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DISTRICT OF COLUMBIA HOUSING AUTHORITY  
CONTRACTS AND PROCUREMENT

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**REQUEST FOR PROPOSAL**

**SOLICITATION NO.**

0018-2017

**ISSUE DATE: September 25, 2017**

**CLOSING DATE:**

**October 30, 2017**

**CAPTION: ENTERPRISE RESOURCE PLANNING (ERP)  
SYSTEM SOLUTION**

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## **SECTION A- GENERAL INTRODUCTION**

### **A.1 OVERVIEW**

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.

DCHA invites responses to this Request for Proposal (RFP) from interested companies to provide an Enterprise Resource Planning (ERP) system and related services as a turn-key solution.

### **A.2 BACKGROUND**

DCHA is soliciting proposals from qualified firms with the capacity to provide Enterprise Resource Planning (ERP) application software, related software and interfaces, training and related implementation and maintenance and support services, as an integrated solution. The objective of the RFP is to establish the basic requirements for an ERP system and related services for the DCHA. The specifications herein are intended to provide vendors with sufficient information to enable them to prepare a proposal in response to this RFP for an integrated software solution, which includes (at a minimum) the following:

- Low Income Tenant Management/Processing
- Housing Choice Voucher Recipient (Section 8) Processing/Management
- Resident/Recipient 50058 Processing/Management
- HQS Processing
- Inspections Processing/Management
- FDS Processing and Reporting
- VMS Processing and Reporting
- General Ledger Functionality and Financial Reporting
- Budget
- Grants Management
- Bank Reconciliation
- Accounts Payable
- Accounts Receivable
- Inventory and Fixed Assets

- Work Orders Management
- Contracts Management
- Procurement including Purchase Orders and Requisitions
- End-User Reporting
- Executive Dashboard for Key Elements Processing and Reporting
- Query and Analytics Tools/Applications

In addition to software licensing, the selected vendor will provide installation, configuration, implementation, testing, go live support, and on-going maintenance and support of the software and related interfaces within a “Cloud”, “SaaS” or “Hosted” environment.

**NOTE:** However, the Respondent (as defined below) will make the recommendation to DCHA on which environment to use where DCHA will utilize the ‘best’ available environment solution supported by the Respondent. The RFP response must describe in detail the proposed environment and licensing model, including whether the solution is provided from a common cloud or SaaS or a dedicated hosted instance of the Respondent’s solution.

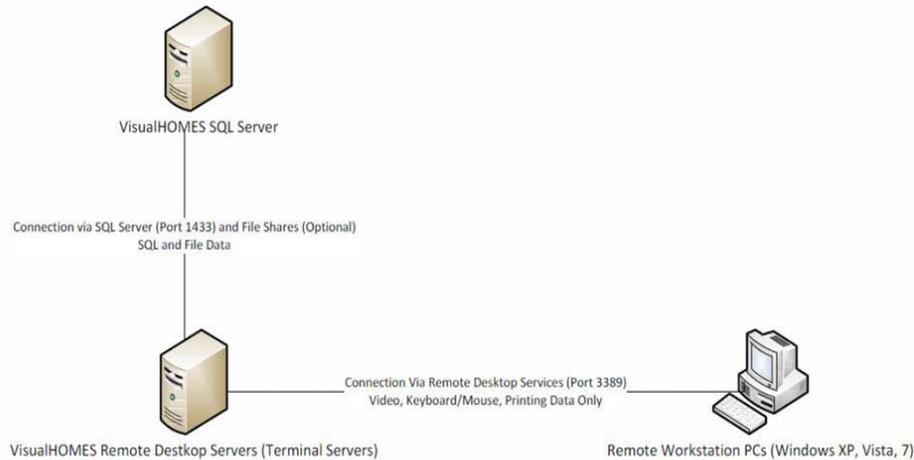
It is DCHA’s expectation that the financial module of the Respondent’s proposed solution and related interfaces will be installed and implemented before the remaining modules. The proposal must provide for cost-efficient configuration and implementation of the full ERP solution while fast-tracking the deployment of the financial product suite.

The ERP system and related services to be procured by DCHA must be fully operational at customer sites in the United States comparable in scale and complexity to DCHA.

### A.3 CURRENT STATE

- a. DCHA is a Windows based environment with a mixture of client and Cloud based solutions, utilizing Virtual and Physical Servers. Currently, approximately six hundred personal computers are in use, spanning over Forty-five properties throughout the District of Columbia.
- b. DCHA’s current Housing Management system, formally named Visual Homes, provides a complete software solution for Public Housing, Housing Choice Voucher Program and project-based financial Accounting Management. Wizard is a Windows based solution, using a Standard Terminal Server Configuration.

#### Standard VisualHOMES Terminal Server Configuration



#### A.4 DEFINITIONS

In addition to other terms defined in this RFP, the following defined terms apply to this RFP (whether or not capitalized):

- 1) AID. Application Interface Description
- 2) UAT. User Acceptance Testing
- 3) API. Application Programming Interface
- 4) Contracting Officer. The person within DCHA duly authorized by the governing body thereof to administer contracts for, and in the name of, DCHA.
- 5) Executive Director. The Executive Director of DCHA.
- 6) Federal Agency. Unless otherwise defined, the United States Department of Housing and Urban Development (“HUD”) and any successor or replacement agencies.
- 7) Proposal. The bidder’s formal written response to the RFP including all ancillary documents and certifications.
- 8) Protester. Any Respondent to a DCHA solicitation that has submitted a bid, quotation, or 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 DCHA award decision or any Respondent who files a complaint based on the content of the RFP prior to the proposal due date based on specific facts giving rise to any such complaint.
- 9) Respondent. Entity submitting a proposal in response to this solicitation. References to Offeror Bidder and Vendor may be used interchangeably with Respondent except where the context indicates otherwise.

## **SECTION B- SCOPE OF THE SOLUTION AND RELATED SERVICES**

### **B.1 SYSTEM AND IMPLEMENTATION REQUIREMENTS**

DCHA is requesting proposals from qualified vendors to provide ERP Application Software; interfaces with DCHA's existing software applications; data conversion; installation, implementation, configuration and testing services; administrative and end-user training; go live support; on-going technical support and maintenance; and product customization (to the extent needed to fill material product gaps) (any and all of the foregoing sometimes referenced as the "System" or "System Solution" whether or not capitalized). The ERP system to be procured by DCHA will include the following minimum functional components:

1. Low Income Tenant Management/Processing
2. Housing Choice Voucher Recipient (Section 8) Processing/Management
3. Resident/Recipient 50058 Processing /Management
4. HQS Processing
5. Inspections Processing/Management
6. FDS Processing and Reporting
7. VMS Processing and Reporting
8. General Ledger Functionality and Reporting
9. Budget
10. Grants Management
11. Bank Reconciliation
12. Accounts Payable
13. Accounts Receivable
14. Inventory and Fixed Assets
15. Work Orders Management
16. Contracts Management
17. Procurement including Purchase Orders and Requisitions
18. End-User Reporting
19. Executive Dashboard for Key Elements Processing and Reporting
20. Query and Analytics Tools/Applications

RFP responses should identify the System Solution's ability to integrate with various commercially available email messaging platforms such as Microsoft 365 and Google. In addition, the System Solution must be able to interface seamlessly with existing DCHA systems including Kronos and Microsoft Exchange.

Further, the System Solution must be able to meet DCHA's requirements for forms and reports.

**Offerors shall have capacity to provide a fully integrated System Solution including ERP Application Software, data conversion, interfaces with DCHA's existing software applications, installation, implementation, configuration and testing services, administrative and end-user training, go live support, product customization, on-going technical support and maintenance, and other customary services for this type of solution.**

Each proposal submission must include a full description of the System Solution, including software functionality (including an indication of whether functionality exists out of the box or may require extensions or customizations) and the standard maintenance and support programs and capabilities. In addition, the proposal must identify the System Solution's ability to address proactively and on a timely basis changes in laws and regulations applicable to DCHA (including HUD's requirements) to ensure DCHA's timely compliance with all applicable laws.

The proposal must also identify the software/solution version(s) being proposed, how long it has been in production use by customers in the versions proposed, any DCHA required functionality that is not available in the Respondent's solution or will require extensions or customization, any third party products or services that DCHA will need to procure in order to implement and use the Respondent's solution, as well as any known limitations on the available functionality or scalability of the System Solution.

Available out of the box APIs and interfaces for use with the System Solution must be identified as well as those that may need to be developed to meet DCHA's requirements.

To the extent that any functionality proposed by the Respondent is at the time of the response in "beta" or other non-production form it must be clearly identified as such in the response.

## **B.2 RESPONDENT EXPERIENCE**

The Respondent must be thoroughly familiar with the application areas specified and have an installed base of customers, preferably HUD Housing Authorities that have the "Move-to-Work" designation, currently using the current version of the software products that is being proposed to DCHA. If the software version being proposed to DCHA (or any part thereof) has not been in full production use by customers for at least two (2) years, the Respondent will identify how many customers are in production use of that version and of the immediately prior two versions, and will describe any material technical, performance or other support issues or bugs that impact the current version being proposed. The Respondent will demonstrate in the proposal that it has the staff, technical, and financial resources to reliably and timely implement, convert data, train, and support the proposed System Solution.

## **B.3 SYSTEM IMPLEMENTATION AND SUPPORT**

**Each proposal must include a full description of the services that will be required or are recommended the Respondent provide in connection with the System Solution, including without limitation implementation, configuration, extensions, interfacing, data migration, testing, training, go live support, product customization, and maintenance and support. The services described should, when completed, result in the provision to DCHA of an integrated and fully tested System Solution ready for go live and production use.**

**The proposal should describe the recommended go-live approach (i.e., a phase-in approach or single go live approach) and the reasons for such recommendations, and should take into account DCHA's expectation that the financial modules and related interfaces will go live earlier than other modules. Where more than one go live is the chosen approach, it is anticipated that the Respondent will test new**

**aspects of the solution with existing live parts of the solution to determine whether deployed and new modules and interfaces work properly together and meet performance standards.**

The selected Respondent shall be responsible for installation, configuration, implementation, customization, data conversion and testing of the system to the point of successful go live and independent operation by DCHA personnel post go live. The Respondent shall provide, configure and maintain three environments of the system, (“Training”, “Test”, & “Production” environments), within the Respondent recommended System Solution.

