
DISTRICT OF COLUMBIA HOUSING AUTHORITY
CONTRACTS AND PROCUREMENT



LETTER SOLICITATION NO.

0010-2018

ISSUE DATE: February 8, 2018 CLOSING DATE: February 22, 2018

CAPTION: CALL CENTER ANSWERING SERVICES

Dear Prospective Offeror:

The District of Columbia Housing Authority (DCHA) issues this written Letter of Solicitation on behalf of its Office of Public Affairs and Communications (OPAC) to solicit a Call Center Answering Services 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 Moving to Work (MTW) Demonstration Program.

BACKGROUND

The DCHA Office of Public Affairs and Communications (OPAC) provides information to the public and news media about DCHA its residents/customers, employees, properties, resources, programs, and Board of Commissioners. The department produces and creates documents including agency newsletters, brochures, handbooks, videos, gallery displays, and the DCHA website.

OPAC also includes the agency's Customer Service Call Center, which handles thousands of calls per month. Inquiries are received when callers dial DCHA's main number. During the 2017 calendar year the Call Center received 295,507 calls. To accommodate DCHA's business, OPAC requires a telecommunications service provider to provide call center services during evening, weekend, and non-business hours. DCHA invites qualified, interested Offerors to submit a proposal in response to the solicitation to provide Call Center Answering Services.

SCOPE OF SERVICES

The DCHA call center's normal business hours are from 8:15 AM to 6:00 PM, Monday through Friday. Contractor shall process all DCHA maintenance requests using the DCHA Work Order Interface, to include emergency, urgent, and routine priority work orders. The following work items are the primary work; however do not represent all tasks required to provide the scope of work:

Contractor shall have 24-hour work hours of operation to receive an average of 400 calls per month from the main number of DCHA.

Contractor shall be the receptor for all calls related to maintenance requests during after-hours, weekends, and at any other time the DCHA call center is closed during normal business hours. Contractor's script, protocols, and call resolution shall mirror that of the DCHA Customer Call Center.

Representatives shall input data into a DCHA module for the creation of work orders for public housing properties.

Contractor shall dispatch select emergency calls as determined by DCHA's protocol. Contractor should provide an email account to receive instructions for dispatching the calls.

Contractor shall transcribe each call, along with a report given to appropriate DCHA management. Frequency of reports shall be daily and/or upon request. Each transcribed call shall include (among other factors): name of caller, unit/apartment address, time of call, and if applicable detailed steps that Contractor took to notify staff.

In addition to a transcription of each call received, Contractor shall maintain an audio recording of each call archived with the ability to easily retrieve the call and email it to appropriate DCHA management upon request.

Billing of services shall be on a per call basis. If the Contractor offers a flat-rate option based on call volume that needs to be clearly stated in the written contract. Invoicing practices should reflect the fluctuating nature of calls for DCHA.

QUALIFICATIONS

Minimally the Telecommunications service provider shall have three (3) year's experience with proving services detailed within the Scope of Work and be able to:

- Process incoming telephone calls from DCHA customers and the general public;
- Handle calls from LEP/NEP;
- Take messages using DCHA's scripts and Customer Relationship Management (CRM) system then deliver the messages accurately;
- Record every call and have durable data maintenance and protection processes;
- Relay urgent calls to on-call personnel when necessary.

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 non-compliance.

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 I- 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;
- (a) Termination for default or suspension of contract; or
- (b) 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 monthly 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 with Hanna Koerner, Data Management and Section 3 Compliance Specialist, Office of Resident Services, via phone at 202.535.1517 and via email at hkoerner@dchousing.org for additional information or assistance with the completion of your Section 3 Action Plan.

TERM OF CONTRACT

The term of this contract shall be for a two (2) year period from the date of contract execution, as deemed appropriate in the representation of DCHA and its affiliated subsidiaries; based upon the availability of funds.

OPTION TO EXTEND THE TERM OF THE CONTRACT- (Reserved)**TYPE OF CONTRACT**

DCHA intends to award a firm fixed contract for the items/services specified in the Scope of Services. Contractor shall provide all specified services required by the DCHA and its affiliated subsidiaries.

