
DISTRICT OF COLUMBIA HOUSING AUTHORITY
CONTRACTS AND PROCUREMENT



LETTER SOLICITATION NO.

0005-2018

ISSUE DATE: November 15, 2017

CLOSING DATE: December 4, 2017

CAPTION: Board of Commissioners Dashboard for Business Intelligence Analytical Management Software

Dear Prospective Offeror:

The District of Columbia Housing Authority (DCHA) issues this written Letter Solicitation on behalf of its Information Technology Department (ITD) to solicit Board of Commissioner Business Intelligence Analytical Management Software in accordance with the Simplified Acquisition Methods for less than \$150,000 detailed in the DCHA Procurement Policy, applicable Federal standards, United States Department of Housing and Urban Development (HUD) regulations, and local laws. For any contract that involves District funds, DCHA shall comply with the Procurement Practices Reform Act of 2010, effective April 8, 2011 (D.C. Law 18-371; D.C. Official Code §§ 2-351.01 et seq.)(2011 Repl.) as detailed within this solicitation.

INTRODUCTION

The District of Columbia Housing Authority (“DCHA”) is dedicated to enhancing the quality of life in the District of Columbia by providing and effectively managing affordable housing, which is diverse, well maintained, and aesthetically pleasing for those whose circumstances prevent them from competing in the general marketplace. Besides operating over 8,300 units with public housing operating subsidy, DCHA also contracts over 14,000 private units through its Housing Choice Voucher Program (“HCVP”). DCHA has embarked on an ambitious program of development and redevelopment to create economically diverse communities and neighborhoods. DCHA is one of the most innovative housing authorities in the nation and is actively pursuing non-governmental sources of financing to promote HCVP homeownership assistance programs, project-based public housing subsidies, and implement more creative uses of its authority through the United States Department of Housing and Urban Development (HUD)’s Move to Work (MTW) Demonstration Program.

OVERVIEW

DCHA requires Business Intelligence Analytical Management Software to support the Executive Office and Board of Commissioners with current and historical data management. DCHA interested, licensed, and qualified Offerors to submit a proposal in response to this solicitation.

BACKGROUND

The Executive Office of the District of Columbia Housing Authority (DCHA) requires an Analytical Management system that will allow the Board of Commissioners to view, edit, comment, & share the multiple documents and data packages they manage both currently and historically. This system must exemplify a strong main ‘ease’ of use feature throughout its application along

with the ability to communicate among themselves or exclusively between numbered individuals.

SCOPE OF WORK

The Scope of Work includes the Product Specifications and Services required to provide for the nature of Board of Commissioners Business Intelligence Analytical Management Software and Services; however, this list is not all-inclusive.

SPECIFICATIONS

The following Specifications describe the minimum fulfillment requirements for the Board of Commissioners Business Intelligence Analytical Management Software. Contractor shall provide products that meet the Specifications detailed herein.

Application Requirements:

- Ability to collate various sources of documents into one 'Book' (or Pamphlet)
- Find any word, phase(s), or sentences in any document across `active' books, archived books through a search function
- Ability to locate older material easily through Archives utilizing word searches
- View Contacts and Calendars with a `sync' with Exchange (Outlook)
- Ability to `Vote' on Resolutions electronically
- Easily re-use content, reposition content both within and between books
- Security and control Access must be across individual users and/or user groups
- Ability to capture notes with the feature to share the inputted notes if desired
- Ability to Preview updates to books before publishing/finalizing
- "Ease" of use is a **Must**, with a strong `user-friendly' support process/team available 7 days a week

SERVICES

DCHA anticipates the following services in support the product installation:

- Please specify if the BI product is a 'commercial-off-the-shelf (COTS) purchase or is Subscription based. Also, outline the pricing for up to five years.
- Please specify if your company provides Service Level Agreements (SLA) concerning Technical support; include all levels of SLA's and associated prices and coverage times.
- DCHA plans to solicit Professional Services to assist with implementation and training; please specify if your company provide such services (under separate line-item or cover.

SECTION 3 REQUIREMENTS

All Contractors shall comply with the Section 3 Program, as defined in the Housing and Urban Development Act of 1968 (12 U. S. C. 1701u) (Section 3), amended by the Housing and Community Development Act of 1992 (1992 Act) (commonly known as and herein after as the Section 3 Program). Section 3 compliance requires all Contractors performing work on behalf of the DCHA or any of its subsidiaries to ensure that training, employment, contracting and other economic opportunities generated by the Federal financial assistance shall, to the greatest extent feasible, be directed toward low-income and very-low-income persons, particularly those who are recipients of government assistance for housing.