Without limiting the foregoing, the Respondent, as part of the proposal, shall describe in detail the services necessary to ensure successful implementation and operation of the System Solution including, but not limited to, the following:

- User Acceptance Testing (UAT) after implementation and full configuration in the agreed upon environment(s) as well as all other types of testing recommended by the Respondent and/or required by DCHA in order to determine that the system using DCHA’s converted data is ready for go live This should include without limitation suggested UAT testing and acceptance criteria based on criteria that has worked successfully for other installed customers and is approved by DCHA, and tests full features, functionality, interfaces and performance of the System Solution (or those portions thereof going live). There is a UAT phase for each part of the System Solution that goes live.
- Application Interface Description
- Development (or delivery if already existing), implementation, testing and maintenance/support of an API interface to the existing Kronos application for DCHA Payroll and Workforce data and for Microsoft Exchange
- Data conversion and migration services – DCHA contemplates converting for use with the new System Solution all existing data/data elements that relate to or are needed for using the functionality included in the System Solution. The Respondent shall provide in detail a recommended approach and scope for data extraction, conversion, cleansing, migration, loading and testing, as well as describe any known limitations or challenges in such efforts based on the Respondent’s data conversion experience.
- Go live support, with comprehensive participation and immediate availability of Respondent’s personnel pre, during and post cutoff
- Maintenance and support, including without limitation for responding to user and admin inquiries, bug fixes, upgrades, updates, new releases, enhancements and timely tax and other (i.e. HUD) regulatory compliance updates

The Respondent must also have the demonstrated ability to maintain and support the System Solution after implementation is completed and accepted by the DCHA. The support must take the form of on-going programming, engineering, technical and management support for immediate resolution of user and admin problems.

#### B.4 APPLICATION SOFTWARE REQUIREMENTS

DCHA has prepared a series of functional requirements for the proposed ERP application software. These core requirements are included in the System Solution Checklist found

in Appendix I to this RFP. In addition, the System Solution must include a records information management functionality to enable DHCA to manage document retention and destruction for physical and electronic records to ensure DCHA's compliance with its internal policies, applicable laws, and court orders. Appendix I must be reviewed, completed, and returned by Respondents with their completed submissions.

Appendix II includes a copy of a key current processing form for Purchase Orders as an example of the types of forms DCHA uses and will continue to use through the System Solution.

As described above, Respondent submissions must include a narrative discussing the functional fit of their software products to meet DCHA's business process requirements. The Respondent's response must address the System Solution's ability to generate other customary forms and communications typical of a housing authority.

A critical component of this procurement is the ability of the new application software to interface to existing Kronos application, which automates the following functions:

- Payroll and Human Resources Functions

The selected Respondent will be required to establish, deliver and maintain/support three complete and separate software environments: 1) Testing environment for updates, upgrades and new releases; 2) Training environment wherein end-users and technical staff can utilize the ERP application software with DCHA data; and 3) Production environment. These environments must permit full hands-on functionality and have procedures to update them and make them accessible independently from the production environment. This requirement must be addressed in detail in the Respondent's response, including proposed timeline for delivering each environment.

#### B.5 ORIENTATION, TRAINING AND IMPLEMENTATION SERVICES

Proposals must describe the recommended System Solution implementation methodology and approach including kick-off and orientation, implementation planning, implementation timeline, roles and responsibilities for DCHA and the Respondent for all critical functions, training, and implementation support services. Proposals must include a detailed description of the recommended methodology including levels of recommended training for admin and technical staff and end-users, and associated timelines.

It is important that proposals discuss in detail how the Respondent intends to approach the implementation planning phase of the project. DCHA anticipates that the Respondent will provide an initial period in which Respondent staff will work with DCHA management and end-users to: review current and planned business processes including approval and other workflows; assess the fit-gap between current processes and software functionality; identify options to address gaps; identify other ways to maximize use of the "out of box" functionality in support of DCHA's business objectives; identify table set-up parameters; firm up forms and reports requirements, etc. Based on their prior experiences in comparable installations, Respondents should fully describe their approach to these tasks and associated timelines and roles/responsibilities.

Proposals must also describe the level of DCHA staff effort required to implement the system up to go live including identifying recommended internal review and approval processes for the implementation period. DCHA will require a formal functional, performance, data conversion and data processing/transactional acceptance period before the system goes live based on criteria acceptable to DCHA; the Respondent must include their proposal in that regard. DCHA requires that acceptable levels of system performance (in addition to functionality and other customary elements) be identified, benchmarked during the project, tested, and validated during the testing phase prior to go live, and that acceptable levels be maintained and warranted during the post go live warranty and services period by the Respondent.

DCHA has also placed a high priority on selecting a Respondent with an experienced training staff and/or subcontractors. DCHA will carefully review Respondent training proposals for scope, accuracy and completion. Note that the selected Respondent will be required to submit training agendas and materials for review by DCHA in advance of the training. Further, Respondents will be required to conduct an evaluation at the end of each training session to assess the level of knowledge transferred to DCHA staff and identify areas where additional or supplemental training is needed. Recommendations for refresher or supplemental training post implementation may also be included in the proposal. The Respondent will include in the proposal a proposed timeline for providing the various training, and the proposed means of conducting the training (onsite, remote, specific to DCHA or group classes, etc.).

Without limiting the foregoing, the Respondent must describe when after award of the contract the Respondent is prepared to kick off the project, the executive sponsor and key personnel proposed for the engagement (including who will be dedicated to the project), what services will be at DCHA's site or the Respondent's site, what (if any) services will involve the use of subcontractors to the Respondent, and what (if any) services will be provided from locations outside the United States.

All Respondent personnel (including those of subcontractors) must agree to comply with DCHA's policies, procedures and requirements when on-site at DCHA premises and when accessing or using data, systems or materials belonging to DCHA or DCHA's customers, stakeholders, licensors and other third parties. The Respondent will confirm that it will remain contractually responsible for the performance and contractual compliance of any of its affiliates and subcontractors involved in the performance of the contract with DCHA.

#### B.6 DATA CONVERSION AND APPLICATION INTERFACE

As noted in this RFP, DCHA requires that the selected Respondent assist DCHA in converting and migrating existing data to the new ERP system and related testing and data validation, as well as delivering, implementing, testing and maintenance/support of interfaces to allow seamless exchange of data between the new system and DCHA's existing Kronos application and email messaging platform. The Respondent shall describe its approach, scope of work, respective roles and responsibilities, and any limitations or conditions regarding those requirements.

## B.7 BUSINESS CONTINUITY, SOURCE CODES AND DOCUMENTATION

Respondent must describe business continuity protections that it makes available to other customers and will be available to DCHA for DCHA to maintain on-going operations and continue use of the System Solution in the event the Respondent is unable to provide the level of services, hosting or support required in the contract or no longer supports the System Solution or if there is a force majeure event. At a minimum, the Respondent shall agree to implement and maintain during the term of the agreement a stand-alone instance of the System Solution (together with all required documentation and other materials) with a mutually agreeable software escrow agent and/or make all System Solution source codes and all annotations, documentation and instructions necessary for a trained programmer to use and manipulate the source code) available to DCHA in the event that the Respondent is materially unable to provide the solution as required, ceases to conduct its business in the regular course or to exist as a business, is in financial distress, fails to meet the service levels in a recurring manner, or otherwise is unable to provide adequate software support. It is required that this be accomplished via an independent and certified third party software escrow company. DCHA must be made a party to a three way escrow agreement which requires the Respondent to post updates to the escrowed software source code (and related documentation) no less than twice yearly. Upon an event triggering the release of the source code, DCHA shall have the right to use such source code to support, maintain and enhance its own instance of the solution and further, in the case of a cloud or hosted solution, to receive from the Respondent a copy of the solution in use by DCHA with the right to install and implement it at DCHA's or its third party provider's data center with a perpetual license at no added cost.

The Respondent may also describe in the proposal other commitments by which uninterrupted access and use of the System Solution will be available to DCHA in the event the Respondent is unable to perform.

Copies of supporting technical and end-user documentation and training materials shall be supplied by the Respondent with the system in hard copy and electronic formats, as well as any changes, updates and new versions thereof subsequently issued by the Respondent. In addition, DCHA shall be granted the right to copy, modify and create derivative works of all such documentation and materials for internal use at DCHA.

## B.8 GO LIVE SUPPORT, WARRANTY, SERVICE LEVELS AND ESCALATION

The Respondent shall specify with detail in the proposal the services, staffing and support that will be provided to DCHA immediately prior, during and post go live, including a description of any onsite team and engineering assistance and escalation commitments that will be provided during those critical project stages to achieve a timely and successful go live.

In addition, the Respondent shall specify the warranty that the Respondent will provide to DCHA for the implementation work, the data conversion and the System Solution (which shall apply to each go live if more than one is agreed to). DCHA requires a minimum post go live warranty on the implementation, data conversion and the software of not less than one hundred and eighty (180) days. That warranty must address data errors, defects, bugs, inaccuracies, functional and performance issues with the solution and interfaces. The Respondent must provide a detailed description of the warranty offered including

who provides the warranty, how warranty service will be accessed and any warranty limitations or out of scope efforts.

In addition, DCHA requires that the Respondent commit to on-going service levels for the response and resolution of support requests (with 24x7 support included for critical or priority one issues). DCHA also requires 99.9% uptime commitment for the System Solution (including interfaces hosted by the Respondent and the related databases) and a reasonable performance service level for latency and speed between system calls or transactions. The Respondent shall provide its service levels proposal and identify the service credits that will be provided for failure to meet the committed levels. This description shall also identify the routine maintenance windows for the solution and any limitations or restrictions on the applicability of the service levels.

#### **B.9 DATA PROTECTION, DISASTER RECOVERY AND BUSINESS CONTINUITY**

The Respondent's proposal must include a detailed description of the controls, policies, procedures, redundancies and facilities the Respondent has in place (and is committed to have in place) for ensuring continued access and use of the System Solution and access by Respondent personnel to the Respondent's systems necessary to provide the services to DCHA in the event of a disaster or other similar events, and to ensure business continuity. The Respondent will indicate whether it undergoes SOC audits and assessments and provide a summary of any material adverse finding in such audits and assessments upon DCHA's request. The Respondent will be required to agree to provide SOC or similar reports to DCHA if requested, and to undergo DCHA Respondent security and similar audits as requested.

The Respondent's proposal must include a detailed description of the protocols, policies, procedures, controls, facilities and safeguards that it has in place (and is committed to have in place) with respect to the access, use, hosting and protection of personal data provided by or hosted for DCHA or generated by DCHA's use of the System Solution, which shall be not less than on conformance with prevailing industry practices and standards. The Respondent must also identify how the proposed System Solution can be configured to ensure DCHA can limit access and use of personal data to those with a need-to-know as determined by DCHA based on roles and authorizations. DCHA personal data cannot be transferred, stored, used or accessed from outside the United States; Respondent must indicate if it is able to comply with this requirement or offers an alternate approach to data storage, access or transfer.

For a cloud or hosted solution, the Respondent must describe how DCHA may copy its data stored with the Respondent at any time or obtain a copy upon request. It will be a requirement of the definitive agreement with the selected Respondent that the Respondent agree to provide reasonable transition services to DCHA for not less than eight (8) months upon expiration or termination of the agreement for any reason, as reasonably requested by DCHA, including without limitation for the return and transfer of DCHA's data. The Respondent's proposal shall address Respondent's commitments in this regard.

