

**REQUEST FOR PROPOSALS (RFP) No. P22004**

# Managed IT Services

(207) 783-1423 | 86 Lisbon Street, Lewiston, Maine 04240 | [www.lewistonhousing.org](http://www.lewistonhousing.org/)

**RFP Document**

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## INTRODUCTION

he Lewiston Housing Authority, (hereinafter, “the Agency”) is a public entity that was formed in 1963 to provide federally subsidized housing and housing assistance to low-income families, within Lewiston, ME. The Agency is headed by an Executive Director (ED) and is governed by a seven-person board of commissioners and is subject to the requirements of Title 24 of the Code of Federal Regulations

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(hereinafter, “CFR”) and the Agency’s procurement policy.

e are an experienced developer of affordable housing and have used a variety of structures and funding sources, including Low Income Housing Tax Credit (LIHTC) partnerships, conventional and federal financing, as well as other public and private sources. Currently, Lewiston Housing provides management, maintenance, and resident services for 466 units of Public Housing, LIHTC, and market rate housing, and administers approximately 1200 Housing Choice vouchers. Lewiston Housing is a perennial

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High Performer per HUD’s operational performance standards.

n keeping with its mandate to provide efficient and effective services, the Agency is now soliciting proposals from qualified, licensed, and insured entities to provide the included noted services to the Agency. All proposals submitted in response to this solicitation must conform to all the requirements and

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specifications outlined within this document and any designated attachments in its entirety.

## RFP INFORMATION AT A GLANCE

**[Table No. 2]**

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| --- | --- |
| AGENCY CONTACT PERSON  (NOTE: Unless otherwise specified, any reference herein to “Contracting Officer” or “(CO)” shall be a reference  to Mr. Wight.) | Fowsiya Musse, Operation Project Coordinator  Telephone: (207) 333-3981  email: [fmusse@lewistonhousing.org](mailto:fmusse@lewistonhousing.org) |
| HOW TO OBTAIN THE RFP DOCUMENTS ON THE EPROCUREMENT MARKETPLACE | 1. Access ha.economicengine.com (no “www”). 2. Click on the “Login” button in the upper left side. 3. Follow the listed directions. 4. If you have any problems in accessing or registering   on the eProcurement Marketplace, we recommend that you call Customer Support at (866)526-9266. |
| QUESTION SUBMITTAL DEADLINE | Wednesday, June 29, 2022, 3:00 PM EST |
| HOW TO FULLY RESPOND TO THIS RFP BY SUBMITTING A QUOTE SUBMITTAL | 1. As directed within Section 3.2.1 of the RFP document, enter proposed pricing where provided within the eProcurement Marketplace web site. 2. As instructed within Section 3.0 of the RFP   document, submit 3 copies of your “hard copy” quote as a PDF on the eProcurement Marketplace. |
| PROPOSAL SUBMITAL RETURN & DEADLINE | \*Wednesday, July 13, 2022, 4:00 PM EST  (The proposed fee must be entered within the eProcurement Marketplace and the “hard copy” documentation must be attached as a PDF by no later  than 4:00 PM EST on this date) |
| POTENTIAL BEST AND FINAL INTERVIEW(S) | Monday, July 25, 2022, (TBD)  Please hold time this day for potential interview. |
|  | |