The minimum numerical goal for employment shall be equal to 10% of the total number of labor hours on the contract issued. A 2nd option for compliance under this act is to annually enroll Section 3 individuals totaling at minimum 30% to an Apprenticeship program. Another option is to subcontract to a Section 3 business concern. In accordance with the HUD regulations, 10% of the subcontract may be awarded to section 3 business concerns for construction and 3% of the subcontract may be awarded to section 3 business concerns for non-construction contracts. A 4th option for compliance is to propose a unique program that provides internships for residents or program participants or, provides pro bono services to DCHA program participants or Section 3 businesses. Cash donations to DCHA's Section 3 Fund are presented as a "last resort option" to all Contractors. This option is made available to Contractors who have exhausted all priority preferences and are unable to hire or train Section 3 individuals as the contract is immediate and the period is minimal or, the skill sets required by the staff is too technical or too advanced for the Section

3 individuals seeking employment. The funds received will be used to provide training, uniforms, or transportation for Section 3 individuals.

Contractors and subcontractors will:

1. Incur all costs required for compliance with the applicable regulations;
2. Be subject to DCHA monitoring for compliance, and
3. Accept any applicable penalties for noncompliance.

Offerors must provide an “Action Plan for Section 3 Commitment” and an “Estimated Project Workforce Breakdown” along with their bid proposal to be considered for contract award.

These documents should include a brief narrative description of the contract, and training and/or job opportunities for Section 3 participants as a part of this contract. The details of this plan should include the number of Section 3 participants to be hired, a list of tasks, description of skills associated to those tasks, the estimated total hours of those tasks under this contract, and a description of the methods to be used to achieve the respective Section 3 Commitment. A template of the Action Plan for Section 3 Commitment and a copy of the Estimated Project Workforce Breakdown have been enclosed with this letter solicitation (**Attachments**).

DCHA recognizes that the Contractor seeks trainees and/or employees that meet certain requirements. In order to better facilitate this goal, all efforts to hire to meet the Contractor’s Section 3 goals must be coordinated through the DCHA Section 3 Compliance Coordinator. Each Section 3 Plan will be rated on the quantity of job opportunities and on the quality of the training and/or the development of skills that lead to economic self-sufficiency and careers.

Examples of Opportunities

Administrative/ Management	accounting, payroll, research, bookkeeping, purchasing, word processing
Services	appliance repair, florists, marketing, carpet installation, janitorial, courier, photography, catering, landscaping, printing, computer/information, manufacturing, transportation.
Construction	architecture (intern), bricklaying, carpentry, cement/masonry, demolition, drywall, electrical, elevator construction (apprentice), fencing, heating, iron works, machine operation, painting, plastering, plumbing, tile setting.

See Attachment L- Benchmark Standards & Menu of Expanded Options for Compliance with DCHA's Section 3 Program

Non-Compliance Procedures

Any Contractor who fails to make a positive effort to meet the hiring and contracting goals described in the Section 3 Plan may be determined to be non-compliant. After a determination by DCHA that the Contractor has failed to comply with the Section 3 terms of their contract, DCHA shall serve notice of such non-compliance to the Contractor or its representative. The Contractor shall be responsible for notifying any subcontractor(s) who is not in compliance.

Upon request, the Contractor determined to be non-compliant shall meet with DCHA within three (3) working days of written notice in order to determine a method of correcting the deficiencies and determining the time period within such remedy shall be effective. If remedy is not agreed upon within three (3) days of the required notice, DCHA shall prescribe the remedy by which deficiencies shall be corrected and notify the Contractor in writing of such a determination.

If the Contractor does not correct the deficiencies in the manner as directed by DCHA within thirty (30) calendar days DCHA may impose any or all of the following sanctions:

- (a) Withholding payments;
- (b) Termination for default or suspension of contract; or
- (c) Placing the Contractor on a list of Contractors who fail to comply with DCHA Section 3 requirements.

Monitoring

DCHA will conduct unscheduled site visits to interview all Section 3 hires. DCHA will also review weekly payrolls and other supportive documentation.

Reporting

Contractor must submit quarterly reports regarding their Section 3 activities as requested by the Section 3 Compliance Coordinator. If Contractors chose to contract with Section 3 business concerns they must also submit proof of payment to those businesses.