TASK ORDERS- (Reserved)**MANNER OF AWARD**

The DCHA may award a contract upon the basis of the initial Proposals 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 Offeror 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 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 shall carry and pay for:

MINIMUM INSURANCE REQUIREMENTS	
BASIC COVERAGE	
(i) 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
(ii) Automobile Liability:	\$1,000,000 per occurrence
(iii) Workers' Compensation:	
The contractor should contact their insurer for the appropriate liability limit.	
(iv) Employer's Liability:	
This coverage is not available to employees if Worker's Compensation applies (<i>see</i> 32 DC Official Code § 1504). If and when Employer's Liability insurance applies, however, the minimum requirements are as follows:	
Each Accident:	\$500,000
Employee Disease:	\$500,000
Disease-Policy Limit:	\$500,000
ADDITIONAL COVERAGE	
(Requirements to be determined depending on the contract.)	
(v) Umbrella or Excess Liability:	\$2,000,000 to 5,000,000+ (depending on contract)
(vi) Employment Practices Liability:	
Per Occurrence:	\$1,000,000+ (depending on contract)
Aggregate:	\$1,000,000+ (depending on contract)
(vii) Employee Dishonesty Liability:	
not less than \$250,000 per occurrence	
Contractor shall name DCHA as the loss payee.	

(viii) Professional Liability (Errors and Omissions)

Per Occurrence: \$2,000,000

Aggregate: \$4,000,000

With respect to GL above; these policies shall be endorsed to name DCHA as an additional insured and as a loss payee.

With respect to policies described above, these policies must:

- (a) Be in place before the execution of this contract and in-force insurance is a condition precedent to the contract;
- (b) Contractor shall provide DCHA an annual Certificate of Insurance as evidence of the limits of coverage described above;
- (c) In the event the Contractor's insurance expiration during the execution of or term of the contract, the Contractor shall provide DCHA with copies of 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) Have an A.M. Best Company rating of A-VIII or higher by companies authorized to do business and in good standing in the District of Columbia, on such conditions, and with such beneficial interest appearing thereon as shall be acceptable to DCHA.

In the event a claim arises out of this contract, the Contractor will promptly notify the DCHA Contracting Officer's Technical Assistance Representative (COTR) and 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.

PAYMENTS/INVOICES

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

Submission of Payment Requests

- a. All Payment Requests must be addressed as follows and forwarded to:

District of Columbia Housing Authority
Attn: Office of Financial Management
1133 North Capitol Street, NE, Suite 329G
Washington, DC 20002-7549

Email: DCHApayments@dchousing.org with copy to CELLIS@dchousing.org

- b. Proper invoices shall contain the following information as applicable:

- Contract Number
- Purchase Order Number

- Identification of matters/services performed
 - Pay request shall provide an itemization of the work provided consistent with the contract requirement and supporting documentation.
- c. Failure to provide all documentation as outlined in item b. above will 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. 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

- Table of Contents
- Executive Summary/Introduction
- References
- Evidence of Past Performance
- List & Documentation of Licenses, Certifications, & Affiliations
- Experience with HUD Section 3 & Section 3 Plan
- Minority Women Certified Business Enterprise (M/WBE/CBE) Equity Plan

At a minimum, these sections should contain the following:

1. Table of Contents

2. Executive Summary/ Introduction

Letter of interest that includes executive summary/introduction to include the history and attributes of the firm/individual; name and address of the Offeror; website and telephone number; email address of contact; whether Offeror is a corporation, joint venture, partnership (including type of partnership); or individual; a brief description of the understanding of the Scope of Services; and the entity's ability to perform the work.

3. References

Not less than three (3) recent professional references from Offerors client list for which the Contractor has performed similar work as described in the Scope of Services. Include name, address, and telephone number, description of work performed and the date completed.

Please provide a list of the Offerors client list (an excerpt is acceptable).

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

4. Evidence of past performance

Provide up to five (5) examples of experience within the past five years that best demonstrate the Offeror's expertise required to perform the scope of work outlined in this solicitation. This should include the contract dates, description of services and volume, client name, and project status (active or closed).

5. List & Documentation of Licenses, Certification and Trade Affiliations

List entity Trade Affiliations and Licenses as evidence of entity's history and ability to provide services within the industry.

Provide list of staff training and/or certification(s) as documentation of key individuals and staff ability to provide the scope of services. .