* 1. **THE AGENCY’S RESERVATION OF RIGHTS.** The Agency reserves the right to:
  2. **Right to Reject, Waive, or Terminate the RFP.** Reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the Agency to be in its best interests.
  3. **Right to Not Award.** Not to award a contract pursuant to this RFP.
  4. **Right to Terminate.** Terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful proposer(s).
  5. **Right to Determine Time and Location.** Determine the days, hours, and locations that the successful proposer(s) shall provide the services called for in this RFP.
  6. **Right to Retain Proposals.** Retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of the Agency Contracting Officer (CO).
  7. **Right to Negotiate.** Negotiate the fees proposed by the proposer entity.
  8. **Right to Reject Any Proposal.** Reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
  9. **No Obligation to Compensate.** Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
  10. **Right to Prohibit.** At any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By accessing the eProcurement Marketplace (hereinafter also “the Marketplace”) and by downloading this document, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and within the Marketplace, and further agrees that he/she will inform the CO in writing within 5 days of the discovery of any item listed herein or of any item that is issued thereafter by the Agency that he/she feels needs to be addressed. Failure to abide by this timeframe shall relieve the Agency, but not the prospective proposer, of any responsibility pertaining to such issue.
  11. **Right to Reject – Obtaining Competitive Solicitation Documents.** The eProcurement Marketplace is the only official and appropriate venue to obtain the RFP documents (and any other information pertaining to this RFP such as addenda). Accordingly, by submitting a response to this RFP the respondent thereby affirms that he/she obtained all information on the Marketplace. Any other group such as an association or a proposal depository that informs potential respondents of the availability of such competitive solicitations are hereby instructed to not distribute these documents to any such potential respondents, but to instruct the potential respondents to visit the Marketplace to obtain the documents. The Agency will reject without consideration any response submitted from a firm that has not obtained the documents from the Marketplace.
  12. **SCOPE OF WORK/TECHNICAL SPECIFICATIONS.** The Agency is seeking proposals from qualified entities that can strategically assess our existing IT landscape and make recommendations to increase efficiency and plan for future growth/needs. The agency will be picking the company that can provide the following detailed services listed herein:
  13. **Server Support**
      1. Windows Server Virtual Machines (VMs).
         1. Onsite support will be charged T/M, but we need onsite assistance within 2 hours on high-priority issues.
         2. Help Desk Availability, Monitor, Update, Patch.
      2. Support the PCs each at Meadowview and Blake Street Towers
      3. Microsoft Windows Updates.
      4. **24/7** Monitoring and remediation abilities.
         1. Servers to include remediation of any issues with the operating system (including but not limited to Active Directory, Terminal Services, and ADFS) or supported third-party programs.
      5. Hardware Support
         1. Hardware will remain covered by manufacturer service agreements. These service agreements will be purchased separately through the manufacturer.
         2. Windows 2012r2 Virtual Servers - LHA
         3. One (1) VMware vCenter Appliance - LHA
      6. Updates
         1. Updates will be performed remotely or onsite if required as needed.
  14. **Anti-Virus**
      1. Cloud-managed modern anti-virus, anti-malware, content filtering, and ransomware protection.
      2. Active defense measures
      3. Proactive and passive defense measures
      4. Agency will require remediation assistance on monitored servers when threats are detected.
      5. The number of workstations is a total of 28 desktops and laptops. It’s the current number of workstations but it will continue to grow as more people are hired.
      6. The Agency requires the workstations to be monitored and remediated
  15. **Off-site Backup and Disaster Relief**
      1. VMs will be hosted in cloud storage for redundancy and disaster recovery.
      2. Back up all VMs and store data deemed necessary for business continuity.
      3. Password Management
      4. Managed Multi-Factor Authentication (MFA)
      5. Comprehensive Vulnerability Scanning
  16. **Email Security**
      1. Securely transmit sensitive information including automatic encryption of confidential information
      2. Ensure recipient and sender are whom they say they are
      3. Capture dangerous emails
      4. Protect users from clicking on dangerous links and including the wrong people in emails
      5. Provide email backup and retention to meet the organization’s needs
      6. Phishing exercise
         1. Conduct yearly to train personnel to identify suspicious email
  17. **End Point Security**
      1. Monthly updates for critical security vulnerabilities in Microsoft and other third-party applications
      2. Expedited patching for high-risk vulnerabilities
      3. Vetting of the latest security updates to minimize unintended productivity disruptions
      4. Automated storage of the agency’s files
      5. Encryption of backup data
      6. Continuous file integrity health check and automatic repair
      7. Proactive resolution of backup issues
  18. **Remote Desktop Services**
      1. Server procurement and management
      2. Windows client access license
      3. Operating system backup with off-site rotation
      4. Primary and secondary server administration support
  19. **Network Management/Monitoring**
      1. Installation and configuration of network devices
      2. Diagnose/Troubleshoot network issues
      3. Consultation and advice on commercial wireless network strategy use, and security
      4. IT networks must be fast, secure, and stable
      5. Provide secure communication within the company
      6. Monitoring tools/ Switches
         1. One (1) HP Procurve 19100-48
         2. One (1) Cisco Small Business Switch
         3. One (1) WatchGuard XTM33
         4. One (1) WatchGuard XTM26w
  20. **Professional Support**. This may involve assistance in troubleshooting unsupported third-party program issues, software configurations, server builds, or any other type of professional technical service. The contractor is required on-site within 2 hours for high-priority issues.
      1. Evaluation of Current Infrastructure
      2. Network
      3. Data Security and Protection
      4. Servers and Applications
      5. Internet Providers and Infrastructure
      6. Phone systems
         1. Applications
      7. Ensure Microsoft Office Applications are functioning as designed

## PROPOSAL FORMAT.

* 1. **Proposal Submittal.** The Agency intends to retain the Contractor pursuant to a “Best Value” basis, not a “Low Bid” basis (“Best Value,” in that the Agency will, as detailed within the following Section 4.0, consider factors other than just cost in making the award decision). Therefore, so that the Agency can properly evaluate the offers received, all proposals submitted in response to this RFP must be formatted in accordance with the sequence noted within the table below. Each category must be clearly separated with the corresponding tab reference also noted below. None of the proposed services may conflict with any requirement the Agency has published herein or has issued by addendum. All proposals must be submitted as a PDF file and attach on the eProcurement Marketplace site by the scheduled deadline.

