



Montgomery Housing Authority

**1020 Bell Street
Montgomery, Alabama 36104**

REQUEST FOR PROPOSAL (RFP) 500-60 SECTION 8 SUPERVISORY OVERSIGHT & MANAGEMENT REVIEW

TYPE OF PROJECT: Provide supervision and direction to all (Section 8) reporting personnel; review and oversee the Section 8 Housing Program management operations and implement recommendations.

DATE ISSUED: June 1, 2010

CONTACT PERSON: Clarissa Evans, Procurement/Contract Administrator
cevens@mhatoday.org

SUBMISSION DEADLINE: **Wednesday, June 30, 2010 @ 2:00 p.m. (CST)**

SUBMISSION ADDRESS: Procurement/Contract Office
Montgomery Housing Authority
1020 Bell Street
Montgomery, Alabama 36104

Separate sealed proposals will be accepted at the Montgomery Housing Authority (MHA), Procurement/Contract Office, 1020 Bell Street, Montgomery, Alabama 36104, until the date and time noted above. Proposals will be held in confidence and not released in any manner until after contract award.

The responsibility for submitting a response to this RFP at the Montgomery Housing Authority on or before the stated time and date will be solely and strictly the responsibility of the respondent. The Housing Authority is not liable for any costs incurred by the offeror prior to issuance of a contract. The offeror shall wholly absorb all costs incurred in the preparation and presentation of the proposal.

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PART I – GENERAL INFORMATION

1.1 Introductions

The MHA will receive sealed proposals from qualified individuals/firms to provide supervision and direction to all (Section 8) reporting personnel; review and oversee the Section 8 Housing Program management operations and implement recommendations for a contract term of six (6) months, with an option to renew for an additional six (6) months at the MHA's discretion.

1.2 Method of Solicitation

MHA is soliciting competitive proposals from qualified firms with a documented track record of providing the required services, preferably for public housing authorities or other agencies through a formal Request for Proposal (RFP) process. Proposals should demonstrate detailed plans on how the Respondent intends to provide the required services in a manner that will result in the successful and timely completion of the service(s). In addition, the proposal should demonstrate the Respondent's capacity and readiness to perform the Scope of Services immediately upon execution of a contract with MHA. Finally, the proposal should include evidence of the Respondent's previous experience and qualifications relative to the provision of such services.

1.3 Obtain Copies of this Solicitation

Single copies of the RFP package may be obtained, at no cost by visiting the MHA website at: www.mhatoday.org.

Copies may also be picked up in person at the address below:
Montgomery Housing Authority
Procurement/Contract Office
1020 Bell Street
Montgomery, Alabama 36104

Persons wishing to be mailed copies may request via email: cevans@mhatoday.org.

PART II – SUPPLEMENTAL INSTRUCTIONS TO RESPONDENTS

2.1 Submission of Proposals

Offerors should submit **one (1) original and three (3) copies** of their proposal, dated and signed by an official of the company. Proposals must be submitted in a ***sealed envelope*** that shows the firm's name and address, and **clearly** written on the outside of the sealed envelope must be the words **"Section 8 Supervisory Oversight and Management Review (RFP 500-60) – DEADLINE June 30, 2010 @ 2:00 p.m."**.

Submittals received after deadline date and time will be determined unacceptable and remain unopened. Refer to the **HUD 5369-B, Section 6** regarding late submissions and withdrawals.

All proposals must be submitted in accordance with the conditions and instructions provided herein and must remain open for acceptance for one hundred and eighty days (180) from the due date.

2.2 Interpretations/Questions

During the period between issuance of this RFP and the proposal due date, no oral interpretation of the RFP's requirements will be given to any prospective respondent. Requests for interpretation must be made, in writing, at least 10 days before the submission due date and time to: Email: cevans@mhatoday.org or Fax to 334-206-7196.