Within five business days of project completion, Contractors are required to provide a narrative of their efforts and outcomes as it relates to Section 3 activity to the DCHA Section 3 Compliance Coordinator.

Contact

Please consult the Data Management and Section 3 Compliance Specialist, Office of Resident Services, Hanna Koerner at 202.535.1517 hkoerner@dchousing.org for additional information or assistance with the completion of your Section 3 Action Plan.

TERM OF CONTRACT

DCHA intends to award a contract for five (5) years from the date of contract execution, as deemed appropriate in the representation of DCHA; based upon the availability of funds.

TYPE OF CONTRACT

DCHA intends to award a firm-fixed price contract for services as outlined in the scope of services. The Offeror shall provide all specified items required by the DCHA.

OPTION TO EXTEND THE TERM OF THE CONTRACT-"RESERVED"**MANNER OF AWARD**

DCHA may award a contract upon the basis of the initial Proposal received, without discussion. Therefore, each initial Proposal should contain the Offerors best and final terms from a cost and technical standpoint. Proposals shall represent the best efforts of the Offerors and will be evaluated as such. Proposal should set forth full, accurate, and complete information as required by this Letter of Solicitation.

INSURANCE

The successful Offeror, upon contract award shall at its own expense obtain the minimum insurance coverage set forth below and keep such insurance in force throughout the contract period. All insurance provided by Contractor in this section shall set forth DCHA as an additional insured (as applicable). Contractor's insurance is primary over DCHA insurance policy.

[THIS PORTION OF THE PAGE IS INTENTIONALLY LEFT BLANK.]

Contractor shall carry and pay for:

MINIMUM INSURANCE REQUIREMENTS
BASIC COVERAGE
Commercial General Liability (GL): Per Occurrence: \$2,000,000 Aggregate: \$4,000,000
Products and Completed Operations:\$2,000,000 Personal/Advertising Injury: \$1,000,000
Professional Liability (Errors and Omissions)
Per Occurrence: \$1,000,000 Aggregate: \$2,000,000

With respect to the policies described above, these policies must:

- (a) Be in place before the execution of any contract awarded, as in-force insurance is a condition precedent;
- (b) Contractor shall provide DCHA annual Certificate of Insurance as evidence of the limits of coverage described above;
- (c) In the event the Contractor's insurance expires during the execution of or term of the contract, Contractor must provide DCHA with renewal certificates 30 days prior to the expiration date of the expiring coverage;
- (d) Insurance contracts shall require the insurance company to notify DCHA in the event of a substantial change in coverage during the policy term;
- (e) Be insured by A.M. Best Companies with a rating of A-VIII or higher; companies authorized to do business and in good standing in the District of Columbia, on such companies and on such conditions, and with such beneficial interest appearing thereon as shall be acceptable to the DCHA.

In the event a claim arises under the contract, the Contractor will promptly notify the DCHA Contracting Officer's Technical Assistance Representative (COTR) Karl Jones, Manager of the DCHA Office of Risk Management (ORM) at 202-535-1883. In addition, the Contractor will investigate and furnish the DCHA COTR and ORM with reports of all accidents, claims and potential claims for damage or injury and will cooperate with its insurers and those of DCHA.

INDEMNIFICATION

The Offeror shall indemnify, defend and hold harmless HUD and DCHA , and its respective employees, agents, contractors, Board of Directors, Board of Commissioners, members, managers and other representatives (the “Indemnified Parties”), from any loss, cost damage, claim, demand, suit, liability, judgment and expense (including any attorney fees and other costs of litigation) arising out of or resulting from or in connection with any worked called for or performed under this contract, any breach by the Contractor, its agents, employees and the Contractor of any provision of this contract, or any negligent or bad faith act(s) or omission (s) or the negligent performance of this contract by the Contractor, its agents, employees and the Contractor or any other person or entity for which the Offeror may be responsible. Any provisions or limits of insurance set forth in this contract shall not limit the Offerors liability. At its own expense, the Offeror shall obtain the necessary insurance coverage acceptable to DCHA to comply with this indemnification requirement; provide evidence of such coverage to DCHA, and such coverage shall be in place before the execution of the contract awarded and as a condition to it.

TASK ORDERS- RESERVED

PAYMENT/INVOICES

Monthly Payment of Services:

DCHA shall pay for services on a monthly basis (Net 30).