## B.10 THIRD PARTY ITEMS, LICENSING AND ON-GOING AVAILABILITY

DCHA expects the selected Respondent to provide a full, integrated solution licensed or supplied by or through the selected Respondent. To the extent, if any, that the Respondent expects DCHA to procure separately any software, equipment, services, data sources or other items supplied by third parties, those must be identified with specificity in the Respondent proposal, including an indication of whether the Respondent or the third party will implement, integrate or support the third party item.

The Respondent's proposal must describe in detail the licensing/use rights model for the ERP system proposed by the Respondent, including any limitations or restrictions applicable to the use, access or support of the system or any part thereof. DCHA requires that all its internal and external users be able to access and use the proposed system in connection with the present and future business of DCHA and its affiliates without material restrictions. The licensing approach proposed must assure DCHA continued access and use of the ERP system during the term of the agreement with the selected Respondent.

The selected Respondent will agree not to (i) de-support or phase out any of the material software or functionality of the System Solution for a period of at least seven (7) years from go live, or (ii) remove any material functionality of the DCHA System Solution and require that DCHA purchase or pay for a different module or service in order to regain such functionality.

## SECTION C- INSTRUCTIONS, CONDITIONS AND NOTICE TO RESPONDENTS

### C.1 GENERAL

The instructions below provide guidance for the preparation and submission of proposals. Their purpose is to establish the requirements for format and content of proposals, so that proposals are complete, contain all essential information and can be easily evaluated.

### C.2 SUBMISSION OF INQUIRIES/QUESTIONS

All inquiries regarding this RFP, and any correspondence relating thereto, shall be submitted in writing to the Contracting Officer at the following:

District of Columbia Housing Authority  
Office of Administrative Services/Contracts & Procurement  
1133 North Capitol Street, NE, Suite 300  
Washington, DC 20002-7599  
Attention: Contracting Officer  
Email: [business@dchousing.org](mailto:business@dchousing.org)

**Inquiries/Questions concerning the solicitation documents must be submitted in writing no later than Monday, October 16, 2017 by 11:00 a.m. by email to Kimberly Allen, Procurement Manager at [kallen@dchousing.org](mailto:kallen@dchousing.org) with a copy to [business@dchousing.org](mailto:business@dchousing.org). Inquiries shall reference solicitation nomenclature to include section, numeration and paragraph as applicable.**

All questions and responses will be provided by addendum and posted to DCHA's website at [www.dchousing.org](http://www.dchousing.org) by Friday, October 20, 2017.

**RESPONDENTS ARE SPECIFICALLY INSTRUCTED 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 MUST BE SUBMITTED IN WRITING TO THE ISSUING OFFICE POINT OF CONTACT.**

C.3 SUBMISSION DATE

**Technical and Price Proposals and a full response to this RFP must be received no later than 2:00 p.m. on Monday, October 30, 2017.** Proposals shall be submitted in sealed envelopes marked "**RFP No. 0018-2017 Enterprise Resource Planning (ERP) Solution Proposal**" addressed to the District of Columbia Housing Authority, Office of Administrative Services, Contracts and Procurement, Attention: Cheryl Moore, Contracting Officer, Suite 300, and 1133 North Capitol Street, N.E., Washington, D.C. 20002-7599.

C.4 CONTENT OF PROPOSALS

**Proposals shall be submitted in two parts: Technical and Price. Respondents shall submit one (1) original and six (6) copies of both the Technical and Price proposals, prepared in such format and detail as to enable DCHA to make a thorough evaluation thereof and to arrive at a sound determination as to whether the respondent can meet the requirements set forth in this RFP.**

**The technical proposal shall not contain any pricing information.**

**Each proposal must be in the format specified and include the required content and responses as requested in this RFP to include without limitation a full description of the Respondent's qualifications, software functionality, available/recommended implementation services, available/recommended training services, go live and immediate post go live technical support and warranty coverage, service levels, and standard maintenance and support capabilities. The maintenance agreements will provide for periodic updates to the software for product enhancements, bug fixes, tax and regulatory compliance, etc.**

**TECHNICAL AND PRICE PROPOSALS**

C.5 PART I. TECHNICAL PROPOSAL

This section includes the core technical and solution requirements to be evaluated in this RFP as well as responses to other non-pricing information requested in the RFP. Respondents shall submit Technical Proposals in three parts: Technical, System Solution Profile, and Submittals. The Technical section must include the information specifically identified below as well as other non-pricing responses and information requested in the RFP (even if not identified again in the sections below). Respondents shall submit one (1) original and six (6) copies of the proposals, prepared in such format and detail as to enable DCHA to make a thorough evaluation thereof and to arrive at a sound

determination as to whether the Respondent can meet the requirements set forth in this RFP.

Detailed information about the requirements of each part is listed below. At a minimum, these sections should contain the following:

**Technical Proposals shall not contain any pricing information and shall be organized as follows:**

**C.5.1 Proposal Format**

Proposals shall be submitted on Company Letterhead; formatted on 8 '12" x 11" letter-size paper, bound length-wise, with tabs to separate sections. CBC or Spiral Binding shall not be used. Proposals must include each item in the order outlined below in Sections C.5.2 and C.5.3. below. Each sub-section must be separated by tabs with sub-section headings. Shall be submitted as a single package and in accordance with the RFP submission deadlines stated in Section C.3 above. In addition to the paper copies, an electronic copy of the submission in on an USB Flash Drive shall be submitted. Technical Proposals are limited to thirty (30) pages excluding the Price Proposal, exhibits, and supporting documentation referenced and shall be paginated and organized as described below.

**C.5.2 Technical Proposal shall contain:**

**A. Table of Contents**

Provide a comprehensive listing and location of all written pages, exhibits, and other materials.

**B. Letter of Interest**

Respondents shall provide an executive summary/introduction to include: profile regarding the history and attributes of the individual/firm, name of entity, address, website and telephone number; name of contact individual, telephone number, email address, how long the company has been in business, how long it has provided the proposed solution, an organizational chart of the company if it is part of a larger enterprise, and a brief description of the understanding of the scope of work and company's ability to perform work. The Respondent must state whether it or any affiliate has been debarred or restricted from doing business with the United States or a state or local government or governmental agency in the past ten (10) years.

*Proposal Section 1*

**C. Overview**

Provide narrative description of the specific software products and services that will be provided by the Respondent to DCHA, and that comprise the System Solution.

**D. Product Information**

*This section is worth 15 points out of 487.5 total points in the Evaluation Factors described in Section E.* Provide technical product information and detailed data covering all components of the proposed System Solution. This should include a detailed discussion of the application software, interfaces,

technology platform, any included third party software, environments, and security attributes of the System Solution including a summary of the security set-up procedures, Technical Support and Training Services. For all software components.

**E. “Cloud” or “Hosted” Solution**

*This section is worth 20 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Provide description of the “Cloud” or “Hosted” solution; minimum and recommended configurations for desktops; proposed service levels (including with respect to uptime, recovery time objective, response and resolution of support issues and latency), scalability of the solution and any inherent or known limitations on scalability. Describe in detail the proposed environment(s) and licensing/service model, including whether the solution is provided from a common cloud, as SaaS or a dedicated hosted instance of the Respondent’s solution. Further, provide a detailed description of (i) the redundancies, back-up, and business continuity policies, procedures and facilities applicable to the hosted or cloud environment and related databases (include the recovery point objectives and recovery time objectives), and (ii) the organizational, structural, physical, and information security features, policies and procedures applicable to the infrastructure, facilities and databases that will be used to host the System Solution and store any DCHA data.

**F. Current Software**

*This section is worth 15 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Provide description of current software version being proposed including frequency of updates, upgrades and new releases, and a description of anticipated new functionality and modules. If the software offers functionality or modules that are not being proposed for the DCHA System Solution, identify those.

The proposal must also identify the software/solution version(s) being proposed, how long it has been in production use by customers in the versions proposed, any DCHA required functionality that is not available in the Respondent’s solution or will require product extensions or customization, any third party products or services that DCHA will need to procure in order to implement and use the Respondent’s solution, as well as any known limitations on the available functionality of the solution.

If the software version being proposed to DCHA (or any part thereof) has not been in full production use by customers for at least two years, the Respondent will identify how many customers are in production use of that version and of the immediately prior two versions, and will describe any material technical, performance or other support issues or bugs that impact the current version being proposed.

Available out of the box APIs and interfaces for use with the System Solution must be identified as well as those that may need to be developed to meet DCHA's requirements.

To the extent that any functionality proposed by the Respondent is at the time of the response in "beta" or other non-production form it must be clearly identified as such in the response.

#### **G. Functional Fit**

*This section is worth 80 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Provide narrative discussion of the functional fit of Respondent product based on a review of DCHA's System Solution Checklist and current operational procedures included in Appendix I and the other requirements of this RFP (including with respect to required interfaces to third party systems). Respondents should review the Appendix I and RFP materials and indicate the extent to which their products fit DCHA's specifications and current and proposed procedures, and identify clearly any gaps. For identified gaps, an approach to bridging the gaps should be proposed based on information known at the time of the submission. This section must address the Respondent's and the solution's ability to implement and provide functionality that allows DCHA to meet HUD and other regulatory requirements applicable to it as a housing authority.

#### **H. Implementation Scope, Timing and Methodology**

*This section is worth 50 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Detail recommendations and proposal for the System Solution implementation. Include a discussion of the data conversion and migration methods, approach and scope of work recommended by Respondent. This section should specifically describe the implementation and data migration scope, planning process and methodology, including without limitation the approach and level of effort proposed by the Respondent to conduct requirements gathering, specification development, business process analysis, fit-gap analysis and/or other front-end planning and analysis efforts. Roles and responsibilities of Respondent and DCHA, testing approach, and go live approach must be addressed. The response should address in detail proposed UAT as well as all other types of testing recommended by the Respondent in order for the system using DCHA's converted data to be ready for go live. This should include without limitation suggested acceptance criteria based on criteria that has worked successfully for other installed customers (which must include both functional and performance measurements and testing to benchmarked acceptable levels of performance). The Respondent must describe what services will be at DCHA's site or the Respondent's site, what (if any) services will involve the use of subcontractors to the Respondent, and what (if any) services will be provided from locations outside the United States.

The response must detail a proposed project plan, and proposed kick-off, installation, implementation, set-up, data conversion, testing and go live time

frames for all components of the System Solution in a detailed milestone schedule format, including any material sub-milestones. The Respondent must describe when after award of the contract the Respondent is prepared to kick off the project.

The response to this Section must take into account the requirement to implement the financial modules of the System Solution first, and describe the approach to achieving the financial module implementation and go live while working on the remaining of the System Solution implementation.

**I. Proposed Project Team Qualifications**

*This section is worth 20 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Provide a full staffing proposal and resumes of key personnel responsible for planning, development, implementation, training, and management of the ERP system implementation services (identifying their time commitment and availability for the project), as well as personnel primarily responsible for on-going support of DCHA post go live maintenance and support, including identifying the executive sponsor of DCHA's implementation project and the senior personnel responsible for DCHA's account and for issue escalation/problem resolution. Resumes shall include names, qualifications and years employed by the company, experience within current position and projects that the individual has been involved with that demonstrate ability to complete the desired outcomes, on time, and within cost.