2.3 Addendum and Update Procedures for the RFP

During the period of advertisement for this RFP, MHA may wish to amend, add to, or delete from, the contents of this RFP. In such situations, MHA will issue an addendum to the RFP setting forth the nature of the modification(s). MHA will email (or send via regular postal mail or fax upon written request) any addenda to Respondents of this RFP Solicitation. Interested parties may also view addenda on MHA's website www.mhatoday.org. It shall be the responsibility of each Respondent to insure they have any/all additional addenda relative to this RFP.

2.4 Proposal Format

All proposals shall be submitted in 8 ½ x 11 inch format, preferably in three (3) ring binders. Larger size pages or inserts may be used provided, they fold into 8 ½ x 11 inches. All copies of the submittal must be identical in content and organizations. The format of the respondents proposal should be structured the same as the format of the RFP. Proposals should be organized into sections and tabbed for ease of review. Provide a comprehensive Table of Contents at the front of the proposal. Organize the proposal in response to the Submission Requirements, taking care to address all issues identified in the Scope of Service. The front cover of the proposal should bear the name and number of the RFP, the date, and the Respondent's name, address, phone, fax number, and email address.

2.5 Submittal Forms

Provide, as a part of the proposal, all required certifications and HUD forms, licenses and proof of insurance. All forms that require a signature or initials must bear an original initial or signature.

2.6 Acceptance of Proposals

Proposals must be signed, sealed, and received in completed form at the MHA, no later than the proposal closing date and time. Proposals submitted after the designated closing date and time will not be accepted for any reason, and will be returned unopened to the originator.

MHA reserves the right to accept or reject any or all proposals, to take exception to these RFP specifications or to waive any formalities. Respondents may be excluded from further considerations for failure to comply with the specifications of this RFP.

MHA also reserves the right to reject the proposal of Respondents, who have previously failed to perform properly or to complete on time, a contract of similar nature; that is not in a position to perform the contract. Alternatively, who habitually without just cause neglected the payment of bills or disregarded its obligations to subcontractors, providers of materials, or employees.

2.7 Time for Reviewing Proposals

Proposals received prior to the closing date and time will be securely kept, unopened. No proposals received after the closing date and time will be considered. All proposals properly received will be evaluated by MHA's Evaluation Committee appointed by the Executive Director. The Evaluation Committee will analyze proposals within the 180 days of the date and time due and a recommendation for Award of Contract or not to award to the MHA Executive Director.

2.8 Withdrawal of Proposals

Proposals may be withdrawn by means of a written request or faxed request dispatched by the Respondent in time for delivery in the normal course of business prior to the time fixed for receipt and must be signed by the Respondent. In addition, withdrawals must be postmarked prior to the date and time set for proposal submission deadline. Negligence on the part to the Respondent in preparing their proposal confers no right to make modifications or withdraw proposal after the due date and time.

2.9 Award of Contract

Contact shall be awarded to the Respondent submitting a proposal according to the evaluation criteria contained herein, provided the proposal is in the best interest of MHA. The Respondent to whom the award is made will be notified at the earliest practical date.

2.10 HUD Debarment and Suspension List

The Respondents and all subcontractors' names or businesses must not appear on the HUD's Debarment and Suspension list.

2.11 Certification of Legal Entity

Prior to execution of the contract agreement, the Respondent shall certify that joint ventures, partnerships, team agreements, new corporations, or other entities that either exist or will be formally structured are, or will be, legal and binding under the Alabama State Law and the City of Montgomery, Alabama.

2.12 Cost Borne by Respondent

All cost related to the preparation of this RFP and any related activities are the responsibility of the Respondent. MHA assumes no liability for any costs incurred by the Respondent throughout the entire selection process.

2.13 Best available Data

All information contained in this RFP is the best data available to MHA at the time of the RFP was prepared. The information given in the RFP is not intended as representation having binding legal effect. This information is furnished for the convenience of Respondents and MHA assume no liability for any errors or omissions.

2.14 Contacts with MHA Staff, Board Members, and Residents

Beyond the above referenced written communications, Respondents and their representatives may not make any other form of contact with MHA Staff, Board Members, or Residents. Any improper contact by or on behalf of Respondents may be grounds for disqualification.