Submission of Payment Requests

- a. Invoices must be addressed as follows and forwarded to:

District of Columbia Housing Authority
Attn: Office of Financial Management
1133 North Capitol Street, NE, Suite 329
Washington, D.C. 20002-7599

Invoices may be emailed to: DCHApayments@dchousing.org

- b. Proper invoices shall contain the following information:
 - Contract Number
 - Purchase Order Number
 - Identification of matters/services performed consistent with the contract requirement and supporting documentation
- c. Failure to provide all documentation as outlined in item “b” above may delay payment of invoices.
- d. DCHA’s Accounts Payable Division processes checks for payment every Thursday; except for when that date falls on a legal holiday.

In the event the processing day falls on a legal holiday, checks will be processed on the next business day.

PROPOSAL FORMAT

Proposals shall be submitted in two parts: Technical and Cost. **Please note the proposal shall not exceed twenty (20) pages excluding the Cost Proposal, supporting materials, and exhibits.** Comb, Coil or Spiral Binding shall not be used. Offerors shall submit one (1) original and four (4) copies of both the technical and price proposals, prepared in such format and in such detail as to enable DCHA to make a thorough evaluation thereof and to arrive at a sound determination as to whether or not the offer Offeror can meet the requirements set forth in this solicitation.

All proposals submitted for consideration will be reviewed by the DCHA, with the Offeror receiving the highest rating based on the criteria outlined in this section to be selected as the most capable of providing the services in a manner that is most advantageous to DCHA, cost and other factors considered.

DCHA may reject any or all proposals that are determined not to be in DCHA's best interest. In addition, DCHA reserves the right to waive any formalities or minor irregularities, if it serves DCHA's best interests in doing so.

The technical proposal shall not contain any cost information.

At a minimum, Proposals shall be organized as follows with the content below:

PART I: Technical Proposal

1. Table of Contents

2. Letter of Interest

Provide an executive summary/introduction to include profile regarding the history and attributes of the Offeror, name of entity, address, website and telephone number; name of contact individual, telephone number, email address, and a brief description of the understanding of the Scope of Work and entities ability to perform work.

3. Documentation to prove Experience within the Government Industry

Provide Experiences, documented, that demonstrate a thorough understanding and expertise of managing varying levels of skill sets of the 'end users'.

4. Documentation of High Quality Customer Support

Provide Service Level Agreements that are flexible/aligned with Users that have varying levels of days/times of using your company's product where they can receive high caliber support that ranges from the neophyte to expert user.

5. Documentation to Substantiate Financial Capacity

Provide Company financial reports indicating sufficient standing to provide services, as well having access to adequate capital and sufficient bonding from a surety.

6. Documentation to substantiate Staffing Plan

Provide a Staff Plan that your Company is proposing to use on this project along with associated Resumes

7. Management Approach and Implementation Methodology

Provide your Company's overall approach for implementation relative to the provided 'scope of work' within this Request and provide a Project Plan that includes every step required to have a group of disparate skills-background users to sufficiently utilize the Application.

8. References

Provide four (4) references where your company has performed work similar to the Scope of Services outline within the solicitation within the past two (2) years. At least two (2) references should be from Government agencies/entities. Include Client Name, Point of Contact email and telephone number; a description of the work performed, dates of service, contract value and status (active or closed).

References may be contacted to verify project award, project performance and quality of work.

9. Standard Contract

Provide a copy of the Offeror's standard contract or required key business terms to be proposed by Offeror. DCHA is not required to accept any terms proposed. This information is supplemental and not included in scored points.

10. Experience with HUD Section 3 & Section 3 Plan

Describe the Offerors experience with compliance with HUD Section 3 requirements and the results achieved in hiring and training Section 3 residents and/or subcontracting to Section 3 business concerns. Review Section 3 requirements outlined in this solicitation and complete the “Action Plan for Section 3 Commitment” and an “Estimated Project Workforce Breakdown” as outlined in that section. Minimally address the following: (1) Indicate whether the Company has a valid Section 3 Certificate (issued by the Department of Housing and Community Development); (2) Provide a detailed description of the hiring plan for DCHA program participants. Include the number, the type of jobs to be provided and the number and type of training opportunities to be provided; (3) Provide a detailed description of the training plan for DCHA program participants, whether interns will be contracted or, if funding will be provided for training; (4) Outline the Company's proposal, if any, to subcontract to Section 3 businesses. Describe in detail, the type of service to be provided.