Describe processes used by the Respondent to check background and qualifications of personnel, and to determine that personnel meets the legal requirements to work in the United States and to check that no personnel is on any list of persons with whom United States persons or companies may not do business (e.g. SDN/OFAC list).

The escalation path available to DCHA for resolving material issues with the implementation or the on-going use of the System Solution must be identified. The Respondent must indicate its willingness to provide a stable implementation team for the DCHA project, whereby key personnel are not removed from the project or made unavailable except in circumstances outside of the Respondent's control.

**J. Prior Experience and References**

*This section is worth 25 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Provide an overview/summary of your firm's completed projects of a similar scale to DCHA, implementation success rate and timelines for successful implementation. Detail past performance in terms of a demonstrated prior record of experience, successful implementation of the recommended software system(s) at agencies comparable in size, scale and mission to DCHA. Identify also two prior implementations of a similar solution that were

not successful or took longer or went substantially over budget and describe the reasons and lessons learned.

Not less than three (3) recent professional references from clients demonstrating that your company has provided similar systems and services (including a similar solution) as described in the “Scope of Services.” Also provide two references for a project that was not successful either because it was not completed or because it did not complete on time and on budget. Include for each reference name, address, and telephone number, description of work performed and the date completed. The contact person should be someone at a management or executive level with experience working directly with the Respondent’s project team and the challenges and successes of the project and experience with the Respondent’s post go live maintenance and support services and service levels. At least two of the references from successful projects must have used the Respondent’s services to assist substantially with data conversion and migration. At least two of the references must be of a customer requiring interfaces with the same third party products as DCHA.

DCHA will contact companies for Reference Check to obtain information on the following:

- Professionalism
- Staff Knowledge/Expertise
- On time/on budget Considerations
- Quality of Work and Services
- Functionality and user friendliness of the solution/individual components)
- Data migration services
- Interfaces
- Final Product/Solution
- Customer Support and Warranty Service
- Overall Satisfaction/Challenges/ Successes

**K. Warranty; Service Levels.**

***This section is worth 20 points out of 487.5 total points in the Evaluation Factors described in Section E.***

Specify the warranty that the Respondent will provide to DCHA for the implementation services and the System Solution. DCHA requires a minimum post go live warranty on the implementation and the software of not less than one hundred and eighty (180) days. The warranty must address correction of data errors, defects, bugs, inaccuracies, functional and performance issues with the solution and interfaces. The Respondent must provide a detailed description of the warranty offered, including who provides the warranty, how warranty service will be accessed and any warranty limitations or out of scope efforts.

In addition, DCHA requires that the Respondent commit to on-going service levels for the response and resolution of support requests (with 24x7 support included for critical or priority one issues). DCHA also requires a service

level of 99.9% uptime commitment for the System Solution (including interfaces hosted by the Respondent and the related databases) and a reasonable performance service level for latency and speed between system calls/transactions. The Respondent shall provide its service levels proposal and identify the service credits that will be provided for failure to meet the committed levels. This description shall also identify any limitations or restrictions on the applicability of the service levels.

**L. Data Protection; Disaster Recovery. *This section is worth 30 points out of 487.5 total points in the Evaluation Factors described in Section E.***

Provide a detailed description of the protocols, policies, procedures, controls and safeguards that it has in place (and is committed to keep in place) with respect to the access, use, transfer, storage, security and protection of personal data provided by DCHA or generated by DCHA's use of the System Solution and hosted or stored by or on behalf of the Respondent, which shall be not less than in conformance with prevailing industry practices and standards. Provide a copy or summary of a recent third party auditor report on the Respondent's data protection, privacy and security safeguards and controls and well as the Respondent's financial/operational controls (e.g. SOC reports). Describe if the Respondent has been the subject of an actual or suspected data security breach within the past five (5) years, or has been the subject of a governmental investigation or class action involving an actual or suspected data security breach. Detail how the Respondent proposes to handle any actual or suspected data security breach involving DCHA data, including without limitation with respect to investigation, cooperation, third party notices, credit monitoring/identity theft protection and indemnification.

Provide a detailed description of the controls, policies, procedures, redundancies and facilities the Respondent has in place (and is committed to keep in place) for ensuring continued access and use by DCHA of the System Solution and access by Respondent personnel to the Respondent's systems necessary to provide the services and the solution to DCHA in the event of a disaster or other similar events, and to ensure business continuity.

**M. Maintenance and Support. *This section is worth 30 points out of 487.5 total points in the Evaluation Factors described in Section E.***

Detail the proposed annual support/ maintenance program applicable to the System Solution. If the maintenance and support is included as part of the solution service or subscription fee, indicate so. In either case, identify in detail the scope of the maintenance and support services that will be available to DCHA and any service exclusions. Detail the extent to which upgrades, updates, fixes, new versions and new releases of the System Solution (including the interfaces) are included in the maintenance/support to be provided to DCHA and their frequency and testing/deployment approach. Describe the approach for testing and training on upgrades, updates, new versions and new releases before deployment, and any requirements for DCHA to move to new versions or releases. This description shall also identify the routine maintenance windows for the solution.

The selected Respondent will agree not to (i) de-support or phase out any of the material software or functionality of the System Solution for a period of at least seven (7) years from go live, or (ii) remove any material functionality of the DCHA System Solution and require that DCHA purchase or pay for a different module or service in order to regain such functionality.

**N. Experience with HUD Section 3 and Section 3 Action Plan (REQUIRED)**  
*This section is worth 20 points out of 487.5 total points in the Evaluation Factors described in Section E.*

Describe the Respondent's 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 firm 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 firm's proposal, if any, to subcontract to Section 3 businesses. Describe in detail, the type of service to be provided.

See Section E.3 of this Solicitation for an explanation of how points for Section 3 will be applied.

**O. Minority/Woman/Certified Business Enterprise (M/WBE) Equity Plan**  
*This section is worth 12.5 Bonus Points in the Evaluation Factors described in Section E.*

Respondents 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 firm's shareholders or partners, of counsel and associates. Please include a description of how women and minorities hold positions of leadership in the Respondent's firm, including any history of such participation.

**P. Certifications & Affidavits**

Attach the following completed certification forms:

- Attachment A, General Conditions for Non-Construction Contracts
- Attachment B, Tax Certification Affidavit

- Attachment C, Non-Collusive Affidavit
- Attachment D, Certificated of Eligibility
- Attachment E, Contract Compliance Requirements
- Attachment F, Payments to Subcontractors
- Attachment G, Representations, Certifications and Other Statements of Bidders
- Attachment H, Statements of Bidders Qualifications
- Attachment I, Certification of Adherence to Section 3
- Attachment J, Section 3 Contractor Compliance Agreement
- Attachment K, Action Plan for Section 3 Commitment Template
- Attachment L, Conflict of Interest Certification
- Attachment M, List of Certified Minority and Woman-Owned Banks
- Attachment N, Wage Determination

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

### Proposal Section 2

C.5.3 Completed Appendix I shall contain:

- A. System Solution Checklist (Appendix I):

***This section is worth 80 points out of 487.5 total points in the Evaluation Factors described in Section E.***

Appendix I includes a narrative description of DCHA's current business procedures relevant to this procurement.

**Appendix I, must be copied to Company Letterhead, complete to include detailed responses in the format provided.**

**In evaluating the System Solution Checklist, DCHA will include the Quality and Completeness of the checklist, and Response Codes in its determination of responsive proposal, evaluation and proposal ranking. Respondent are therefore strongly encouraged to review the solicitation and submit timely inquires as detailed in Section C.2 to minimize blank and Response Code 5 on the System Solution Checklist.**

**The System Solution Checklist includes a description of the required high-level solution functionality prepared by DCHA. Respondents are encouraged to provide accurate and detailed responses.**

### Proposal Section 3

C.5.4 Submittals shall contain:

- A. Provide a copy of the Respondent's standard software license agreement including product warranty. If the solution is not subject to a license agreement and offered as a service or subscription, provide a copy of the proposed services or subscription agreement and all other legal terms and documents (including those for the implementation services). If the standard agreement(s) does not include the requirements of this RFP, provide a redlined copy of the standard agreement(s) showing how the Respondent proposes to change its standard contracts to meet DCHA's requirements (including those identified in section B of this RFP).

- i. The agreements must meet the license scope, support, warranty, SLA, disaster recovery/business continuity, data protection and other requirements identified in this RFP.
- ii. In addition, the agreements must include comprehensive data security and privacy provisions based on prevailing practices for the protection of personal data, designed to safeguard DCHAs data and handle at Respondent's expense data breaches resulting from unauthorized access or use, malware, and malicious acts/cybercrime, with respect to any DCHA data in the possession or control of the Respondent or its affiliates or contractors and agents or occurring through any of their systems or computing devices.
- iii. The agreements must include reasonable indemnification of DCHA and its affiliates and personnel against costs incurred and liabilities to third parties resulting from data breaches, breaches of confidentiality, gross negligence and willful misconduct and intellectual property claims.
- iv. The agreements must include an on-going warranty that the solution will perform substantially in accordance with its documentation and specifications and scale-up to DCHA's reasonable usage requirements for as long as DCHA is using the solution and has paid the fees due to the Respondent.
- v. Submission of the Respondent's proposed form of contract(s) does not obligate DCHA to accept the form of contract or limit DCHA's right to negotiate the contract. The initial submission will be used, however, to grade the Respondent's proposal;

**B.** Provide a copy of proposed annual System Solution support/ maintenance contract or terms. If the maintenance and support is included as part of the service or subscription fee, indicate so. In either case, identify on detail the scope of the maintenance and support program and any exclusions. The ongoing maintenance and support must meet the required SLAs and other requirements of this RFP, and include all upgrades, updates, fixes and new versions/releases of the solution and support must be available for as long as DCHA is paying the applicable fees. Maintenance and support must include a commitment to have in place, based on reasonable and prevailing practices, redundancies, disaster recovery and business continuity policies, procedures, facilities and commitments for as long as DCHA is using the solution, not less than those agreed upon by the parties on the contract date. Submission of the Respondent's proposed form or terms for maintenance and support does not obligate DCHA to accept the form of contract or limit DCHA's right to negotiate the contract. The initial submission will be used, however, to grade the Respondent's proposal;

**C.** Provide Proof of carried insurance that covers all operations of the Respondent and its affiliates regarding the System Solution and implementation and on-going services. DCHA's minimum Insurance Requirements are specified in Section D.4.

*This section (along with the requirements set forth in Sections D.1, D.2, D.3, D.4, D.5 and D.12) is worth 40 points out of 487.5 total points in the Evaluation Factors described in Section E*

C.6 PART II. PRICE PROPOSALS

C.6.1 General Requirements: Price Proposals shall detail the costs of the proposed ERP products and services required to implement, go live and maintain and support the System Solution including data migration and interfaces. DCHA is seeking pricing for the full implementation and solution; any exclusions must be clearly identified in the response as well as any assumption applicable to the Respondent's response that may impact the pricing. In submitting its price proposal, the Respondent must take into account that DCHA will only pay for the module(s) and functionality that are implemented and available in accordance with the mutually agreed-upon schedules.