Provide documentation that entity is currently licensed and registered to provide services in the District of Columbia.

6. 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.

7. 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.

8. Attachments & Certifications

- Exhibit 1, Price Proposal

- Attachment A, General Conditions for Non-Construction Contracts
- Attachment B, Tax Certification Affidavit
- Attachment C, Non-Collusive Affidavit
- Attachment D, Certificate of Eligibility
- Attachment E, Contract Compliance Requirements
- Attachment F, Payment to Subcontractors
- Attachment G, Representations, Certifications and Other Statements of Bidders
- Attachment H, Statement of Bidders Qualifications
- Attachment I, Section 3 Contractor Compliance Requirements
- Attachment J, Conflict of Interest Certification
- Attachment K, Wage Determination
- Attachment L, Instructions to Offerors – Non-Construction

PART II: Price Proposal

9. Price Proposal

Offerors shall complete Exhibit 1 to submit a Cost Proposal to complete the Scope of Services.

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

Price Proposals outside of the format provided will be deemed non-responsive.

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 FACTORS & SELECTION CRITERIA

Proposals will be evaluated with points assigned to each section 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 112.5 points.

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:

CRITERIA	MAXIMUM POINTS
TECHNICAL	
1. References Not less than three (3) recent professional references. Include name, address, and telephone number, description of work performed and the date completed. Please provide a copy of the company's client list (an excerpt is acceptable).	20

<p>2. Evidence of past performance Provide up to five (5) examples of experience within the past five years that best demonstrate the Offeror’s expertise required to perform the scope of work outlined in this solicitation. This should include the contract dates, description of services and volume, client name, and project status (active or closed)</p>	<p>30</p>
<p>3. List & Documentation of Licenses, Certification and Trade Affiliations List entity Trade Affiliations and Licenses as evidence of entity’s history and ability to provide services within the industry.</p> <p>Provide list of staff training and/or certification(s) as documentation of key individuals and staff ability to provide the scope of services. .</p> <p>Provide documentation that entity is currently licensed and registered to provide Industry Services, Services in the District of Columbia.</p>	<p>10</p>
<p>4. Section 3</p> <ol style="list-style-type: none"> 1. *For non-construction contracts: Proposes to have DCHA residents or program participants as interns. For construction contracts: 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.) 	<p>20</p>
<p>COST</p>	

<p>5. Cost Proposal</p> <p>Offerors shall complete Exhibit 1 to submit a Cost Proposal to complete the Scope of Services.</p> <p>Offerors shall ensure that the Cost Proposal and proposed rates offered are the lowest discounted (government) rate offered to similar clients.</p> <p>Price Proposals outside of the format provided will be deemed non-responsive.</p>	<p>25</p>
<p>TOTAL MAXIMUM POINTS TECHNICAL & COST</p>	<p>105</p>

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

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

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 Respondents based on a review of the offer or, either party of a joint-venture, or an 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 Respondent who is in the competitive range. **(Weighted Factor 10 points)**

CBE PARTICIPATION

(2.5 Bonus Points)

The Authority will recognize the District of Columbia certification as meeting the certification requirements of its 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, the Authority 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 are a CBE, the Authority 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.

TOTAL MAXIMUM POINTS (to include Bonus Points)

117.5

RELATIVE IMPORTANCE OF TECHNICAL VERSUS COST/PRICE FACTORS

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

- (2) 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.
- (3) DCHA may make multiple awards to ensure availability of a wide range of products or services.
- (4) 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 PROCEDURES

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 protestor, in all instances, must pursue a remedy through the established administrative procedures of DCHA. 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, DCHA.

Executive Director. The Executive Director of DCHA.

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

Protestor. Any Offeror that responds to a solicitation that submits a proposal that contains all the material requirements of the solicitation and has received an unfavorable decision concerning the results thereof; and has a valid basis to challenge the award decision, or any Offeror who files a complaint based on the content of the LOS, prior to the proposal due date based on specific facts giving rise to any such complaint.

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 on behalf of DCHA, or the protest will not be considered, unless a different time period has been established, if applicable. In such cases, the time-period set forth in the solicitation and/or contract prevails. The complaint must be in writing, and at a minimum must identify the name, address and phone number of the Protestor; Solicitation number and project title; a detailed statement of the basis for the protest; supporting evidence or documents to substantiate any arguments; form of relief requested.