11. Minority/Woman/Certified Business Enterprise (M/WBE/CBE) Equity Plan

Offeror should submit narrative information about its policies, plans, activities and accomplishments in creating a diverse workforce, both in its legal and administrative support staffs. The narrative should also indicate any experience utilizing Minority and Women-owned business enterprises and to what extent minorities and women are included in the team that will advise DCHA.

Describe the diversity profile of the Company's shareholders or partners, of counsel and associates. Please include a description of how women and minorities hold positions of leadership in the Offeror's Company, including any history of such participation.

12. Certifications & Affidavits

Complete and Return the following certification forms:

[Attachment A](#), HUD General Conditions for Non-Construction Contracts
Section II

[Attachment B](#), Tax Certification Affidavit

[Attachment C](#), Non-Collusive Affidavit

[Attachment D](#), Certificate of Eligibility

[Attachment E](#), Contract Compliance Requirements

[Attachment G](#), Representation, Certification, and Other Statements of Bidders

[Attachment H](#), Statements of Bidders Qualifications

[Attachment I](#), Section 3 Contractor Compliance Agreements

[Attachment J](#), Conflict of Interest Certification

[Attachment K](#), DCHA Simplified Acquisition Mandatory Clauses for Small Purchases

[Attachment L](#), Benchmark Standards & Menu of Expanded Options for Compliance with DCHA's Section 3 Program

Proposals submitted with incomplete or missing certifications may be determined unresponsive and removed from consideration.

PART II: Price Proposal

13. Price Proposal

Offerors shall submit a Price Proposal to complete the Scope of Services.

All fees quoted will be inclusive of time for meeting with DCHA and stakeholders to develop the metrics, pre-work necessary to complete the tasks, as well as post meetings to present findings.

Software/Subscription costs, Implementation costs, Training Costs, any/all 'custom work' costs (if applicable relative to the Scope of Services within this Request), and all related Hardware costs that are also related to the Scope of Services outlined within this Request.

Provide line-item detail along with associated costs whenever possible.

Fees and Costs shall be inclusive of all delivery, labor, supervision, material, overhead costs and proposed per year up to five (5) years to include:

1. A breakdown of the major components required and included in the cost.
2. All shipping, delivery, fuel etc. costs, if applicable.
3. All costs for configuration of equipment, if applicable.
4. All other costs (i.e. labeling, packaging, packing, loading, storage, insurance, etc.), if applicable.
5. All SLA, Professional, Implementation, Training and other Services available as additional items quoted per item, per year.

Offerors shall ensure that the Price Proposal proposed fees and costs offered are the lowest discounted (government) rate offered to similar clients.

ALL PROPOSALS SUBMITTED FOR CONSIDERATION WILL BE REVIEWED BY DCHA, AND THE OFFEROR RECEIVING THE HIGHEST RATING, BASED ON THE CRITERIA PRESENTED BELOW, WILL BE SELECTED AS BEING THE MOST CAPABLE OF PROVIDING SERVICES IN A MANNER THAT IS MOST ADVANTAGEOUS TO DCHA, TECHNICAL AND COST FACTORS CONSIDERED. DCHA MAY REJECT ANY OR ALL PROPOSALS THAT ARE DETERMINED NOT TO BE IN DCHA BEST INTEREST. IN ADDITION, DCHA RESERVES THE RIGHT TO WAIVE ANY INFORMALITIES OR MINOR IRREGULARITIES IF IT SERVES THE DCHA'S BEST INTEREST IN DOING SO.

EVALUATION & SELECTION CRITERIA

Proposals will be evaluated with points assigned as detailed in this section. Proposals will be evaluated to determine the extent to which the Offerors capabilities and approach meet the needs of the DCHA. Offerors shall respond thoroughly to each of the following evaluation factors, with focus on providing answers that are both clear and concise. If any requirement listed cannot be met, full disclosure must be given, along with an explanation and proposed alternative, if appropriate.

The evaluation factors will be used in determining the competitive range, with a total possible score of **167.5** points.

DCHA will add additional points for Business Enterprise Designations after the technical evaluations have been completed and the competitive range has been established by the Contracting Officer.

