** Can you provide a sample of the format for a Snohomish County Program Number and whether it is alpha-numeric or numeric?

   A. Program codes (account codes) are numeric. For example: 124-504044624502

14) **County/Vendor systems:** Are we recording voucher information in a county database or are we allowed to maintain the information in our ProVantage software?

   A. We anticipate some sort of sharepoint site, whereby the successful applicant will be able to download vouchers for payment via a script (Excel), as well as be able to view scanned copies of the original vouchers. Payment of vouchers would be recorded in a vendor’s system, but the County would need some way of reconciling what the vendor paid vs what had been included in our payment script.

15) **Average Voucher Amount:** What is the average amount of a voucher under this program?
A. It varies. For general client support one voucher is generally between $35-$200. For rent one voucher averages between $450-$700. Some client rent vouchers are higher.

16) **Contractor Payment for Services:** Is the contractor fronting the money for the payment of the vouchers themselves and then being reimbursed monthly in addition to our invoices for labor or is the county providing the voucher money to the contractor upfront and then we refund monies unspent and bill only for our time each month?

   A. We have not decided either way for this RFP. We are interested in what our responders propose; whether they propose a working capital advance, or propose to be reimbursed, and how often to be reimbursed.

17) **Current Co. FTE Estimate:** Approximately how many FTEs does the County use to process vouchers?

   A. We estimate we use approximately 0.750 FTE to process these vouchers.

18) **Number of Units:** How many units in each property?

   A. It varies. Some are single units, others might be multiple units.

19) **Type of program:** Is this section 8?

   A. No, there are multiple programs, but none are section 8.

20) **Software Access:** What software access will you be providing us?

   A. We will likely have a sharepoint site available for the successful vendor to view scanned copies of vouchers as well as a script for upload into the vendor’s own software system for payment.