2. The Contracting Officer may suspend the procurement pending resolution of the protest, if warranted by the facts presented.
3. The Contracting Officer shall issue a written decision to the Protestor within ninety (90) days of its receipt by certified mail with return receipt requested. The written decision shall state a description of the claim; a reference to the pertinent clause; a statement of the factual areas of agreement or disagreement; a statement of the Contracting Officer's decision with supporting rationale; and a statement referencing appeal rights.
4. The Contracting Officer's Final Decision may be appealed to the DCHA Executive Director through the Office of the General Counsel. Such request must be in writing and made within ten (10) calendar days of receipt of the Contracting Officer's decision.
5. The DCHA Executive Director's decision may be appealed to the District of Columbia Board of Contract Appeals (CAB) or other court of competent jurisdiction as determined and agreed to by the Parties. The appeal must be filed within thirty (30) days of receipt of the decision rendered by the DCHA Executive Director, or other time period required by the selected court of competent jurisdiction, as applicable.
6. The DCHA Board or Commissioners has no jurisdiction over Bid Protests.
7. All protests, except those directed to CAB, 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. Suite 300
Washington, D.C. 20002-7599
Attn: Contracting Officer

INQUIRIES

Inquiries/Questions concerning this solicitation should be submitted in writing to the issuing office no later than **Friday, February 16, 2018 by 12:00 noon**. The District of Columbia Housing Authority, DCHA Contracting Officer, 1133 North Capitol Street, N.E., Suite 300, Washington, D.C. 20002-7549 or by email at lwashing@dchousing.org with a 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. All Proposals in response to this Letter of Solicitation must be **RECEIVED** no later than **Thursday, February 22, 2018, at 11:00 A.M. (ET)** at the address listed below.

DISTRICT OF COLUMBIA HOUSING AUTHORITY
Office of Administrative Services- Contracts and Procurement
1133 North Capitol Street, NE, Room 300
Washington, D.C. 20002-7549
Attn: Cheryl Moore, Contracting Officer
Letter Solicitation Number: 0010-2018
"Call Center Answering Services"

DCHA will accept an electronic version of your proposal in PDF format. Electronic submissions shall be emailed to Lolita Washington, Contract Specialist at lwashing@dchousing.org with copy to business@dchousing.org.

INCOMPLETE OR PROPOSALS RECEIVED AFTER THE DEADLINE MAY NOT BE CONSIDERED.

Sincerely,



Cheryl Moore
Contracting Officer

Exhibit 1 - Price Proposal Form

<http://bit.ly/2FXYXdc>

(to access Price Proposal Form ctrl + click the highlighted link above)

[Attachment A](#)

GENERAL CONDITIONS FOR NON-CONSTRUCTION CONTRACTS

(to access form ctrl + click the highlighted Attachment A above)

[Attachment B](#)

TAX CERTIFICATION AFFIDAVIT

(to access form ctrl + click the highlighted Attachment B above)

[Attachment C](#)

NON-COLLUSIVE AFFIDAVIT

(to access form ctrl + click the highlighted Attachment C above)

[Attachment D](#)

CERTIFICATE OF ELIGIBILITY

(to access form ctrl + click the highlighted Attachment D above)

[Attachment E](#)

SECTION 3 CONTRACTOR COMPLIANCE REQUIREMENTS
(to access form ctrl + click the highlighted Attachment E above)

[Attachment F](#)

**Benchmark Standards and Menu of Expanded Options for Compliance with
DCHA's Section 3 Program**

(to access form ctrl + click the highlighted Attachment F above)

[Attachment G](#)

CONFLICE OF INTEREST

(to access form ctrl + click the highlighted Attachment G above)

[Attachment H](#)

**REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS
OF BIDDERS**

(to access form ctrl + click the highlighted Attachment H above)

[Attachment I](#)

INSTRUCTIONS TO OFFERORS – NON-CONSTRUCTION
(to access form ctrl + click the highlighted Attachment I above)

ATTACHMENT J

WAGE DECISION

<http://bit.ly/2H0oG6r>

(to access Wage Decision document ctrl + click the highlighted Hyperlink above)