The following point value will be used for evaluation purposes with the points shown being the maximum number that can be awarded for each criterion:

TECHNICAL AND COST

CRITERIA	MAXIMUM POINTS
Experience Documentation to prove Experience within the Government Industry Provide Experiences, documented, that demonstrate a thorough understanding and expertise of managing varying levels of skill sets of the 'end users'.	20

<p>Documentation of High Quality Customer Support Provide Service Level Agreements that are flexible/aligned with Users that have varying levels of days/times of using your company's product where they can receive high caliber support that ranges from the neophyte to expert user.</p>	20
<p>Documentation to Substantiate Financial Capacity Provide Company financial reports indicating sufficient standing to provide services, as well having access to adequate capital and sufficient bonding from a surety.</p>	15
<p>Documentation to substantiate Staffing Plan Provide a Staff Plan that your Company is proposing to use on this project along with associated Resumes</p>	20
<p>Management Approach and Implementation Methodology Provide your Company's overall approach for implementation relative to the provided 'scope of work' within this Request and provide a Project Plan that includes every step required to have a group of disparate skills-background users to sufficiently utilize the Application.</p>	20
<p>References Provide four (4) references where your company has performed work similar to the Scope of Services outline within the solicitation within the past two (2) years. At least two (2) references should be from Government agencies/entities. Include Client Name, Point of Contact email and telephone number, a description of the work performed, dates of service, contract value and status (active or closed). References may be contacted to verify project award, project performance and quality of work.</p>	15
<p>Section 3</p> <ol style="list-style-type: none"> 1. <i>*For non-construction contracts:</i> Proposes to have DCHA residents or program participants as interns. <i>For construction contracts:</i> Proposes to have DCHA residents or program participants as apprentices (2 pts.) 2. Demonstrated evidence of successful past performance with the fulfillment of Section 3 Commitments. (3 pts.) 3. Will hire DCHA residents or program participants for appropriate employment opportunities within the firm or any of its affiliated subcontractors. (4 pts.) 4. Proposes to provide funding for training for a DCHA resident or program participant. (3 pts.) 5. Will provide pro bono services to resident-controlled companies or residents desiring to start a company either as a for-profit or non-profit entity. (2 pts.) 6. **Proposes to subcontract supportive services to Section 3 businesses. (2 pts.) 7. ***Vendor submits a unique proposal that supports the requirement of Section 3 “to provide DCHA residents and program participants with training and/employment opportunities.” Includes sponsoring program participants. (4pts.) 	20

COST	
Price Proposal Provide your Company's Pricing Proposal that includes Software/Subscription costs, Implementation costs, Training Costs, any/all 'custom work' costs (if applicable relative to the Scope of Services within this Request), and all related Hardware costs that are also related to the Scope of Services outlined within this solicitation. Provide line-item detail along with associated costs whenever possible. Offerors shall ensure that the Price Proposal proposed fees and costs offered are the lowest discounted (government) rate offered to similar clients.	25
TOTAL MAXIMUM POINTS TECHNICAL & COST	155

SECTION 3 Section 3 Experience & Plan

*Approved apprenticeship and trainee programs include: an apprenticeship program approved by the Bureau of Apprenticeship and Training of the Department of Labor, or a State Apprenticeship Agency, or an on-the-job training program approved by the Bureau of Apprenticeship and Training, in accordance with the regulation at 29 CFR part 5; or a training program approved by HUD in accordance with HUD policies and guidelines, as applicable. Participation in an approved apprenticeship program does not, in and of itself, demonstrate compliance with the regulations of this part.

**A Section 3 Business is defined as a business that is 51% or more owned by low-income individuals OR, a business whose full time workforce includes, at minimum, 30% low income individuals OR, a business who subcontracts in excess of 25% of the total amount of its contract to section 3 businesses.

***Sponsoring DCHA program participant(s) involves:

- providing the financial means necessary for the program participant(s) to receive training in a specific trade or other method of higher learning;
- provide mentoring to the program participant(s) sponsored; and
- committing to hire the respective program participant(s) after successful completion of their specialized training.

BONUS POINTS
POINTS

MAXIMUM 12.5 BONUS

Business Enterprise Designation Points for Local Small Minority/Woman-Owned Business Bonus Points) (Maximum 10

The DCHA will add additional points for Business Enterprise Designations after the technical evaluations have been completed and the competitive range has been established by the Contracting Officer.

Upon the determination of the competitive range, each Offeror who has been deemed technically qualified and is within the competitive range can receive additional points if the Offeror is determined to be a Local, Small, Minority or Woman-Owned Business Enterprise (LSM/WBE).

The following definitions apply for the DCHA Business Enterprise Designation Points:

“Local” means within the Metropolitan Business Area;

“Small” means a firm with 500 employees or less;

“Minority” means 51% ownership; and

“Woman-Owned” means 51% ownership.

