

Consulting Services - Request for Proposals (RFP)

Consulting Services – MSHDA Compliance & Program Improvement

Introduction

Wayne Metropolitan Community Action Agency (“Wayne Metro”) is seeking proposals from qualified consultants or firms to provide comprehensive consulting services related to compliance, program evaluation, operational improvement, and supportive housing service coordination for LIHTC and Non-LIHTC properties.

Wayne Metro is specifically seeking a hands-on consulting partner who will actively support implementation, coordination, and execution of improvements, not solely provide advisory recommendations. The selected contractor will work collaboratively with staff, property management, and service providers to drive measurable outcomes.

Background

Wayne Metro administers supportive housing programs that require adherence to Michigan State Housing Development Authority (MSHDA) and U.S. Department of Housing and Urban Development (HUD) guidelines.

The agency is seeking expert support to:

- Evaluate current compliance status
- Address operational and programmatic challenges
- Improve occupancy and tenant retention
- Strengthen supportive service engagement
- Enhance service delivery and coordination
- Strengthen partnerships and funding strategies

Key Goals and Expected Outcomes

The selected contractor will be expected to achieve measurable improvements in the following areas:

- Increased unit occupancy rates
- Improved tenant retention and housing stability
- Strengthened compliance with MSHDA and HUD requirements
- Increased tenant engagement in supportive services
- Improved coordination between property management and service providers
- Implementation of sustainable operational processes and performance tracking systems

Scope of Work

1. Compliance Review and Evaluation

- Conduct an initial review and preliminary evaluation of current MSHDA and HUD compliance for identified housing units (including Lincoln Park Lofts, Freedom Village, Raupp Street and Visger Apartments).
- Identify immediate compliance and non-compliance concerns.
- Develop procedures to bring projects into compliance, considering regulatory limitations.
- Prepare a formal memorandum of findings.
- Recommend staffing levels and additional resource needs required for implementation.

2. Service Provider and Property Management Assessment

- Identify and compile qualified service providers that meet MSHDA requirements
- Develop Memorandums of Understanding (MOUs) as needed
- Evaluate property management performance and identify operational issues
- Recommend improvements or alternative management solutions
- Analyze unit vacancies and determine root causes
- Identify and implement solutions for security deposit sourcing
- Establish communication protocols between property management and Wayne Metro
- Facilitate regular coordination meetings (weekly transitioning to monthly)

3. Implementation and Training



- Develop forms, logs, and scripts for tenant engagement
- Actively support implementation of compliance procedures and operational improvements
- Coordinate with internal staff and external partners
- Conduct staff training sessions
- Meet with tenants to assess supportive service needs and document findings

4. Program Improvement and Performance Monitoring

- Develop systems to track compliance and program performance
- Establish and monitor key performance metrics, including:
 - Occupancy rates
 - Tenant retention
 - Service engagement
- Implement tenant retention strategies
- Evaluate case manager performance and tenant satisfaction
- Identify funding opportunities and partnerships
- Research grant opportunities (HUD, Continuum of Care)
- Develop and monitor program budgets
- Identify inefficiencies and process improvements

5. Additional Program Areas

- Train property management staff.
- Support operational reporting improvements.
- Conduct focused review of additional sites (e.g., Freedom Village), including delinquency, services, and referral processes.

Operations Manual

- Compliance assessment and findings report
- Implementation procedures and action plan
- Training materials
- Program tools (forms, logs, scripts)
- Performance tracking framework
- Program improvement recommendations

- Ongoing progress reports tied to key metrics

Term of Contract

The anticipated term of the engagement will be through **September 30, 2027** with the possibility of extension upon mutual agreement.

Confidentiality Requirements

The selected contractor must maintain confidentiality, limit access to authorized personnel, comply with applicable laws, and return or destroy confidential information upon request.

Nature of Relationship

The selected contractor will act as an independent contractor and not as an employee or agent of Wayne Metro.

Termination

Wayne Metro reserves the right to terminate the contract with appropriate notice, as defined in the final agreement.

Proposal Requirements

Proposals must include:

1. Organizational Overview
2. Approach and Methodology
3. Staffing Plan
4. Relevant Experience
5. Deliverables and Outcomes
6. Fee Proposal

Evaluation Criteria

- Experience with MSHDA/HUD compliance (including LIHTC and Non-LIHTC properties)
- Understanding of supportive housing
- Quality of approach
- Organizational capacity
- References

Procurement Timeline

The anticipated procurement schedule is as follows:

- RFP Release Date: June 11th, 2026, 10AM
- Deadline for Questions: June 27th, 2026, 10AM
- Proposal Submission Deadline: June 28th, 2026, 12PM
- Proposal Review Period: June 29th, 2026 to July 9th, 2026
- Contract Start Date: August 2026

Wayne Metro reserves the right to modify this timeline at its discretion. All changes will be communicated to prospective proposers.

Submission Instructions

Proposals must be submitted electronically by the specified deadline.

Submission Contact:

Haidar Alsalik

Procurement

Wayne Metropolitan Community Action Agency

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