*The Price Proposal is worth 50 points out of 487.5 total points in the Evaluation Factors described in Section E.*

**Exhibit 1. Price Proposals must be on company letterhead and include the Hourly Rates and the Schedule of Costs substantially in the format provided in Exhibit I, and a response to this Section C.6.**

The Price Proposal shall provide detailed costs for each component of the System Solution and each deliverable by nature of the work required to complete the Scope of Services included with this RFP.

Implementation and Training Costs shall include fully burdened hourly rates for all required personnel.

Respondent shall ensure that the proposed rates offered are the lowest discounted (government) rate offered to similar clients and will be required to certify so.

Respondents are required to include and specify complete cost and price for all supplies, materials, solution components and services required to complete the Scope of Work, including up to go live and thereafter through use, maintenance and support of the solution. Third party fees, if any, payable by DCHA in connection with the implementation and use of the solution must be identified.

DCHA expects a firm, fixed price, pricing proposal. DCHA anticipates paying the Respondent based on meaningful milestones reflecting the progress achieved in the implementation, with a reasonable holdback payable once the system has been in production use for at least two (2) months without any material errors or performance issues. DCHA anticipates paying for on-going access and use of the System Solution and related maintenance and support through recurring fees. The Respondent shall submit its proposal to meet these pricing requirements, as well as the proposed time and materials rates for out of scope or future services, which rates must be provided in the manner set forth above in this section.

DCHA will negotiate costs and final proposal details with the Respondent or Respondents deemed most advantageous and most qualified to provide these services to the agency. The Respondents are, however, expected to provide their most favorable pricing proposals as part of the responses.

C.6.2 Price proposal including:

The personnel required in performance of the contract shall be identified and their rates shall be supported by supplying the following:

- 1) Direct salary rates;
- 2) Overhead rates;
- 3) General and Administrative rates, if any;
- 4) Profit or fee

C.6.3 **Fair Price Statement:** Provide a statement that the Respondent's firm warrants the prices quoted are not in excess of those charged non-governmental clients for the same services performed by the same individuals.

C.6.4 The Respondent is fully responsible for controlling its cost of performing this contract and for properly pricing each project task. No price increases will be permitted for any alleged miscalculations of the basic project task dollar amounts or misunderstandings of the project requirements or scope. These amounts shall include all allowable costs related to the performance of this contract, such as labor, overhead, profit, travel, materials, all equipment, facilities, telephone services, etc.

C.6.5 The DCHA will perform a cost analysis of the Respondent's Price Proposal. The cost analysis will allow DCHA to determine the reasonableness of the proposed contract price.

C.6.6 Travel in the Washington D.C. metropolitan area will not be reimbursed. The metropolitan area includes the District of Columbia and the counties of Montgomery and Prince Georges in Maryland; the cities of Alexandria, Falls Church and Fairfax in Virginia, and the counties of Arlington, Fairfax, Prince William and Loudon in Virginia.

DCHA will also not reimburse for personnel time while on travel to/from DCHA, or for travel expenses of Respondent's personnel traveling between the Respondent's various offices/locations. Each Price Proposal must include the Respondent's proposal for reimbursement of allowable travel expenses, an estimate of the travel expenses anticipated, and any proposed caps or controls on travel expenses.

C.7 CONFLICT OF INTEREST

In submitting a proposal, the firm affirms that to the best of its knowledge, there exists no actual or potential conflict between the firm's business and financial interests and any commissioner, officer, employee, or agent of DCHA or DCHA's affiliates or instrumentalities. To the extent that a potential conflict exists, this must be disclosed in the proposal.

C.8 COMPLETE PROPOSALS

Complete proposals will be evaluated based on established evaluation criteria. Upon the completion of the review process, the Evaluation Panel will submit its recommendation(s) of Respondents that are deemed to be the most overall technically qualified.

C.9 MANNER OF AWARDS

DCHA may award a contract(s) upon the basis of the initial responses received, without discussion. Therefore, each initial Proposal should contain the Respondent's best and final terms from a cost, scope and technical standpoint. Proposals shall represent the best efforts of the Respondents and will be evaluated as such. Proposal should set forth full, accurate, and complete information as required by this solicitation.

C.10 RETENTION

All proposals are property of DCHA shall be retained by DCHA and therefore, will not be returned to the Respondent.

C.11 FAILURE TO SUBMIT RESPONSE

Recipients of this solicitation not responding with an offer should not return this solicitation. Instead, they should advise the Contracting Officer, by letter or email, whether they want to receive future solicitations for similar requirements. It is also requested that such recipients advise the Contracting Officer of the reason(s) for not submitting a proposal in response to this solicitation. If a recipient does not submit an offer and does not notify the Contracting Officer that future solicitations are desired, the recipient's name may be removed from the applicable mailing list for one year after the closing date of this solicitation.

C.12 UNNECESSARILY ELABORATE PROPOSALS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective proposal to this solicitation are not desired and may be construed as an indication of the Respondent's lack of cost consciousness. Elaborate artwork, expensive paper bindings, and expensive visual and other presentation aides are neither necessary nor desired. No credit will be given for general marketing or promotional materials.

C.13 PROPRIETARY OR CONFIDENTIAL INFORMATION

A Respondent including proprietary or confidential information in its proposal shall conspicuously mark each page as proprietary or confidential if the Respondent does not want the proprietary or confidential information disclosed to the public or used by DCHA for other than evaluation purposes. DCHA reserves the right to determine the proprietary or confidential nature of the information and shall treat such information accordingly, based on its sole determination. Responses and related submissions may be subject to the District of Columbia Freedom of Information Act as noted below.

C.14 LATE PROPOSALS, MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

- a) Proposals and modifications to proposals that are received in the designated DCHA office after the exact time specified in the RFP are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:

1. The proposal or modification was sent by documented registered or certified mail not later than the fifth (5th) calendar day before the date specified for receipt of Respondents;
  2. The proposal or modification was sent by mail and it is determined by the Contracting Officer that the late receipt at the location specified in the RFP was caused by mishandling by the DCHA after receipt; or
  3. The proposal is the only proposal received.
- b) The only acceptable evidence to establish the date of a late proposal, late modification or late withdrawal sent, either by registered or certified mail, shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal Service. If neither postmark shows a legible date, the proposal, modification, or withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown in the postmark, the proposal shall be considered late unless the Respondent can furnish evidence from the postal authority of timely mailing.
- c) Any request for withdrawal or request for modification received after the time and date set for submission of offers at the designated location for submission shall be considered “late”.
- d) A late proposal, late request for modification, or late request for withdrawal shall not be considered, except as provided by this section.
- e) A late modification of a successful proposal, which makes its terms more favorable to DCHA, shall be considered at any time it is received and may be accepted at the sole discretion of DCHA.

**C.15 FURNISHING OF INFORMATION TO DETERMINE THE RESPONSIBILITY OF A PROSPECTIVE CONTRACTOR**

The Respondent must demonstrate to the satisfaction of the Contracting Officer, its capability to perform fully the contract requirements in all respects. Therefore, the Respondent shall furnish any reasonable information requested by the Contracting Officer in order to determine its ability to perform.

**C.16 SIGNING OF OFFERS**

The Respondent shall sign and print or type its name on the proposal. The signing of the proposal shall deem all information contained therein as true and accurate. Any false or misleading information contained in the proposal may be grounds for disqualification, if prior to selection of award, or termination, if discovered after award. Erasures or other changes must be initialed by the person signing the proposal. Proposals signed by an agent shall be accompanied by evidence of the agent’s authority to bind the Respondent, unless that evidence has been previously furnished to the Contracting Officer.

Proposals by a partnership must be signed with the partnership name by one of the partners of the partnership or by an authorized representative, followed by the signature and designation of the person signing. Proposals by a limited liability company shall be signed by a member or manager of the company, followed by the signature and designation of the person signing, if such member or manager is an entity. Proposals by Corporations must be signed with the name of the corporation, followed by the signature and designation of the President or Vice President and attested to by the Secretary of the Corporation or other persons authorized to bind the Corporation. The Corporate Seal must be affixed thereto. If the offer is signed by other than the President or Vice President, evidence of authority to so sign must be furnished by resolution of the Board of Directors meeting or extract of by-laws certified by the Corporate Secretary with Corporate Seal affixed thereto.

The names of all persons signing shall be typed or printed below the signatures. Any proposal by an individual who affixes to his signature the word "President", "Vice President", "Secretary", "Agent", or other designation, without disclosing the principal, may be held personally to the proposal. Proposals submitted by a joint venture must be signed by all authorized venture personnel.

C.17 FREEDOM OF INFORMATION ACT

The District of Columbia Freedom of Information Act, D.C. Code §2-531 *et seq.* (FOIA), provides for the disclosure of public information upon request. Specifically, the law provides that "any person has the right to inspect, and, at his or her discretion, to copy any public record of a public body except as expressly exempted by the Act." Further, a "public record" has been defined by the District of Columbia Public Records Management Act of 1985 as "any document, book, photographic image, electronic data recording paper, sound recording, or other material regardless of form or characteristic, made or received pursuant to law or in connection with the transaction of public business by any officer or employee of the District." D.C. Code §2-1701(13). Thus, public information submitted in response to this solicitation to DCHA may be subject to disclosure under the Freedom of Information Act.

C.18 PROPOSAL GUARANTEE AND ACCEPTANCE PERIOD

Proposals must be accompanied by a written guarantee that the Respondent will keep its initial offer open for at least ninety (90) days from the date of receipt of the proposal or the last modification thereto, whichever is later, and that, if a best and final offer is made, it will keep its best and final offer open for a period of at least sixty days (60) days from the date of receipt or the last modification thereto, whichever is later; and upon acceptance by DCHA of a best and final offer, that it will execute the contract and meet other requirements within the times specified in the solicitation.

C.19 ACKNOWLEDGMENT OF ADDENDA/AMENDMENTS

Respondents shall acknowledge in their proposals, receipt of addenda or amendment(s) to this solicitation by signing the document on the acknowledgment line of the addenda or amendment. Respondent's failure to acknowledge an addenda or amendment may result in rejection of the offer.

C.20 WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by written, certified mail to DCHA at the above listed address prior to the deadline date. Negligence on the part of the Respondent in preparing the submission confers no right of withdrawal or modification of the submission after the deadline has elapsed.

C.21 ACCEPTANCE OF PROPOSALS; RESPONDENT SELECTION

Respondents are responsible for all their costs associated with the preparation of their proposals, the demonstration and interview process, and the contract negotiation process. Without limitation and at its sole option, DCHA reserves the right to accept or reject any or all proposals, to take exception to these RFP specifications, to negotiate with finalists, or to waive any informality. Respondents may be excluded from further consideration for failure to fully comply with the specifications of this RFP. DCHA may decide to reject all proposals and/or to reissue this RFP with modifications.