The points shall be awarded to the Offeror based on a review of the Offeror, either party of a joint-venture, or a Offeror’s subcontractors.

The points will be awarded in the following manner:

Local	= 2.5 points
Small	= 2.5 points
Minority	= 2.5 points
Woman-Owned	= 2.5 points

A maximum of 10 points can be added to the score of a technically qualified Offeror who is in the competitive range.

CBE Participation Points)

(Maximum 2.5 Bonus

DCHA will recognize the District of Columbia certification as meeting the certification requirements of its Certified Business Enterprise (“CBE”) program. Reliable certification from other CBE programs will be considered and Contractors may utilize any other CBE firms that qualify under the definitions set forth herein. In recognition of the District’s CBE certification, DCHA will use the following CBE point system below to determine the number of preference points awarded to contractors with CBE certification. Please be advised that if one or more development team members is a CBE, DCHA will only award points for one

CBE team member. The point award will be based on the CBE with the highest number of preference points awarded by the District.

District of Columbia	D.C. Housing Authority
10-12 Preference Points	2.5 Preference Points
6-9 Preference Points	2.0 Preference Points
2-5 Preference Points	1.0 Preference Points

TOTAL MAXIMUM POINTS (to include Bonus Points)

167.5

Each response will be ranked using the above criteria based upon the information presented in the statements, the references provided by the Contractor, DCHA's knowledge from prior engagements, if applicable, independent background checks and other factual information available to the DCHA. Contractors are advised to provide sufficient information and references to demonstrate their approach, experience and capabilities.

RELATIVE IMPORTANCE OF TECHNICAL VERSUS COST/PRICE FACTORS

DCHA will make an award to the responsible Offeror, whose offer conforms to the solicitation and is most advantageous to the DCHA (i.e., that which represents the best value to the DCHA), cost or price and other factors considered. The proposed cost must be considered reasonable and must reflect the proposed technical approach.

DCHA may award a contract to other than the lowest priced offer. In the event that two or more offers are considered technically equivalent, the evaluated cost or price will be of primary importance in determining the proposal most responsive.

DCHA may make multiple awards to ensure availability of a wide range of products or services.

The combined relative merit of the technical evaluation factors listed below will be more significant than cost or price in the selection of the Contractor.

PROTEST

Any party involved in a dispute with DCHA related to any procurement decision that has unfavorably affected the aggrieved party is entitled to a resolution of the dispute in a timely manner and in accordance with applicable local or Federal law. The Protester, defined below, in all instances, must pursue a remedy through the established administrative procedures of DCHA prior to pursuing any

protest with the Federal agency, defined below. Guidelines and procedures that must be followed are presented herein.

DEFINITIONS

Contracting Officer. The person within DCHA duly authorized by the governing body thereof to administer contracts for, and in the name of, the DCHA.

Executive Director. The Executive Director of DCHA.

Federal Agency. Unless otherwise defined, the United States Department of Housing and Urban Development (HUD).

General Counsel. The General Counsel of DCHA.

Protester. Any Offeror to a solicitation made by DCHA who has submitted a bid, quotation, or proposal meeting all the material requirements of the solicitation, who has received an unfavorable decision concerning the results thereof, and who feels that said decision was reached in an unfair and/or biased manner.

PROCEDURES

1. Any protest against a solicitation must be received before the due date for receipt of bids or proposals, and any protest against the award of a contract must be received within ten (10) calendar days of contract award by the Contracting Officer of the DCHA, or the protest will not be considered, unless a different time period has been established in the solicitation or contract, if applicable. In such cases the time period set forth in the contract prevails. The formal complaint must be in writing, and must identify the aggrieved party by name and address, and contain a clear and concise factual and legal grounds of the protest, including copies of relevant evidence or supporting documents, statutes, rules, regulations and/or policies violated, and the relief requested by Protester.
2. The Contracting Officer, upon receipt of the formal complaint, shall review the merits of the protest and render a decision, in writing, to the Protester. The response shall include a finding of facts based on information provided by the Protester and DCHA's knowledge of the circumstances, and shall include instructions for filing an appeal, if necessary. The Contracting Officer must respond to the formal complaint within ninety (90) days of its receipt, except where the response time is otherwise stipulated in an agreement with the Protester directly related to the disputed issues.

