

TAUNTON HOUSING AUTHORITY
Request for Proposals (RFP#011822)

**Coordinating and Processing of Waitlist
Updates**

ISSUE DATE

1/3/2022

***ALL PROPOSALS ARE DUE ON OR BEFORE
2:00PM on January 18, 2022.**

REQUEST FOR PROPOSALS
Coordinating and Processing of Waitlists

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I. INTRODUCTION

The Taunton Housing Authority (THA) of the City of Taunton, MA (the Agency) is a public entity that was formed to provide State subsidized housing and housing assistance to low-income families, within the City of Taunton, Massachusetts. The THA is governed by a five (5) member Board of Commissioners, owns and operates over 766 public housing units, and is subject to the requirements of 760 CMR the Code of Massachusetts Regulations (hereinafter, "CMR") and the Agency's procurement policy.

The THA's mission includes providing safe, quality, affordable and fair housing opportunities to low-income families, elderly, and non-elderly disabled individuals. As a leader in the public housing community, THA encourages personal responsibility and upward mobility of residents in partnership with other community organizations while maintaining the fiscal and programmatic integrity of our agency.

II. PURPOSE

The purpose of this RFP is to solicit responsible, qualified, and experienced vendors to coordinate and process waitlist updates within the State's Centralized Waitlist; Common Housing Application for Massachusetts Programs (CHAMP).

III. TIMELINE

Proposed time to complete all tasks within the scope of services shall be submitted with the proposal.

IV. SCOPE OF SERVICES

The Scope of Services shall include the following specific tasks:

1. Initial Outreach – Notice of Required Application Update
 - a. Taunton Housing Authority requires a vendor that:
 - i. Can print and mail 40,000 Applicants an Application Update Notice. This notice will be approximately 4-5 pages and will need to be customized with pertinent applicant information such as name, Applicant ID, etc. This notice will provide applicants with a response period and instructions for how to respond.
 - ii. Can analyze the list of 40,000 applicants and determine which applicants do not have acceptable addresses prior to mailing.
 1. This list will need to be furnished to Taunton Housing Authority
 - iii. Can establish a centralized response process for applicants to return sent Application Update Notices and contact vendor for questions (P.O. Box and Message Center)
 - iv. Can answer relevant applicant questions related to this waitlist update effort and procedures for responding
 - v. Can track all applicant responses accurately and generate reports on responses as needed
 1. This information will need to be furnished to Taunton Housing Authority after the response period. This information will likely need to be furnished

to Taunton Housing Authority on a regular basis after the initial response period as responses arrive. Taunton Housing Authority expects the vast majority of responses to be received within the timeframe of the initial response period.

2. Follow Up from Initial Outreach – On Hold Application Notice, Paper Applications Requests

a. On Hold Application Notice - Taunton Housing Authority requires a vendor that:

- i. Can print and mail all On Hold Application Notices for applicants in the waitlist update group that failed to respond to the initial outreach outlined above. This notice will be approximately 2-3 pages and will need to be customized with pertinent applicant information such as name, Applicant ID, etc. This notice will provide applicants with a response period and instructions for how to respond. This notice will be sent no sooner than 30 days prior to the initial outreach and no later than 90 days from initial outreach.

1. Taunton Housing Authority anticipates this mailing to contain approximately 30,000 applicants (75% of initial outreach)

- ii. Can establish a centralized response process for applicants to respond to On Hold Application Notices
- iii. Can answer relevant applicant questions related to this waitlist update effort and procedures for responding
- iv. Can track all applicant responses accurately and generate reports on responses as needed
 1. This information will need to be furnished to Taunton Housing Authority after the response period. This information will likely need to be furnished to Taunton Housing Authority on a regular basis after the initial response period as responses arrive. Taunton Housing Authority expects the vast majority of responses to be received at the beginning of the On Hold Notice response period.

b. Paper Application Requests – Taunton Housing Authority requires a vendor that:

- i. Process Requests for paper applications from the initial outreach and mail paper applications to applicants.
- ii. Applicants should be directed to return applications directly to a local housing authority

1. Important notes: Each Application will be approximately 25 pages. Each packet is standardized and not unique for each recipient.