DCHA shall reject the proposal of any Respondent who has been barred from working on HUD and/or District of Columbia projects.

**SECTION D - CONTRACT TERMS**

D.1. TERM OF CONTRACT

The period of performance under this contract shall be for five (5) years with one (1) five-year (5) option term solely at DCHA's discretion. For a software as a service, hosted or cloud solution, DCHA requires the right to access and use the solution and related maintenance and support for a period of five (5) years from go live.

D.2 TYPE OF CONTRACT

This is a fixed price contract for the solution and services as outlined in the Scope of Services and this RFP. The Respondent shall provide all specified items required by DCHA. ***DCHA is responsible for payment only on modules being installed and implemented.***

***The final contract must be in form and content satisfactory to DCHA.***

D.3 TIME

Time, if stated in a number of days, will include Saturdays, Sundays, and holidays, unless otherwise stated herein.

D.4 INSURANCE

The successful Respondent, at its expense, shall obtain the minimum insurance coverage set forth below and keep such insurance in force throughout the contract period. All insurance provided by the Respondent in this section shall set forth the District of Columbia Housing Authority including all of its affiliated entities as an additional insured (as applicable).

The Respondent shall carry and pay for:

<b>MINIMUM INSURANCE REQUIREMENTS</b>
<b>BASIC COVERAGE</b>
<p><b><i>Commercial General Liability (GL):</i></b>            Per Occurrence: \$2,000,000            Aggregate: \$4,000,000            Products and Completed Operations: \$2,000,000            Personal/Advertising Injury: \$1,000,000</p>
<p><b><i>Automobile Liability:</i></b> \$1,000,000 per occurrence, if automobile used in the performance of the work</p>
<p><b><i>Workers' Compensation:</i></b> The contractor should contact their insurer for the appropriate liability limit.</p>
<p><b><i>Employer's Liability:</i></b> 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</p>
<b>ADDITIONAL COVERAGE</b> (Requirements to be determined depending on the contract.)
<p><b><i>Umbrella or Excess Liability:</i></b>            \$2,000,000</p>
<p><b><i>Professional Liability (E&amp;O):</i></b>            Per Occurrence: \$2,000,000            Aggregate: \$2,000,000</p>
<p><b><i>Sexual Abuse &amp; Molestation (GL):</i></b>            Per Occurrence : \$1,000,000+ (depending on contract)            Aggregate: \$1,000,000+ (depending on contract)</p>
<p><b><i>Employment Practices Liability:</i></b>            Per Occurrence: \$1,000,000+ (depending on contract)            Aggregate: \$1,000,000+ (depending on contract)</p>
<p><b><i>Cyber Liability/Data Breach Insurance:</i></b>            Per Occurrence: \$5,000,000+            Aggregate: \$10,000,000+</p>

With respect to (i) and (ii) above; the insurance policies shall be endorsed to name DCHA as an additional insured and must be in place before the execution of any contract awarded from this Solicitation. In-force insurance is a condition precedent to any contract awarded subsequent to this Solicitation. Respondent shall also do the following:

- (a) The Respondent shall provide DCHA with a Certificate of Insurance as evidence of the limits of coverage described above;
- (b) In the event the Respondent's insurance expires after the execution of the contract, the Respondent shall provide DCHA with copies of renewal certificates 30 days prior to the expiration date of the expiring coverage;
- (c) The Respondent's insurance contracts shall require the insurance company to notify the DCHA in the event of a substantial change in coverage during the policy term;
- (d) Be insured 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 the DCHA.

In the event a claim arises out of this contract, the Respondent will promptly notify the DCHA Contracting Officer's Technical Assistance Representative (COTR) and the DCHA Office of Risk Management (ORM). In addition, the Respondent 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.

#### D.5 INDEMNIFICATION

The Respondent 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 work called for or performed under this contract, any breach by the Respondent, its agents, employees and the Respondent 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 Respondent, its agents, employees and the Respondent or any other person or entity for which the Respondent may be responsible. Any provisions or limits of insurance set forth in this contract shall not limit the Respondent's liability. At its own expense, the Respondent 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. This insurance is primary to, and will not seek contribution from, any other insurance available to an additional insured under your policy.

#### D.6 OPTION TO EXTEND THE TERM OF THE CONTRACT

DCHA requires an option for DCHA to elect, in its discretion, to renew the contract for an additional five (5) years on same contract terms and the same or more beneficial pricing.

##### 1. Option Period

DCHA may extend the term of the contract for one (1) five-year option period.

2. Option to Extend the Term of the Contract

- a. DCHA may extend the term of this contract, or any fraction thereof, by written notice to the Contractor/Consultant before the expiration of the contract.
- b. If DCHA exercises the option to extend the contract, such contract shall be modified and executed by DCHA and Contractor/Consultant. A copy of the same will be provided to the affected contractor/consultant.
- d. The total duration of the contract, including the exercise of the any option there under, shall not exceed ten (10) years.

D.7 METHOD OF COMPENSATION

1. Payment of Services:

DCHA will pay for implementation services only on modules being installed based on successful accomplishment of meaningful agreed upon milestones of the solution implementation (Net 30 from invoice receipt upon milestone accomplishment), including a reasonable holdback payable upon at least two months of successful operation of the solution post go live without critical errors. DCHA anticipates payment for the access and use of the solution and related maintenance and support through recurring fees or such other payment arrangement as is proposed by the Respondent and agreed to by the parties. To the extent the Respondent's proposal includes licensing fees that are not part of the services fees, those will be paid partly at milestones during the project as agreed upon (Net 30 as above).

2. Submission of Payment Requests

- (a) All payment requests must be addressed as follows and forwarded to:

District of Columbia Housing Authority  
Attn: Accounts Payable  
1133 North Capitol Street, NE, Suite 329  
Washington, D.C.20002-7599  
Email: [DCHApayments@dchousing.org](mailto:DCHApayments@dchousing.org)

- (b) Proper invoices shall contain the following information:

- Contract Number
- Purchase Order Number
- Identification of licensing/services/subscription/fees to which the invoice relates and of all services performed consistent with the contract requirement and supporting documentation; in the case of milestone payments, invoice must include a certification that the milestone has been successfully achieved and DCHA has signed off on such milestone.

- (c) Upon request, Respondent shall also submit "Certified Payroll Affidavits" for all labor hours performed under the contract. These affidavits should include all work performed by Respondent's personnel and all labor hours performed by Subcontractors. Certified Payroll Affidavits shall only be submitted to the DCHA Compliance Staff, located in the Office of Administrative Services of DCHA in Suite 300.

- (d) Failure to provide all documentation as outlined in item (b) above may delay payment of invoices
- (e) DCHA's Accounts Payable Division processes checks for payment every Thursday; except for when the date falls on a weekend or Holiday; checks will be processed the next business day.

D.8 TASK ORDERS- (*Reserved*)

D.9 AFFIRMATIVE ACTION PROGRAM

The Respondent shall submit two (2) copies of an Affirmative Action Program (AAP) and its Goals and Time Tables (G&T), "Compliance with Equal Opportunity Obligations in Contracts" and the Office of Human Rights Regulations, Chapter 11, "Equal Employment Opportunity Requirements in Contracts", promulgated August 15, 1986.

D.10 SECTION 3 REQUIREMENTS- **Mandatory for all Respondents**

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 this contract. A 2<sup>nd</sup> 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. 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.

**The Contractor 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 (**Attachment I**).

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 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](mailto:hkoerner@dchousing.org) for additional information or assistance with the completion of your Section 3 Action Plan.

**D.11 RESTRICTION ON DISCLOSURE AND USE OF DATA**

A proposal including proprietary or confidential information in its offer shall conspicuously display the following information on the first page of the proposal if the Respondent does not want the proprietary or confidential information disclosed to the public for any purpose or used by DCHA, except for evaluation purposes or as required by law:

D.11.1 That the offer includes proprietary or confidential information that shall not be disclosed outside of DCHA and DCHA's contractors, consultants and advisors assisting DCHA with this procurement, and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate the proposal and negotiate with the Respondent (if applicable), or as required by applicable law;

D.11.2 That if a contract is awarded to the Respondent, DCHA and DCHA's contractors, consultants and advisors shall have the right to duplicate, use or disclose the proprietary or confidential information to the extent provided in the contract;

D.11.3 That this restriction does not limit DCHA's right to duplicate, modify, disclose or use the proprietary or confidential information if it is independently developed, or obtained from another source without restriction, or for audit or investigation purposes, or to funding sources, or as required by applicable law, or to use the same or similar information and materials that are provided by other bidders or are known in the industry or not unique to the Respondent;

D.11.4 That the Respondent has specifically identified, by page number or otherwise, the proprietary or confidential information subject to the restriction.

D.11.5 The Respondent shall not designate as proprietary or confidential information the name of the Respondent, the proposal price, or any information that is not actually proprietary or confidential. DCHA has the right to question or reject as inappropriate the designation of information as proprietary or confidential.

In addition to the requirements above, the Respondent shall conspicuously mark each separate sheet containing proprietary or confidential information it wishes to restrict with a notation to the effect that the use or disclosure of proprietary or confidential information contained on the sheet is subject to the restriction set forth on the first page of the proposal.

#### D.12 RESPONSIBLE CONTRACTORS

DCHA will award contracts only to responsible prospective contractors who have the ability to perform successfully under the terms and conditions of the proposed contract. In determining the responsibility of an offer, DCHA will consider such matters as the Respondent's:

1. Integrity
2. Compliance with public policy
3. Record of past performance
4. Financial and technical resources

Before a proposal is considered for award, the Respondent may be requested by DCHA to submit documentation regarding any of the items in the paragraphs above. Failure by the Respondent to provide such additional information shall render the Respondent ineligible for award. In addition, the DCHA may conduct site visits to the Respondent's office or facility to verify information contained in the proposal.

#### D.13 EMPLOYEE DISHONESTY INSURANCE

The Respondent shall provide evidence of employee dishonesty insurance for an amount not less than \$250,000, obtained at its own expense, for the purpose of protecting the DCHA, and/or any applicable instrumentality against dishonest acts of the Respondent and its employees. DCHA, and/or any applicable instrumentality, must be named as the loss payee. The insurance company, form, limits and content of such coverage will be subject to the approval of the DCHA (or applicable instrumentality).

#### D.14 RESPONDENT'S KEY PERSONNEL

The key personnel specified in the Respondent's proposal are considered to be essential to the work being performed under the contract. Prior to diverting any of the key personnel for any reason(s), the Respondent shall notify the Contracting Officer in writing at least thirty (30) days in advance and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the contract. Replacement of key personnel is only by reasonable approval of DCHA.

D.15 CONSENT TO SUBCONTRACT

The Respondent must obtain the consent of DCHA to subcontract any portion of the work. All Respondents are required to include in their proposal a list of any proposed subcontractors, and a list of tasks/items, if any, which the Respondent intends to subcontract all or any portion of work. Approval of any subcontractor will not relieve the Respondent from full responsibility for the oversight of the subcontractor and the satisfactory performance of the work, as well as compliance with the agreement by such subcontractor as if it was Respondent personnel.