2.15 Licenses

The awarded individual/firm shall have and maintain all required Licenses necessary to conduct business in the City of Montgomery and the State of Alabama. All licenses must be kept up to date for the duration of this contract. Copies of all licenses must be in the Procurement/Contract Office prior to contract execution.

2.16 Respondent Responsibilities

Each Respondent is presumed by MHA to have thoroughly studied this RFP and become familiar with the contents, locations, nature of requests, covered by the RFP. Any failure to understand completely any aspect of this RFP is the responsibility of the Respondent.

2.17 No Claim Against MHA

The Respondent shall not obtain, by submitting a proposal in response to this RFP, any claim against MHA or MHA's property for reason of all or any part of any of the following: the selection process; the rejection of any or all offers; the acceptance of any offer; entering into any agreements or the failure to enter any agreements; any statement, representations, acts or omissions of MHA or any person or entity acting on its behalf; the exercise of any discretion set forth in or concerning any of the foregoing; and any other matters arising out of the foregoing.

PART III – SUBMISSION REQUIREMENTS

Listed below are the sections that must be included in Respondent's proposal. Each section must be clearly labeled using the bold-faced titles listed below. The required submission must be bound and each section tabbed.

3.1 Staffing and Qualifications

- a. Provide information regarding staff experience and qualifications that demonstrates the Respondent's capacity to perform the required services. Include an organizational chart that illustrates Respondent's overall staffing approach for completing the required work. Include in the chart all key personnel, specialists, and consultants who will be assigned work under a contract potentially resulting from this RFP.
- b. Provide resumes of all key personnel, specialists, and consultants who will perform the work required by a contract potentially resulting from this RFP. Identify their specific role in the provision of services required. Resumes should include the particular relevant experience of the individual as it relates to their proposed role in the project, in addition to the education, career, and achievement data typically included in a resume. Include evidence of required license and certifications, as applicable, held by the Respondent, its principals, and/or key staff.

- c. Identify all individuals who will be devoted to the project on a full time basis or part time basis (up to 50% of time allocated to project). Including those who will be full time only for specific components of the project, as well as those filling a continuing position throughout the project. Provide detailed resumes for each, highlighting the particular experience that qualifies them for the position they will fill.

3.2 Relevant Experience and Past Performance

- a. Identify similar or related work performed for public housing authorities or other agencies that have been completed to date, or is currently active. Include projects completed or currently underway by the responding entity and/or each major participant in the proposal.
- b. For each project identified provide:
 - i. Project name and address
 - ii. Contact person, title, phone number, email, fax and address
 - iii. Detailed description of scope of work
 - iv. The client for whom the Respondent's services were performed
 - v. The size of the project
 - vi. The services performed by the Respondent on the project.
 - vii. The dollar value of the contract for the services
 - viii. The duration of the project including start and completion dates, or projected completion date if still active.
 - ix. A reference contact for the project with name, address, email and phone number.
- c. Identify past experience in performing work for public housing authorities or other agencies by the Respondent and/or its participants.
- d. Demonstrate ability to produce reports that are well regarded in the industry in terms of content, timeliness, and responsiveness.
- e. Demonstrate, through written explanation, the Respondent's familiarity with Federal, State, and local laws, regulations and codes that the Respondent believes may be pertinent or applicable to this project.
- f. If the Respondent is a joint venture, or another entity formed solely for responding to this RFP, provide evidence of prior successful collaborations.

3.3 References

Provide a list of clients, previous and current. This list must include the name and title of the contact person, with an address, email phone number, and fax number.

3.4 Respondent's Approach and Response to Scope of Service

- a. Provide a detailed narrative that demonstrates the approach intended for use by the Respondent.

- b. The Respondent should outline its anticipated approach for each element of work identified in the Scope of Services.
- c. The approach outlined should be consistent with the objectives and requirements set forth in the RFP, and should address how services will be immediately provided upon execution of a contract.
- d. Provide a narrative and bar graph type schedule indicating, in weeks, how the work will proceed under the contract.
- e. Include proposed processes for ensuring effective coordination, as well as procedures for reporting and disseminating information.