3. Final Outreach – Removal Notice

a. Notice of Permanent Removal – Taunton Housing Authority requires a vendor that:

- i. Can print and mail all On Hold Application Notices for applicants in the waitlist update group that failed to respond to the initial outreach outlined above. This notice will be approximately 2-3 pages and will need to be customized with

pertinent applicant information such as name, Applicant ID, etc. This notice will provide applicants with follow up instructions for reapplying. This notice will be sent no sooner than 365 days following the sent date of the On Hold Notices and no later than 395 days following the sent date of the On Hold Notices

1. Taunton Housing Authority anticipates this mailing to contain approximately 20,000 applicants (50% of initial outreach)
- ii. Can establish a centralized response process for applicants to respond to On Hold Application Notices
- iii. Can answer relevant applicant questions related to this waitlist update effort and procedures for responding

All costs incurred, directly or indirectly by the vendor including travel, preparation, and miscellaneous expenses in response to this RFP are the sole responsibility of the vendor and, as such, shall be borne solely by the vendor.

V. PROPOSAL FORMAT/DUE DATE

- a. **Contact Information.** This RFP is being issued by the Taunton Housing Authority (THA). The Agency Contact Person for the THA is:

Kimberly Lavigne
Assistant Executive Director
30 Olney Street, Suite B
Taunton, MA 02780
klavigne@tauntonhoising.com

- b. **RFP Submission.** Proposals must be submitted electronically to tha@tmlp.net on or before 2:00PM on January 18, 2022. RFP#011822 must appear in the subject line. No faxed or mailed proposals will be accepted.

Electronic Proposals received after 2:00 p.m. Eastern Time on January 18, 2022, will not be considered.

The THA reserves the right to reject any or all proposals. The THA is an equal opportunity employer and contracting agency.

1. At a minimum, the proposal shall include the following:

- Identification of the company or individual(s) including name, address, telephone number, fax number, and email address;
- Name, title, address and telephone number of contact person during the period of the evaluation process;
- Responses to sections as described in this RFP;
- Any additional documents submitted in a separate section. Please note that additional documentation outside of the scope of the request may not be reviewed

- Fee for service

The following information is expected to be included in the proposal for services:

a. Coversheet and Letter of Interest. Cover sheet must include RFP Title, Submission Date Name of Respondent, Company Name, and Title of the Proposal.

b. Personnel/Staff/Contacts

- The name, title(s) and contact information for the individual(s) authorized to execute a contract. Proposal MUST be signed by an official authorized to execute a contract.
- The name, title(s) and contact information for the individual(s) who may be contacted by THA for purposes of clarification or the provision of additional information as necessary.
- The name, title(s) and contact information for the individual(s) to be assigned to work with THA
- Organizational Chart
- Applicable Resumes of Key Personnel

c. Agency/Individual Profile and Relevant Experience

- General information about the Agency/Individual including a general description of the Respondent including the nature of the business or organization, a brief summary of its history, size, and organizational structure.
- Examples of at least three (3) relevant projects Respondent is currently working on, or has worked on in the past five years, that best demonstrate Respondent's ability to provide the requested services. These descriptions should include a description of the project, the time frame over which services were performed, the type of services performed by Respondent, and a client reference including full contact information.
- Additional References pertinent to other Housing Authorities, Government

d. Methodology

- Explanation of how services will be provided
- Additional specifics regarding completion and excellence in providing items described in the Scope of Services.

e. Proposed Fee

- i. Provide fee for service listed in the RFP.

Complete Submission. Any individual or organization interested in being considered for award must submit a proposal in response to this RFP in accordance with the instructions and terms hereunder. By submitting a response, the Respondent agrees to be bound by all terms and conditions of this RFP. Respondents are expected to examine **ALL** elements of the RFP prior to preparing their response. Failure to do so will be at the Respondent's risk. Offers for services other than those specified may not be considered.