D.16 FAIR HOUSING EQUAL OPPORTUNITY CLAUSE

During the performance of the contract, the Respondent shall not discriminate on the basis of race, color, religion (creed), sex, natural origin, handicap or familial status, or the existence or use of a policy or practice, or any arrangement, criterion or other method of administration which has the effect of denying Equal Housing Opportunity, or which substantially impairs the ability of persons to apply for or receive the benefits of assistance because of race, color, religion (creed), sex, natural origin, handicap or familial status, in the sale, rental or other disposition of residential properties or related facilities, including land to be developed for residential use, or in the use or occupancy thereof.

D.17 THE AMERICAN WITH DISABILITIES ACT OF 1990 (ADA)

During the performance of the contract, the Respondent and all of its subcontractors shall comply with the ADA. The ADA makes it unlawful to discriminate in employment against a qualified individual with disability. See 42 U.S.C. §2101, *et seq.*

D.18 SECTION 504 OF THE REHABILITATION ACT OF 1973 (AS AMENDED)

During the performance of the contract, the Respondent and all of its subcontractors shall comply with the Section 504 of the Rehabilitation Act of 1973, as amended. This Act prohibits discrimination against persons with disabilities in federally funded programs and activities. DCHA has entered into a Voluntary Compliance Agreement that requires a minimum of 6 percent of the public housing units constructed will comply with Uniform Federal Accessibility Standards (“UFAS”) as well as the additional specific requirements of HUD for accessible public housing units. DCHA may require more than 6 percent in the revitalization plan. In addition, all other units constructed must comply, as applicable, with the Fair Housing Act guidelines on accessibility. See 29 U.S.C §794

D.19 NO WARRANTY

Respondent is required to examine the RFP, specifications and instructions pertaining to the services required. Failure to do so will be at the Respondent’s own risk. It is assumed that the Respondent has made full investigation so as to be fully informed of the extent and character of the services requested and of the requirements of the specifications. No warranty is made or implied as to the information contained in the RFP, specifications, and/or instructions.

D.20 EXPENSE OF THE RFP SUBMISSION

All expenses incurred in the preparation and submission of proposals and modifications thereto in response to the RFP shall be borne by the Respondent.

## D.21 CANCELLATION

DCHA reserves the right to cancel this RFP, or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or rejection is in the best interest of DCHA. DCHA further reserves the right to waive any minor information in its discretion on any proposal received, if it is in the best interest of DCHA to do so. The decision as to who shall receive a contract award and on what terms, or whether or not an award shall be made as a result of this RFP, shall be at the sole and absolute discretion of DCHA.

## D.22 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, in all instances, must pursue a remedy through the established administrative procedures of DCHA prior to pursuing a protest with the Federal agency. Guidelines and procedures that must be followed are presented herein.

### **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 RFP or contract, if applicable. The formal complaint must be in writing, 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 fifteen (15) 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 fifteen (15) days of the date of the initial decision rendered by the Contracting Officer, or within fifteen (15) 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 fifteen (15) 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 field office of the U.S. Department of Housing and Urban Development (HUD). Such request must be in writing and made within fifteen (15) days of receipt of the decision rendered by the Executive Director or designee, or within fifteen (15) days after the expiration of the response time allotted to the Executive Director whichever is earlier. 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, or local authorities, shall be addressed to the administrative offices of DCHA. The address of the administrative offices of DCHA is as follows:

Attn: Cheryl Moore, Contracting Officer  
Office of Administrative Services-Contracts and Procurement  
District of Columbia Housing Authority  
1133 North Capitol Street, N.E. Room 300  
Washington, D.C. 20002
  
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 Board of Contract Appeals Board (CAB).

D.23 BEST AND FINAL OFFERS

D.23.1 DCHA may award a contract upon the basis of initial offers received, without discussion. Therefore, each initial offer should contain the Respondent's best terms from a cost and technical standpoint. However, if discussions are held with respondents, all respondents within the competitive range will be notified regarding the holding of discussions and will be provided an opportunity to submit written best and final offers ("BAFOs") at the designated date and time. If modification is submitted, it must be received by the date and time specified and is subject to the "Late Submission, Modifications and Withdrawals of Proposals" provisions of this solicitation.

D.23.2 After receipt of best and final offers, no discussions will be reopened unless the Contracting Officer determines that it is clearly in DCHA's best interest to do so. If discussions are opened, the Contracting Officer shall issue an additional request for best and final offers to all respondents still within the competitive range.

D.24 DAVIS BACON REQUIREMENTS- (Reserved)

D.25 MCNAMARA - O'HARA SERVICE CONTRACT ACT

Contractor shall be required to comply with the requirements of the McNamara-O'Hara Service Contract Act of 1965 (SCA), as amended, 41 U.S.C. 351, *et seq.*, and the implementing regulations found in 29 C.F.R. 4. The McNamara-O'Hara Service Contract Act requires contractors and subcontractors performing services on prime contracts in excess of \$2,500 to pay service employees in various classes no less than the wage rates and fringe benefits found prevailing in the locality, or the rates (including prospective increases) contained in a predecessor contractor's collective bargaining agreement.

For prime contracts in excess of \$100,000, contractors and subcontractors must also, under the provisions of the Contract Work Hours and Safety Standards Act, as amended, 40 U.S.C. 3701 *et seq.*, pay laborers and mechanics, including guards and watchmen, at least one and one-half times their regular rate of pay for all hours worked over 40 in a workweek.

D.26 QUALIFIED BIDDERS LISTING- (Reserved)

D.27 AWARD AND EXECUTION OF CONTRACT

The Executive Director of DCHA shall appoint an evaluation panel to review and evaluate proposals. Proposals shall be evaluated in a process as described below. DCHA may request that one or more of the highest ranked firms prepare detailed proposals including more detailed price proposals.

DCHA may, at its option and based on its determination of DCHA's best interests, negotiate mutually agreeable changes in the proposal and in the proposed definitive agreements prior to execution of the agreements between the parties. The Respondent's final proposal, along with these requirements and specifications will be incorporated into the contract by reference.

The Respondent contract is subject to review and approval by the DCHA Board of Commissioners.

## **SECTION E -EVALUATION FACTORS FOR AWARD**

### **E.1 EVALUATION OF PROPOSALS**

All proposals will be evaluated based on the evaluation criteria outlined above and below and the Respondent's proposals to meet the other requirements of this RFP. The Contracting Officer will determine a competitive range based on the established criteria and point system. The Evaluation Panel may consider a proposal unacceptable if it lacks critical information or the submission represents a major deviation from the requirements of this RFP. Minor omissions, such as incomplete references may, at the sole option and discretion of the DCHA, be corrected subsequent to the submission due date.

All proposals will be initially reviewed to determine compliance with the Proposal Format Requirements specified within this solicitation. Proposals that do not comply with these requirements may be rejected without further review.

The evaluation factors and the comparative scoring of the factors shown in E.3 below will be used to determine which Respondents fall within the competitive range and the recommendation made to the Executive Director. Compliance with other requirements of this RFP will be factored in the final selection.

DCHA reserves the right to reject any and all proposals determined to be inadequate or unacceptable. DCHA may award a contract upon the basis of initial offers received without discussions. Therefore, each initial offer should contain the respondent's best terms from a price and technical standpoint.

### **E.2 RELATIVE IMPORTANCE OF TECHNICAL VERSUS COST/PRICE FACTORS**

E.2.1 The DCHA will make an award to the most responsible and responsive Respondent whose offer conforms to the solicitation and is most advantageous to the DCHA (i.e., that which represents the best value to the DCHA), scope, cost or price and other factors considered. The proposed cost must be considered reasonable and must reflect the proposed technical approach.

E.2.2 The 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.

E.2.3 The terms the Respondent is willing to offer on the legal contracts will play a significant factor in the ultimate selection of the Respondent.

E.2.3 The combined relative merit of the technical evaluation factors listed in the technical Proposal and below will be more significant than cost or price in the selection of the Contractor.

### E.3 TECHNICAL AND COST EVALUATION AND SELECTION CRITERIA

Respondents are required to 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 following evaluation factors will be used, with a total possible score of 487.5 points.

Upon receipt of proposals, DCHA shall conduct a review to determine that each proposal has met the format requirements specified in this RFP.

**Proposals that do not meet DCHA's format requirements will not be formally evaluated. Those proposals that meet all of DCHA's specified format requirements will be evaluated by the evaluation panel using the following criteria with points assigned to each section as noted below. Respondent's ability to meet the requirements set forth in Sections B – D of this RFP will be considered in assigning the points within each category and are incorporated by reference into the table below.**

#### **E.3.1 Breakdown of Technical and Price Evaluation Factors**

**Maximum 475.0 Points**

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CRITERIA	MAXIMUM POINTS
<b>TECHNICAL PROPOSAL</b>	
<p><b>Prior Experience and References</b>  Provide an overview/summary of your firm’s completed projects of a similar scale to DCHA, implementation success rate and timelines for successful implementation. Detail past performance in terms of a demonstrated prior record of experience, successful implementation of the recommended software system(s) at agencies comparable in size, scale and mission to DCHA. Identify also two prior implementations of a similar solution that were not successful or took longer or went substantially over budget and describe the reasons and lessons learned.</p> <p>Not less than three (3) recent professional references from clients demonstrating that your company has provided similar systems and services (including a similar solution) as described in the “Scope of Services.” Also provide two references for a project that was not successful either because it was not completed or because it did not complete on time and on budget. Include for each reference name, address, and telephone number, description of work performed and the date completed. The contact person should be someone at a management or executive level with experience working directly with the Respondent’s project team and the challenges and successes of the project and experience with the Respondent’s post go live maintenance and support services and service levels. At least two of the references from successful projects must have used the Respondent’s services to assist substantially with data conversion and migration. At least two of the references must be of a customer requiring interfaces with the same third party products as DCHA.</p> <p>DCHA will contact companies for Reference Check to obtain information on the following:</p> <ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Staff Knowledge/Expertise</li> <li>• On time/on budget Considerations</li> <li>• Quality of Work and Services</li> <li>• Functionality and user friendliness of the solution/individual components)</li> <li>• Data migration services</li> <li>• Interfaces</li> <li>• Final Product/Solution</li> <li>• Customer Support and Warranty Service</li> <li>• Overall Satisfaction/Challenges/ Successes</li> </ul>	25
<p><b>Product Information</b>  Provide technical product information and detailed data covering all components of the proposed System Solution. This should include a detailed discussion of the application software, interfaces, technology platform, any included third party software, environments, and security attributes of the System Solution including a summary of the security set-up procedures, Technical Support and Training Services. For all software components.</p>	15
<p><b>Cloud or Hosted Solution</b>  Provide description of the “Cloud” or “Hosted” solution; minimum and recommended configurations for desktops; proposed service levels (including with respect to uptime, recovery time objective, response and resolution of support issues and latency), scalability of the solution and any inherent or known limitations on scalability. Describe in detail the proposed environment(s) and licensing/service model, including whether the solution is provided from a common cloud, as SaaS or a dedicated hosted instance of the Respondent’s solution. Further, provide a detailed description of (i) the redundancies, back-up, and business continuity policies, procedures and facilities applicable to the hosted or cloud environment and related databases (include the recovery point objectives and recovery time objectives), and (ii) the organizational, structural, physical, and information security features, policies and procedures applicable to the infrastructure, facilities and databases that will be used to host the System Solution and store any DCHA data.</p>	20