3. If the Contracting Officer fails to respond to the formal complaint within the specified time-period, or if the Protester disagrees with the decision rendered, then the Protester may submit an appeal to have the dispute resolved by the DCHA Executive Director. Such appeal must be in writing and made within ten (10) days of the date of the initial decision rendered by the Contracting Officer, or within ten (10) days after the expiration of the response time allotted. The Executive Director, or any designee, shall respond to any appeal submitted in a timely manner within twenty (20) days of receipt of said appeal, except where the response time is otherwise stipulated in a contract with the Protester and directly related to the disputed issues.
4. If the Executive Director or designee, fails to respond to a properly submitted protest within the allotted time, or the if Protester wishes to appeal the decision rendered, then the Protester may submit a formal request to have the dispute settled by the appropriate U.S. Department of Housing and Urban Development (HUD) or to the District of Columbia Board of Contract Appeals (CAB). Such request must be in writing and made within thirty (30) days of receipt of the decision rendered by the Executive Director or designee, or other time period required by the selected court of competent jurisdiction, as applicable. The field office of HUD will only review protests that meet one of the following criteria:
 - I. Violation of Federal law or regulations and the standards of section 85.36, Code of Federal Regulations, title 24 (24 CFR, Part 85.36). Violations of local law will be under the jurisdiction of local authorities.
 - II. Violation of DCHA's protest procedures delineated herein based on the failure of DCHA to review a complaint or protest.
5. All protests, except those directed to HUD, CAB or Court of Competent Jurisdiction, shall be addressed to the administrative offices of DCHA. The address of the administrative offices of DCHA is as follows:

District of Columbia Housing Authority
Office of Administrative Services-Contracts and Procurement
1133 North Capitol Street, N.E. Room 300
Washington, D.C. 20002
Attn: Cheryl Moore, Contracting Officer
6. All protests directed to the field office of HUD shall be addressed to the following location:

Public Housing Division
U.S. Department of Housing and Urban Development
Washington, D.C. Field Office, Region III
Union Center Plaza
820 First Street, N.W.
Washington, D.C. 20002-4205

7. DCHA shall, in all instances, promptly disclose information to the HUD Field office related to any protests or complaints. However, failure to promptly notify HUD of such matters does not relieve the Protester of compliance with the administrative procedures presented herein.
8. In the event the Protester disagrees with the decision rendered by the HUD Field Office and exhausted all administrative remedies, Protester may pursue any and all legal remedies available in the District of Columbia Contracts Appeals Board (CAB).

INQUIRIES/QUESTIONS

Inquiries or questions concerning this solicitation **shall be submitted in writing to in the Issuing Office no later than Wednesday, November 22, 2017 by 11:00 a.m.** Inquiries/questions shall be emailed to Kimberly Allen, Procurement Manager at kallen@dchousing.org with copy to business@dchousing.org.

OFFERORS ARE INSTRUCTED SPECIFICALLY TO CONTACT ONLY THE SOLICITATION ISSUING OFFICE IN CONNECTION WITH ANY ASPECT OF THIS SOLICITATION PRIOR TO CONTRACT AWARD. PROPOSALS AND ALL CORRESPONDENCE RELATING TO THE SOLICITATION DOCUMENT MUST BE SUBMITTED TO THE ISSUING OFFICE.

PROPOSAL SUBMISSION

Respond as outlined and submit ONE (1) original and FOUR (4) copies of the Proposal, typed and prepared on standard 8.5 x 11 letter size paper with material printed on one side only. Coil, Comb or Spiral Binding shall not be used. **All Proposals in response to this Letter of Solicitation must be RECEIVED no later than Monday, December 04, 2017 by 11:00 a.m. EST at the email and address listed below.**

DCHA will accept an electronic version of your proposal in PDF format. Electronic submissions shall be emailed to Kimberly Allen, Procurement Manager at kallen@dchousing.org with copy to business@dchousing.org.

Please mail Proposals to:

District of Columbia Housing Authority
Office of Administrative Services- Contracts and Procurement
1133 North Capitol Street, NE, Suite 300
Washington, D.C. 20002-7599
Attn: Cheryl Moore, Contracting Officer
Letter Solicitation Number: 0005-2018
"Board of Commissioners Dashboard for Business Intelligence Analytical
Management Software"

**PROPOSALS RECEIVED AFTER THE DEADLINE MAY NOT BE
CONSIDERED.**

Sincerely,

A handwritten signature in blue ink that reads "Cheryl Moore". The signature is written in a cursive, flowing style.

Cheryl Moore
Contracting Officer