



REQUEST FOR PROPOSAL

RESIDENT SERVICES CONSULTANT

FOR

THE HOUSING AUTHORITY OF THE CITY OF

SHREVEPORT

Issued By:
The Housing Authority of the City of Shreveport
2500 Line Avenue
Shreveport, LA 71104

Closing Date: December 7, 2021

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1. Intent

The Housing Authority of the City of Shreveport (HACS) is extending an exceptional opportunity for an operations consultant to implement a plan to improve the Resident Services Department.

HACS intends to contract with one qualified consultant with the appropriate experience, knowledge, and skill to evaluate HACS resident services performance. The consultant will work closely with the FSS Coordinator, and HACS administration to advance the performance of the department. HACS requires the selected consultant to prepare a summary documentation and recommendations on specific organizational, management, marketing, and other program issues.

2. Background

The Housing Authority of the City of Shreveport (HACS) is a public body corporate and politic, duly created and organized pursuant to and in accordance with the provisions of the laws of the state of Louisiana and the United States of America, Secretary of Housing and Urban Development (herein called HUD) pursuant to the United States Housing Act of 1937 (42 U. S. C. 1437, et seq.) and the Department of Housing and Urban Development Act (5 U. S. C. 624). The HACS provides affordable housing to more than 1,536 low to moderate-income households in neighborhoods throughout Shreveport Louisiana. A large majority of our residents have incomes below 30% of the area median with some having incomes between 30% and 80% of the median. Nearly 28% of our residents are elderly and more than 45% are children.

The Authority's funds or programs are as follows as of the date of this RFP:

Low Income Public Housing (7 AMPS)
Mixed Income (4 AMPS)
Capital Fund Program
Housing Choice Voucher Program
Family Self Sufficiency (coming soon)
Business Activities Program (2 separate funds)
Instrumentality (1 fund)
Homeownership (25 homes constructed)
Central Office Cost Center
Affiliates (3)

3. Submission Deadline

To receive consideration, responses to the RFP must be received no later than 4:00 p.m. on December 7, 2021.

One unbound original, four copies and one electronic copy (on USB drive) of the proposal should be delivered to:

The Housing Authority of the City of Shreveport
2500 Line Avenue
Shreveport, Louisiana 71104

Attention: Kia Fuller
Chief Administrative Officer

Facsimile or electronic proposals (other than that which accompanies the proposals above) will not be accepted. Courier or hand delivered proposals should be dropped off at the address listed above.

Proposals will remain sealed until 4:00 p.m. on the opening date. Late proposals will not be considered and will be returned unopened. There will not be a public opening.

Prior to the submission deadline, HACS may amend or clarify the RFP in the case of any discrepancies or omissions. Any changes will be posted to www.hacsla.com as a formal written addendum. In the event HACS revises the RFP after the closing date, Proponents will then have an opportunity to refine, submit or resubmit their proposals.

4. Project Contact

Proponents are encouraged to obtain a clear understanding of the proposal requirements prior to submission.

At all times, the Proponent has the responsibility to notify HACS, in writing, of any error or omission contained within the document; or request a clarification which may be required to

prepare proposal. HACS will provide written responses to all queries received from Proponents.

Inquires regarding the procurement process, or the scope of work are to be directed to:

Nanette Iverson
Administrative Assistant
2500 Line Avenue
Shreveport, LA 71104
Phone: (318) 698-3643
Email: niverson@hacsla.com

Verbal responses to any inquiry are not binding on either party. Contacts are restricted to the person identified above. Contact with individuals other than those listed above may result in proposal disqualification.

5. General Information and Requirements

1. Incurred Costs

HACS will not be liable in any way for costs incurred by Proponents in replying to this RFP.

2. Innovative Proposals

Proponents are required to base their proposal submission, and all pricing contained therein, on the requirements set out in this RFP. Notwithstanding these requirements, Proponents are encouraged to provide innovative ideas and suggestions which they feel will improve upon the requirements set out in this document.

3. Reservations

HACS reserves the right to:

- Reject any or all proposals received in response to this RFP;
- Seek clarification from Proponents who respond to this RFP;
- Verify the validity of the information supplied in any proposal;
- Waive or modify procedural and administrative irregularities due to honest or unintentional mistakes as identified in proposals received, after discussion with the Proponent;

- Negotiate with the Proponent(s) responding to this RFP, consistent with the objectives stated;
- Cancel this RFP at any time for any or no reason. If cancelled, HACS is not responsible for any costs incurred by the Proponent(s); and
- Accept the proposal that appears to be in the best interest of HACS.