3.5 Proposal Cost

Respondents shall provide a firm total cost along with a detailed **itemized breakdown** of total cost. Please show all expected expenditure to include all anticipated travel. Total cost must be all-inclusive.

3.6 Required Certifications/Forms

Each proposal shall contain a copy of the following HUD forms, which maybe downloaded from the Procurement page of MHA web site: www.mhatoday.org.

Form HUD-5369-B Instructions to Offerors – Non Constructions
Form HUD 5369-C Certifications and Representations of Offerors – Non-Construction Contract
Form HUD SF-LLL Disclosure of Lobbying Activities
Form HUD 50071 Certification of Payments to Influence Federal Transactions
Form HUD 50070 Certification for a Drug-Free Workplace

PART IV - SCOPE OF SERVICE

The scope of service consists of three (3) phases:

Phase 1

1. **Provides supervision and direction to all reporting personnel and recommends and oversees the Section 8 Housing Program operations and budget.** Duties involve all supervisory responsibilities including staff selection, training, monitoring workflow performance, problem resolution, performance appraisals, policy development and implementation, etc. Works directly with staff in assuring prompt and courteous service to clients during both the application and on-going Section 8 program operations. Reviews and/or audits file records, computer records, and performs periodic unit inspections to monitor accuracy and to insure consistency in the execution of program policies and procedures. Provides all quality control activities, including HQS inspections, as required under the Section Eight Management Assessment Program (SEMAP). Recommends and oversees the Section 8 Housing Program leasing activity and budget.
2. **Responsible for the ongoing interpretation of federal regulations regarding program policies, development of required policy/procedure changes for local Board approval, and the implementation of revised policies and procedures for applicable housing programs.** Analyzes federal regulations and determines required changes to local policy. Prepares policy changes requiring Board adoption or approval. Communicates directly with staff to effectively implement such changes in a timely and efficient manner. Reviews proposed regulations and prepares comments to assist Director of Section 8 and Executive Director in the development and submittal of official agency comments.

3. **Acts as primary Reasonable Accommodation Coordinator for all Housing Authority programs. Coordinates all Section 8 informal hearings by communicating with hearings officers and scheduling hearings with tenants. Acts as primary informal review officer for the application process.** Performs informal reviews in relationship to action taken by subordinate employees. Reviews circumstances and associated policies, renders decision and provides written notification to parties involved. Reviews informal hearing requests, arranges informal hearings with hearings officers, ensures hearing determinations are made within timeframe allowed. Reviews client requests for Reasonable Accommodation and makes the determination whether the request is approved or denied. Assesses whether any alternative accommodation is feasible.
4. **Act as the coordinator for the “Housing Authority’s Protecting Personal Information Policy” and all other external computer access verification systems.** Acts as the agency coordinator to ensure that all staff are following the Housing Authority’s Protecting Personal Information policy, ensures safekeeping measures are in place to ensure compliance with the policy. Acts as the agency coordinator for other external computer access verification systems, such as the SAVE system for immigration status, the Alabama state welfare or unemployment computer access verifications and EIV, etc.
5. **Responds to requests for applicable computer generated information and prepares associated reports for in-house, HUD, or other agency use.** As needed, compiles computer-generated information related to regulatory compliance matters, demographics, or general inquiries. Reviews computer records for accuracy and coordinates revisions, interfacing with other staff as required. Oversees the submission of HUD-50058 statistical data and reviews the PIC data for needed corrections. Involvement with Yardi advancement required. Responsible for preparation and submission of Annual Agency Plan to HUD.
6. **Reviews and revises Section 8 program forms and briefing materials to ensure regulatory compliance, clarity, and thoroughness.** Responsible for maintenance of all Section 8 program materials on an on-going basis to ensure for regulatory compliance, clarity, consistency and thoroughness. Responsible for keeping Section 8 HCV Admin Plan updated and in compliance with changes in federal regulations.
7. **Prepares appropriate documentation and correspondence, develops and implements reporting procedures to advise the Director of Section 8 of departmental activities.** Composes, develops and reviews letters and spreadsheets for tracking, notices and reports using word processing equipment, and prepares periodic internal and external statistical reports.
8. **Promotes housing programs within the community, responds to problem situations and/or technical questions regarding various aspects of housing programs.** Interacts with landlords, tenants, applicants, staff, governmental representatives and the public to provide technical program information and clarification. May include making oral presentations to community and civic groups. Coordinate activities with other Housing Authority departments, clientele, community partners, residents, regulatory agencies and related groups; attend public meetings and present information on Housing Authority programs.
9. **Monitor, interpret and implement changes in regulatory requirements for program funding; submit annual compliance reports, comprehensive and complete grant applications, contracts and related documentation within specified time frames.** Duties include the preparation of funding applications, reports and studies, planning materials, the collection of research and feasibility data.

