

### Questions – set 8

- Section 3.3: Statement of Work - Part E: Payment of Invoices (pg 17)
  - a. Is the proponent expected to carry the cost of all property invoices between the date they are due to the utility provider and the 10<sup>th</sup> day of the following month when they are invoiced back to CMHC?
  - b. If so, that could be in excess of \$100,000 at any given time – would CMHC pay interest on the money put out by the contractor on CMHC’s behalf?
  - c. Will CMHC reimburse the proponent for interest charges from the utilities providers, as this could amount to many thousands of dollars?
  - d. If the utility company has outstanding amounts owed from when the mortgagor or the lender was responsible for paying the utilities and the utility company forces that onto the proponent’s bill; will the CMHC reimburse the proponent for utility bill payments for periods prior to takeover? If not, will the proponent be responsible for auditing the bills to ensure only the CMHC takeover period is on the bills that are paid?
  
- Section 4.10: Pricing Proposal – Part ii: Property Management point b) Monthly Fee. (pg 30)
  - a. When does CMHC begin paying the monthly fee: the date that the application is sent to the contractor or the date that the property is taken over?
  
- Schedule “A” – Section B: Property Management, Point 5. (pg 49)
  - a. Is the contractor liable to CMHC to provide copies of the security checklist if it is taken from a property by a party outside of the contractor’s control? i.e. cooperating realtor takes the clip board to write notes and doesn’t return it.
  
- Schedule “A” – Quality Assurance Reporting Requirements
  - a. Are only active properties to be reviewed – i.e. sold or closed properties are excluded?
  
- Pricing
  - a. The CMHC has given a breakdown of how points are allotted for the evaluation criteria by category, but only stated that the proponent with the lowest priced compliant bid will be selected with no breakdown of how the CMHC weighs the pricing. Can CMHC provide a breakdown of how each pricing component will be weighted, or if the CMHC will apply each proponent’s pricing to an example property to find the lowest price can the price point of that property be provided? If the weighting or example property price varies by region, can the breakdown be done by region
  
- Does the CMHC require the listing realtor to attend court in any province or territory to complete a sale, or is this done by CMHC’s lawyers?

## Answers set 8

- **Section 3.3: Statement of Work - Part E: Payment of Invoices (pg 17)**
  - a. The contractor will invoice CMHC on a monthly basis for the expenses set out in paragraph E.1 above, in a format approved by CMHC by the 10th day of the following month. The invoice shall grant an interest-free payment period of thirty (30) days from the date of the invoice issued. No invoice shall be submitted by the proponent before the services have been fully rendered or the goods delivered, as applicable.
  - b. No. The invoice shall grant an interest-free payment period of thirty (30) days from the date of the invoice issued.
  - c. No. Provided all the bills are paid on time the contractor should not incur any interest charges.
  - d. CMHC notifies the utility companies that CMHC has accepted a property as of the takeover date. CMHC are not responsible for any charges prior to that date.
  
- **Section 4.10: Pricing Proposal – Part ii: Property Management point b) Monthly Fee. (pg 30)**
  - a. CMHC will begin paying the monthly fee the date that the property is taken over. **Takeover is defined as the date keys are obtained from the approved lender's representative and not the date of the inspection of a selected property.**
  
- **Schedule "A" – Section B: Property Management, Point 5. (pg 49)**
  - a. It is the contractor's responsibility to ensure the security checklist is complete and submitted.
  
- **Schedule "A" – Quality Assurance Reporting Requirements**
  - a. The contractor must have a process, product or service to ensure the quality, accuracy, and reliability of the services completed by their subcontractors. Minimum of 20% of properties assigned will be reviewed by the proponent each quarter.
  
- **Pricing**

Per the Evaluation Table in Appendix B (section 7.2) All proponents must meet upset score in each of the above criteria to proceed to the Pricing evaluation below.

CMHC will apply pricing to an example property to determine the lowest overall price. The same example property will be utilized for all provinces and territories.

- Does the CMHC require the listing realtor to attend court in any province or territory to complete a sale, or is this done by CMHC's lawyers?

No. CMHC does not require the contractor to attend court on our behalf in order to complete the sale.