Board and Staff Communications. Under no circumstances should any member of the THA board or any staff member other than the contact specified above be contacted during this RFP process by any entity intending to submit a response to this RFP. Failure to comply with this request may result in disqualification. All questions should be in writing and directed to the individual identified above. The THA assumes no responsibility for verbal representations made by its employees unless such representations are confirmed in writing.

Addenda/Changes to RFP. Any changes to this proposal document will be issued as an addenda, and will be on file in procurement until proposals are opened. All such addenda will become part of the contract and all Respondents will be bound by such addenda, whether or not received by the Respondent.

Quality of Work. All work is to be performed with the highest degree of professional standards, in compliance with all applicable laws, regulations, procedures, criteria and requirements; to include all applicable State, and local laws and regulations.

VI. AGENCY RIGHTS

The THA reserves the right to:

- a. **Right to Reject, Waive, or Terminate the RFP.** Reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the THA to be in its best interests.
- b. **Right to Not Award.** Not to award a contract pursuant to this RFP.
- c. **Right to Terminate.** Terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful proposer.
- d. **Right to Determine Time and Location.** Determine the days, hours and locations that the Contractor shall provide the services called for in this RFP.
- e. **Right to Retain Proposals.** Retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of the Agency Contact Person.
- f. **Right to Award.** To select a respondent(s) for specific purposes or for any combination of specific purposes; or, to defer the selection and award of any respondent(s) to a time of the THA's choosing.
- g. **Right to Reject any Proposal.** Reject and not consider any proposal that does not, in the opinion of THA, meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.

- h. **No Obligation to Compensate.** Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
- i. **Right to Interview.** Request an interview with, and additional information from, companies prior to final selection of a provider. (NOTE-If an oral interview is requested, respondent will be given at least three (3) business days' notice, along with the date, time and platform for the interviews. Expenses will be the responsibility of the respondent.)
- j. **Right to Consider.** Consider information about a company in addition to the information submitted in the response or interview.
- k. **Right to Prohibit.** At any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By contacting the Agency Contact Person and requesting a RFP, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and further agrees that he/she will inform the Agency Contact Person in writing within 5 days of the discovery of any item listed herein or of any item that is issued thereafter by the Agency that he/she feels needs to be addressed. Failure to abide by this time frame shall relieve the Agency, but not the prospective proposer, of any responsibility pertaining to such issue.

VII. RFP REQUIREMENTS AND CONDITIONS

- a. **Minimum Requirements.** This RFP sets forth the minimum requirements that all submissions shall meet. Failure to submit proposals in accordance with this request may render the proposal unacceptable.
- b. **Fee for Service.** All costs incurred, directly or indirectly, by the Respondent in response to and in preparation of this RFP shall be the sole responsibility of the Respondent and shall be borne by the Respondent. Proposers shall not include any such expenses as part of their proposals.
- c. **Clarification to Proposals.** The THA reserves the right to obtain clarifications of any point in a company's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a proposer to respond to such a request for additional information or clarification could result in rejection of the company's response or responses. The THA may conduct interviews with one or more agencies for such purposes.
- d. **Cancellation of the RFP.** The THA reserves the right to cancel this RFP at any time, for any reason, and without liability if cancellation is deemed to be in the best interest of the THA. The proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.
- e. **Collusion.** Proposer, by submitting a proposal, hereby certifies that no officer, agent, or employee of the THA has a pecuniary interest in this Proposal; that the Proposal is made in good faith without fraud, collusion, or connection of any kind with any other proposer; and that the proposer is competing solely in its own behalf without connection with, or obligation to any undisclosed person or company.