Phase 2

The Professional Contractor is to conduct a business process review and implement recommendations. This review is to assess the overall workflow and procedures of the Section 8 Department. The contractor shall provide recommendations to improve and ensure compliance and implementation of program policy, to include but not limited to making needed changes to the Administration Plan, drafting precise procedures, processes, forms, letter templates, etc., that will enhance productivity and streamline the HCV program to ensure that the program operates effectively and efficiently. The contractor shall also provide recommendations for any needed administrative changes required to improve staff productivity and the overall customer service experience. The contractor shall conduct a review of the staff capacity, organizational structure and job descriptions of the HCV program to determine if (based on administrative funds) the program can hire more full-time or part-time employment. The contractor is to address any issues that may be present and/or propose solutions and also troubleshoot customer service issues to ensure client satisfaction. The Contractor will be responsible for implementing any Executive Director approved business process recommendations.

Phase 3

The Professional Contractor is to conduct a risk assessment review and implement recommendations. This review is to determine fraud and/or abuse of the HCVP through a sampling of files and review of procedures. The contractor should include review of inspection process of contracted inspection company to assess for any risk factors. The contractor should provide recommendations and implement Executive Director approved procedural or administrative changes to minimize any risk the program may undertake.

PART V - PROCUREMENT PROCESS

5.1 Proposal Evaluation/Contract Award

Proposals received in response to this solicitation will be evaluated using the following evaluation process.

- a. The evaluation process will be used to determine the firms that will comprise the short list, from which final selection for contract award will ultimately be made.
 - i. During the evaluation process, technical proposals will be evaluated and scored by an Evaluation Committee appointed by the Executive Director.
 - ii. Each member of the selection committee will score each proposal.
 - iii. Scoring will be based on predetermined Evaluation Criteria. The available points associated with each area of consideration are shown below in Item 5.2.
 - iv. The results of the evaluation of both technical and cost proposals will be used to determine those proposals to be considered in the competitive range.
 - v. Proposals will be considered acceptable if they have a minimum score of 85 points or above.
 - vi. Cost proposals will be considered acceptable if the proposed cost is clearly not excessive compared to the proposed costs of other Respondents with acceptable technical proposals.

- vii. Respondents with acceptable technical and cost proposals may be requested to supply additional information to assist in completing the due diligence review. Failure to satisfactorily complete the due diligence review within the timeframe established by MHA will result in disqualification of Respondents proposal.
- b. Scoring will be based upon how well the proposal meets the criteria established in this RFP.

MHA reserves the right to make no award, or decline to enter negotiations should it believe that no Respondent to this RFP would be capable of delivering the necessary level of service within an acceptable price range and/or the time period.

The Evaluation Committee will evaluate the merits of proposals received in accordance with the evaluation factors stated in the RFP and formulate a recommendation. However, while a numerical rating system may be used to assist the Evaluation Committee in selecting the competitive range (if necessary) and making an award recommendation decision, the award decision is ultimately a business decision that will reflect an integrated assessment of the relative merits of the proposal using the factors and their relative weights disclosed in the RFP.