4. Proposal Property

Once opened, proposals and accompanying documentation become the property of HACS and will not be returned.

5. Collusion

Proposals shall be made without any connection, comparison of figures, or arrangements with or knowledge of any other person or persons making a proposal under this RFP and shall be in all respects fair and without collusion or fraud.

6. Proposal Acceptance Period

By submitting a proposal, each Proponent agrees that their proposal may be subject to acceptance by HACS any time prior to sixty (60) days after the due date for submitting proposals.

7. News Release

Proponents must not make public announcements or news releases regarding this RFP or any subsequent award of contract without the prior written approval of HACS.

8. Conflict of Interest

Each Proponent must make full disclosure of any relationship with any employee of HACS who makes recommendations concerning the selection of a successful proposal or any employee who may allot work to or order supplies from the successful Proponent.

9. Proposal Prices

All prices proposed must be in American currency. If not stated otherwise, HACS will assume prices quoted are in American funds. The prices proposed shall include all costs associated with providing the service.

Whenever the amount proposed for an item in the proposal does not agree with the extension of the estimated quantity and the proposed unit price, the unit price shall govern, and the extended amount proposed for that item shall be corrected accordingly.

10. Execution of Formal Contract

The successful Proponent shall enter into a formal, written agreement(s) with HACS in such form as may be acceptable to HACS, in its sole discretion.

HACS and the successful Proponent agree to incorporate the salient description and elements from this RFP and the Proponent's proposal that identify how the Proponent will provide cleaning services in accordance with the terms of this RFP. In the event of any inconsistency between the accepted proposal, the RFP, and the Contract, the latter shall supersede the former.

The successful Proponent will endeavor in good faith and in a timely manner to finalize and execute the agreement(s) without delay.

In the event that HACS and the successful Proponent are unable to successfully negotiate agreement(s), HACS reserves the right, in its sole discretion, to disqualify the Proponent and to commence negotiations with the next highest ranked Proponent who provided a compliant response to this RFP. All Proponents acknowledge and agree that HACS is not obligated to enter into any agreement or to retain the successful Proponent for the services outlined in this RFP, unless in the sole discretion of HACS, a satisfactory agreement or agreements can be reached.

11. Unacceptable Performance

Should a Proponent's performance be deemed unacceptable, HACS reserves the right to cancel any agreement(s) or contract(s) executed under this proposal with thirty (30) days' notice.

12. Permits, Licenses and Worker's Compensation

The Proponent and any sub-contractors used by the Proponent is responsible for obtaining and paying for all necessary permits and licenses required to the performance of the services. The Proponents are responsible for registering with the Louisiana Worker's Compensation Board and paying premiums for workers' compensation coverage.

13. Applicable Laws

The Proponent is responsible for adhering to all applicable laws in performing the services. This includes all health and safety requirements.

14. Insurance

The successful Proponent will need to provide HACS with proof of professional liability. Minimum coverage of \$5 million is required for comprehensive general liability. HACS shall be included as insured parties.

15. Confidentiality

HACS anticipates the Proponents may wish to treat certain elements of their submissions as confidential or proprietary. Proponents are advised, however, that freedom of information requirements in force may afford rights of production or inspection at the application of third parties. Further, the contract entered into by the successful Proponent will, by law, be available for inspection by members of the public.

16. Governing Law

This RFP process shall be governed by and construed in accordance with the laws of Louisiana and the federal laws of United States applicable therein.

17. Terms and Conditions

Any terms and conditions proposed by the Proponent inconsistent with, or in addition to, this RFP or the schedules and appendices attached shall be void and have no effect. All terms and conditions of this RFP are deemed to be accepted by the Proponent and incorporated by reference in their proposal, except for those that are expressly challenged by the Proponent in their proposal.

6. Schedule of Events

The following is a schedule of events and project milestones, which is subject to change. All bidders will be provided with notice of any change to these scheduled dates.

- November 16, 2021 1st Advertisement
- November 23, 2021 2nd Advertisement
- November 30, 2021 3rd Advertisement
- December 1, 2021 Deadline for Questions
- December 3, 2021 Issue an Addendum, if needed
- December 7, 2021 Responses to RFP due

7. Project Scope

The selected consultant will be responsible for developing and assisting in executing effective strategies to advance the Resident Services Department. The Consultant will ensure that the program complies with U.S. Department of Housing and Urban Development (HUD) regulations. The following outlines the major requirements requested by HACS:

1. Conduct on-site review to determine Agency needs as it pertains to performance compliance and assist with strategies for improvements
2. Utilize extensive analytical skills to recommend appropriate adjustments to ensure the quality of program performance
3. Communication and interact with other departments as needed
4. Provide training and technical assistance for staff as it relates to resident relations and family self-sufficiency programs
5. Gather and interpret data, utilize performance measurement tools, and prepare report
6. Develops strategies for best practices to improve program effectiveness
7. Advise, review, and prepare documents to ensure compliance of program goals.
8. Develop and implement marketing strategies for program participation
9. Develop and implement marketing strategies for the involvement of service providers
10. Provide tools to create successful Program Coordinating Committee
11. Develop policies and procedures for FSS program and Resident Relations in accordance with HUD Rules and Regulations
12. Prepare written reports as requested.
13. Coordinate and oversee grant applications and management.

Proposers must complete a task order explaining their approach or method in carrying out requirements identified in Scope of Services. Task order shall include hourly rates for each staff member.

8. Proposal Format

Proponents must follow the proposal format outlined below. Additional information thought to be relevant, other than the categories listed below, should be provided as an appendix to the proposal.

Failure to comply with these requirements may result in a rejected proposal.

1. Letter of Transmittal

Provide a Letter of Transmittal or covering letter dated and signed by an official authorized to negotiate and make commitments on behalf of the company. The letter should indicate the contact name, title, email address, office location and telephone number of the individual who can provide any clarifications with respect to your proposal. The letter should also identify the company's website where a business description and summary information about the company's track record and accomplishments may be found.

2. References

Provide the contact information for three (3) companies that you have provided similar services to within the last five (5) years. Please highlight your experience with at least one reference.

Please note, HACS reserves the right to check the references of any and all Proponents at any time during the evaluation process at HACS' discretion. References may be contacted by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a Proponent's capacity and capability to provide the services as outlined in their proposal.

HACS may use its own experience with this Proponent, through previous interactions, to assess the Proponent's past performance.

HACS reserves the right to disqualify any Proponent whose references, in the opinion of the evaluation committee, are found to be unsatisfactory.

3. Qualifications

Describe the company qualifications and experience with the type of work being requested clearly identifying your experience with cleaning services.

Describe the qualifications and expertise and role of the personnel including subcontractors who will be assigned to this project.

4. Approach

Describe your firm's approach to satisfy all the requirements contained within this RFP including details of your approach to conduct a functional programming review of the operations and services.

5. Timeline

Provide a proposed timeline for the activities undertaken for the project and a completion date.

6. Cost Proposal

Provide a quotation or fee schedule for the services requested, including all administration fees or charges, and any potential ancillary costs.

9. Evaluation of Submissions

All proposals must be in reference to HACS' response requirements and the terms and conditions stated in this RFP. HACS will evaluate the proposals and will select the proposal that best meets the interests of HACS based on HACS' determination of the best scoring and most advantageous proposal, presentation/interview (if held), and completed reference checks. HACS shall be the sole judge of its own best interest, the proposal and the resulting contract. HACS decision is final.

The decision to request demonstrations, clarifications, or to request interviews/presentations is at HACS' discretion. The intent of the interviews/presentations, if held, will be to allow the selection committee an opportunity to clarify any questions resulting from an initial evaluation. No new information may be brought forward by the Proponent. Proponents are advised not to prepare their proposal submission in anticipation they will be granted an interview/presentation. Please respond fully to the RFP at the time of proposal submission.

Proposal evaluation results are the property of HACS. HACS does not intend to disclose the evaluation results before, during or after the RFP process. The Selection Committee will consist of representatives from HACS' Administration team. Submissions will be evaluated based on the following criteria and point system:

Qualifications/Experience – Ability of the consultant to undertake and complete successfully projects of comparable size and scope. Demonstrated experience on projects specifically with public housing agencies. (35 points)

Cost - Include any and all travel, materials, and all fees for tasks described in the Scope of Services. (35 points)

References - Provide at least three (3) references that you have successfully partnered with in the last two (2) years. (30 points)

	Maximum Points	Factor Description
1	35	Qualification/ Experience
2	35	Cost
3	30	References
	100	Total Points

10. Award

HACS will either award an appointment in whole or in part or will announce that no appointment will be made. There is no implicit or explicit guarantee that the project will proceed. HACS reserves the right to accept or reject any or all proposals.

The successful Proponent's proposal will form part of the Contract and be incorporated by reference. Claims made in the proposal or in any subsequent verbal presentation shall constitute contractual warranties.

11. Terms and Conditions of the RFP

All terms and conditions of this RFP are deemed to be accepted by the responding company and incorporated by reference in their proposal, except for those that are expressly challenged by the responding company in their proposal.