f. Insurance Requirements

1. All contractors and/or professional firms must submit verification of coverage for \$1,000,000 General Liability and applicable Workmen's Compensation coverage with THA designated as loss payee for said project prior to the award of Contract.
2. **Proof of Insurance**, shall not be terminated or expire without thirty (30 days written notice, and are required to be maintained in force until completion of the contract. The Contractor shall require all subcontractors or subconsultants used in the performance of this contract to name THA as an additional insured. Following are the standard types and minimum amounts.
3. The contractor shall carry all necessary, and required Insurances, as required by the state of Massachusetts, including but not limited to:
 - i. Commercial General Liability, with a single occurrence limit of not less than \$1,000,000 per occurrence.
 - ii. Commercial Automobile Liability, with a single occurrence limit of not less than \$1,000,000.
 - iii. Worker's Compensation Insurance, in accordance with Massachusetts Workers' Compensation laws.
4. Failure to provide proof of insurance or failure to maintain insurance as required in this proposal, or by law; are grounds for immediate termination of the contract. In addition, the awarded vendor should be liable for all re-procurement costs and any other remedies under law. The Contractor shall provide a certification of Liability Insurance and Workers Compensation.

g. Indemnification. The Contractor agrees to indemnify, defend and hold harmless THA and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this RFP or subsequent contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by THA on account of any claim therefore, except where such indemnification is prohibited by law.

h. Suspension/Debarment. The Contractor shall provide a certification statement that the firm is not debarred, suspended, or otherwise prohibited from professional practice by any Federal, State, or Local agency.

i. Americans with Disabilities Act. Proposer must comply with all applicable requirements of federal and state civil rights law and rehabilitation statutes.

j. Award of Contract. A committee of staff selected by the Executive Director will evaluate the proposals that are received. All proposals will be evaluated on the evaluation criteria and responsiveness to the Scope of Services as stated in this RFP.

k. Payment of contractor/consultant fees. Upon award and execution of contract, the successful respondent shall submit itemized invoices to THA on a regular basis. Invoicing and payments shall be made to the contractor in accordance with the policies and procedures of the Agency.

VIII. EVALUATION CRITERIA

Proposals will be evaluated based on the evaluation criteria listed below. Each criterion and its associated weight are listed. Proposals shall be considered from responsible individuals or organizations with relevant experience and knowledge of utilizing the State's CHAMP waiting list or experience with a large similar, centralized wait list system. Proposals must include

information on competency in performing the services listed in the Scope of Services, demonstration of acceptable financial resources, and experience with projects of similar size, scope, and type.

A. Company Experience/Personnel (25 Points)

This criterion considers the Experience of both the firm and the individual(s) proposed to be assigned to the scope of services in successfully coordinating and processing of waiting list updates. This should include at least 3 references for relevant work completed within the last five years. Industry accreditation and awards may be listed here.

B. Relevant Experience (30 Points)

This criterion considers the Experience of the firm(s) specific to the type of work described in this RFP and references for work done related to State and other Public Housing Authorities for work completed within the last five years. Proposals should demonstrate an understanding of the required services of THA, meeting regularly recognized State policies, guidelines, and procedures governing the administration of a Public Housing Authority.

C. Methodology and Scope of Services. (25 Points)

This criterion considers the thoroughness and quality of the proposal, including completeness of response to the RFP. This criterion considers the extent to which the proposed services meet the Housing Authority's objectives, targets and defined Scope of Services, Distinctiveness and overall quality of the Proposal. This should include a detailed description of how services will be provided and a list of deliverables that THA will receive.

D. Fee for Service. (20 Points)

This criterion considers the Respondents fee for service and the benefit to the THA financially. In consideration of local conditions affecting the cost of work and with the specifications listed in the Scope of Services, Respondent must submit a Fee for Service.

IX. SIGNATURE PAGE

The undersigned certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal, and is authorized to contract on behalf of the firm named below.

Company Name: _____

Tax ID: _____

Address: _____

City/State/Zip: _____

Telephone: _____

E-Mail: _____

Print Name: _____

Title: _____

Signature: _____

Date: _____