5.2 Evaluation Criteria

- a. **Organizational Capacity:** **25 Points**
 - i. Respondent's organizational capacity will be evaluated through an assessment of the Respondent's staff, specialists', and consultants' experience and qualifications. In addition, the Respondent's ability to perform the work in a timely manner will be evaluated through a review of previous performance on similar projects, as well as current and projected capacity and workload.
 - ii. Maximum consideration will be given to those Respondents having staff with the greatest amount of experience in performing work as required herein, and who can demonstrate sufficient capacity to perform the work timely given current and projected workload.
- b. **Relevant Experience and Past Performance:** **20 Points**
 - i. Relevant experience and past performance will be evaluated through an assessment of previous, similarly related projects completed to date.
 - ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittal, a documented track record of successfully completing projects of the same type required by this RFP.
 - iii. Maximum consideration will also be given to those Respondents who exhibit a successful track record of performing similar services for public housing authorities.

- c. **Respondent's Approach and Response to Scope of Service : 25 Points**
- i. The Respondent's approach and response to the Scope of Service will be evaluated through an assessment of the proposed approach for each element of work identified in the Scope of Service.
 - ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittal, a clear and prudent plan for performing the required work within the established timeframe.
- d. **Proposal Cost: 30 Points**
- i. Proposal cost will be evaluated through a careful analysis of cost compared to the other Respondents proposals.
 - ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittals, the ability to perform the required work at minimum cost to MHA.

Additional Points:

Disadvantaged Business Enterprise (DBE) And Section 3 Participation Plan:

DBE / WBE participation 5 points

Section 3 participation 5 points

- iii. The level of Disadvantaged Business Enterprise (DBE), Woman Business Enterprise (WBE) and Section 3 participation will be evaluated through an assessment of the action plans and participation schedules submitted.
- iv. Maximum consideration will be given to those Respondents, who demonstrate through their submittals, that MHA's stated participation goals, in terms of DBE, WBE, and Section 3 business enterprise contracting, and Section 3 resident employment and training, will be met.

5.3 Summary of Evaluation Criteria

Evaluation Criteria Points

Technical:

Organizational Capacity	25 Points
Relevant Experience and Past Performance	20 Points
Respondent's Approach/Response to Scope of Service	25 Points
Proposal Cost	30 Points

Total 100 Points

ADDITIONAL POINTS:

DBE and WBE Participation Plan	5 Points
Section 3 Participation Plan	<u>5 Points</u>
Total	10 Points

Total Possible Points 110 Points

The Montgomery Housing Authority

1020 Bell Street
Montgomery, Alabama 36104

REQUEST FOR PROPOSAL (RFP) 500-60 SECTION 8 SUPERVISORY OVERSIGHT & MANAGEMENT REVIEW

COST PROPOSAL FORM

TYPE OF PROJECT: Provide supervision and direction to all (Section 8) reporting personnel; review and oversee the Section 8 Housing Program management operations and implement recommendations.

DATE ISSUED: June 1, 2010

CONTACT PERSON: Clarissa Evans, Procurement/Contract Administrator
cevens@mhatoday.org

SUBMISSION DEADLINE: Wednesday, June 30, 2010 @ 2:00 p.m. (CST)

FILL IN BELOW AND SIGN. PRICES ARE GUARANTEED FOR A MINIMUM OF 180 DAYS FROM PROPOSAL DEADLINE DATE.

DESCRIPTION	PROPOSED COST 6 Months	PROPOSED COST 6 Months (Option to Renew @ MHA's Discretion)
PROFESSIONAL SERVICES	\$ per hour	\$ per hour
TRAVEL (ITEMIZE)	\$	\$
MISC. (ITEMIZE)	\$	\$
TOTAL COST:	\$	\$

COMPANY NAME: _____

BY: _____
Signature Written Name Title Date

ADDRESS: _____
Street / POB City State ZIP

PHONE/FAX/EMAIL: _____

ATTACH A COST BREAKDOWN SHOWING EXPENDITURES