CRITERIA	MAXIMUM POINTS
<b>TECHNICAL PROPOSAL</b>	
<p><b>Current Software</b>  Provide description of current software version being proposed including frequency of updates, upgrades and new releases, and a description of anticipated new functionality and modules. If the software offers functionality or modules that are not being proposed for the DCHA System Solution, identify those.  The proposal must also identify the software/solution version(s) being proposed, how long it has been in production use by customers in the versions proposed, any DCHA required functionality that is not available in the Respondent’s solution or will require product extensions or customization, any third party products or services that DCHA will need to procure in order to implement and use the Respondent’s solution, as well as any known limitations on the available functionality of the solution.  If the software version being proposed to DCHA (or any part thereof) has not been in full production use by customers for at least two years, the Respondent will identify how many customers are in production use of that version and of the immediately prior two versions, and will describe any material technical, performance or other support issues or bugs that impact the current version being proposed.  Available out of the box APIs and interfaces for use with the System Solution must be identified as well as those that may need to be developed to meet DCHA’s requirements.  To the extent that any functionality proposed by the Respondent is at the time of the response in “beta” or other non-production form it must be clearly identified as such in the response.</p>	<p><b>15</b></p>
<p><b>Functional Fit</b>  Provide narrative discussion of the functional fit of Respondent product based on a review of DCHA’s System Solution Checklist and current operational procedures included in Appendix I and the other requirements of this RFP (including with respect to required interfaces to third party systems). Respondents should review the Appendix I and RFP materials and indicate the extent to which their products fit DCHA’s specifications and current and proposed procedures, and identify clearly any gaps. For identified gaps, an approach to bridging the gaps should be proposed based on information known at the time of the submission. This section must address the Respondent’s and the solution’s ability to implement and provide functionality that allows DCHA to meet HUD and other regulatory requirements applicable to it as a housing authority.</p>	<p><b>80</b></p>

CRITERIA	MAXIMUM POINTS
<b>TECHNICAL PROPOSAL</b>	
<p><b>Implementation Scope, Timing and Methodology</b></p> <p>Detail recommendations and proposal for the System Solution implementation. Include a discussion of the data conversion and migration methods, approach and scope of work recommended by Respondent. This section should specifically describe the implementation and data migration scope, planning process and methodology, including without limitation the approach and level of effort proposed by the Respondent to conduct requirements gathering, specification development, business process analysis, fit-gap analysis and/or other front-end planning and analysis efforts. Roles and responsibilities of Respondent and DCHA, testing approach, and go live approach must be addressed. The response should address in detail proposed UAT as well as all other types of testing recommended by the Respondent in order for the system using DCHA’s converted data to be ready for go live. This should include without limitation suggested acceptance criteria based on criteria that has worked successfully for other installed customers (which must include both functional and performance measurements and testing to benchmarked acceptable levels of performance). The Respondent must describe what services will be at DCHA’s site or the Respondent’s site, what (if any) services will involve the use of subcontractors to the Respondent, and what (if any) services will be provided from locations outside the United States.</p> <p>The response must detail a proposed project plan, and proposed kick-off, installation, implementation, set-up, data conversion, testing and go live time frames for all components of the System Solution in a detailed milestone schedule format, including any material sub-milestones. The Respondent must describe when after award of the contract the Respondent is prepared to kick off the project. The response to this Section must take into account the requirement to implement the financial modules of the System Solution first, and describe the approach to achieving the financial module implementation and go live while working on the remaining of the System Solution implementation.</p>	50
<p><b>Proposed Project Team Qualifications</b></p> <p>Provide a full staffing proposal and resumes of key personnel responsible for planning, development, implementation, training, and management of the ERP system implementation services (identifying their time commitment and availability for the project), as well as personnel primarily responsible for on-going support of DCHA post go live maintenance and support, including identifying the executive sponsor of DCHA’s implementation project and the senior personnel responsible for DCHA’s account and for issue escalation/problem resolution. Resumes shall include names, qualifications and years employed by the company, experience within current position and projects that the individual has been involved with that demonstrate ability to complete the desired outcomes, on time, and within cost. Describe processes used by the Respondent to check background and qualifications of personnel, and to determine that personnel meets the legal requirements to work in the United States and to check that no personnel is on any list of persons with whom United States persons or companies may not do business (e.g. SDN/OFAC list). The escalation path available to DCHA for resolving material issues with the implementation or the on-going use of the System Solution must be identified. The Respondent must indicate its willingness to provide a stable implementation team for the DCHA project, whereby key personnel are not removed from the project or made unavailable except in circumstances outside of the Respondent’s control.</p>	20

CRITERIA	MAXIMUM POINTS
<b>TECHNICAL PROPOSAL</b>	
<p><b>Warranty; Service Levels</b> Specify the warranty that the Respondent will provide to DCHA for the implementation services and the System Solution. DCHA requires a minimum post go live warranty on the implementation and the software of not less than one hundred and eighty (180) days. The warranty must address correction of data errors, defects, bugs, inaccuracies, functional and performance issues with the solution and interfaces. The Respondent must provide a detailed description of the warranty offered, including who provides the warranty, how warranty service will be accessed and any warranty limitations or out of scope efforts.</p> <p>In addition, DCHA requires that the Respondent commit to on-going service levels for the response and resolution of support requests (with 24x7 support included for critical or priority one issues). DCHA also requires a service level of 99.9% uptime commitment for the System Solution (including interfaces hosted by the Respondent and the related databases) and a reasonable performance service level for latency and speed between system calls/transactions. The Respondent shall provide its service levels proposal and identify the service credits that will be provided for failure to meet the committed levels. This description shall also identify any limitations or restrictions on the applicability of the service levels.</p>	<b>20</b>
<p><b>Data Protection/Disaster Recovery</b> Provide a detailed description of the protocols, policies, procedures, controls and safeguards that it has in place (and is committed to keep in place) with respect to the access, use, transfer, storage, security and protection of personal data provided by DCHA or generated by DCHA's use of the System Solution and hosted or stored by or on behalf of the Respondent, which shall be not less than in conformance with prevailing industry practices and standards. Provide a copy or summary of a recent third party auditor report on the Respondent's data protection, privacy and security safeguards and controls and well as the Respondent's financial/operational controls (e.g. SOC reports). Describe if the Respondent has been the subject of an actual or suspected data security breach within the past five (5) years, or has been the subject of a governmental investigation or class action involving an actual or suspected data security breach. Detail how the Respondent proposes to handle any actual or suspected data security breach involving DCHA data, including without limitation with respect to investigation, cooperation, third party notices, credit monitoring/identity theft protection and indemnification.</p> <p>Provide a detailed description of the controls, policies, procedures, redundancies and facilities the Respondent has in place (and is committed to keep in place) for ensuring continued access and use by DCHA of the System Solution and access by Respondent personnel to the Respondent's systems necessary to provide the services and the solution to DCHA in the event of a disaster or other similar events, and to ensure business continuity.</p>	<b>30</b>

### **E.3.2 Breakdown of Section 3**

**Maximum 20 Points**

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 points
2. Demonstrated evidence of successful past performance with the fulfillment of Section 3 Commitments	3 points
3. Will hire DCHA residents or program participants for appropriate employment opportunities within the firm or any of its affiliated subcontractors	4 points
4. Proposes to provide funding for training for a DCHA resident or program participant	3 points
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 points
6. Proposes to subcontract supportive services to Section 3 businesses	2 points
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"	4 points

\*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.
- 

#### E.4 BONUS POINTS

#### MAXIMUM 12.5 BONUS POINTS

##### **E.4.1 Business Enterprise Designation Points for Local Small Minority/Woman-Owned Business** (Bonus Maximum 10 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 Respondent who has been deemed technically qualified and is within the competitive range can receive additional points if the Respondent 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 offeror or either party of a joint-venture.

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

**E.4.2 CBE Participation**

(Bonus Maximum 2.5 points)

The DCHA 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.

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

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

**ALL RESPONSES SUBMITTED FOR CONSIDERATION WILL BE REVIEWED BY THE EVALUATION PANEL, AND THE RESPONDENT(S) RECEIVING THE HIGHEST RATING(S) BASED ON THE CRITERIA WILL BE RECOMMENDED AS CAPABLE OF PROVIDING SERVICES IN A MANNER THAT IS ADVANTAGEOUS TO DCHA, TECHNICAL FACTORS CONSIDERED. DCHA MAY REJECT ANY OR ALL RESPONSES THAT ARE DETERMINED NOT TO BE IN DCHA’S BEST INTEREST REGARDLESS OF RATINGS. IN ADDITION, DCHA RESERVES THE RIGHT TO WAIVE ANY INFORMALITIES OR MINOR IRREGULARITIES IF IT SERVES DCHA’S BEST INTEREST TO DO SO.**

**SECTION F-TIMETABLE (SELECTION PROCESS)**

F.1 TIMETABLE (\*\*)

DCHA will endeavor to follow the timetable set forth below:

Advertise Date	September 24, 2017
Issue Request for Proposals	September 25, 2017
Deadline for Question Submission	Monday, October 16, 2017
Deadline Submission for Proposal	Monday, October 30, 2017
Evaluation Period	Begin November 1, 2017
Submission Date for Board Committee Review	TBD
Presentation to DCHA Board of Commissioners (Contract Approval)	TBD
Contract Negotiation	TBD
Contract Award	TBD

**(\*\*) DATES IDENTIFIED ABOVE ARE SUBJECT TO CHANGE AT THE SOLE DISCRETION OF THE DISTRICT OF COLUMBIA HOUSING AUTHORITY AND WITHOUT PRIOR NOTICE.**

## **SECTION G- EXHIBITS, APPENDICES & ATTACHMENTS**

### G.1 EXHIBITS

[Exhibit 1](#): System Solution Price Proposal

### G.2 APPENDICES

[Appendix I](#): System Solution Checklist

[Appendix II](#): DCHA Purchase Order

### G.3 ATTACHMENTS

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

[Attachment B](#), Tax Certification Affidavit

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

[Attachment D](#), Certificated of Eligibility

[Attachment E](#), Contract Compliance Requirements

[Attachment F](#), Payments to Subcontractors

[Attachment G](#), Representations, Certifications and Other Statements of Bidders

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

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

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

[Attachment K](#), List of Certified Minority and Woman-Owned Banks

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

[Attachment M](#), Wage Determination