**[Table No. 3]**

|  |  |  |
| --- | --- | --- |
| **RFP**  **Section** | **Tab No.** | **Description** |
| **3.1.1** | **1** | **Form of Proposal.** This Form is attached hereto as Attachment A to this RFP document. This 2-page Form must be fully completed, executed where provided thereon and submitted under this tab as a part of the proposal submittal. |
| **3.1.2** | **2** | **Form HUD-5369-C (8/93), *Certifications and Representations of Offerors, Non-Construction Contract*.** This Form is attached hereto as Attachment B to this RFP document. This 2-page Form must be fully completed, executed where provided thereon and submitted under this tab as a part of the proposal submittal. |
| **3.1.3** | **3** | **Profile of Firm Form.** The Profile of Firm Form is attached hereto as Attachment C to this RFP document. This 2-page Form must be fully completed, executed and submitted under this tab as a part of the proposal submittal. |
| **3.1.4** | **4** | **Proposed Services.** The proposer shall place under this tab documentation further explaining the proposer’s services and showing how the proposer intends to fulfill the requirements of the preceding section 2.0. |
| **3.1.4.1** |  | As detailed within Section 4.1, Evaluation Factor No. 2, herein, the proposer’s **DEMONSTRATED RELEVANT PROJECT EXPERIENCE** in  performing similar work and the **DEMONSTRATED SUCCESSFUL PAST PERFORMANCE**. |
| **3.1.4.2** |  | As detailed within Section 4.1, Evaluation Factor No. 3, herein, the **NARRATIVE DESCRIPTION** of the **ABILITY** to **MEET PROJECT GOALS AND OBJECTIVES.** |
| **3.1.4.3** |  | As detailed within Section 4.1, Evaluation Factor No. 4, herein, the proposer’s **QUALITY** of the **TECHNICAL APPROACH** and the **SERVICES PROPOSED**. |

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| **3.1.5** | **5** | **Managerial Capacity/Financial Viability/Staffing Plan.** The proposer entity must submit under this tab a concise description of its managerial and financial capacity to deliver the proposed services, including brief professional resumes for the persons identified within areas (5) and (6) of Attachment C, *Profile of Firm Form*. Such information shall include the proposer’s qualifications to provide the services; a description of the background and current organization of the firm (including a current organizational chart). |
| **3.1.6** | **6** | **Client Information/References.** The proposer shall submit a listing of former or current clients, including Public Housing Authorities, for whom the proposer has performed similar or like services to those being proposed herein. The listing shall, at a minimum, include: |
| **3.1.6.1** |  | The client’s name; |
| **3.1.6.2** | The client’s contact name; |
| **3.1.6.3** | The client’s telephone number and e-mail address; |
| **3.1.6.4** | A brief narrative description and scope of the service(s) and the dates the services were/are provided. |
| **3.1.7** | **7** | **Equal Employment Opportunity/Supplier Diversity.** The proposer must submit under this tab a copy of its Equal Opportunity Employment Policy and a complete description of the positive steps it will take to ensure compliance, to the greatest extent feasible, with the regulations detailed within the following Section 3.6 herein pertaining to supplier diversity (e.g. small, minority-, and women- owned businesses). |
| **3.1.8** | **8** | **Other Information (Optional Item).** The proposer may include hereunder any other general information that the proposer believes is appropriate to assist the Agency in its evaluation. |
| **3.1.9** | **Optional Tabs.** If no information is to be placed under any of the above noted tabs (especially the “Optional” tabs), please place there under a statement such as “NO INFORMATION IS BEING PLACED UNDER THIS TAB” or  “THIS TAB LEFT INTENTIONALLY BLANK.” DO NOT eliminate any of the tabs. | |
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### Entry of Proposed Fees.

* + 1. The proposed fees (Pricing Items) shall be submitted by the proposer and received by the Agency provided within the noted eProcurement Marketplace Internet System (the eProcurement Marketplace) only. Do not submit, enter, or refer to any fees or costs within the 10-tab “hard copy” proposal submittal detailed within Section 3.0—any proposer that does so maybe rejected without further consideration.
    2. **Pricing Items.** Unless otherwise stated herein, the proposed fees are all- inclusive of all related costs that the successful proposer will incur to provide the noted services, including, but not limited to: employee wages and benefits; clerical support; overhead; profit; licensing; insurance; materials; supplies; tools; equipment; long distance telephone calls; travel expenses; document copying not specifically agreed to by the Agency; etc.

**[Table No. 4]**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **RFP Section** | **Pricing Item No.** | **Qty** | **U/M** | **Description** |
| **3.2.2.1.** | **1** | **12** | **Months** | **Firm-fixed Monthly Fee to provide the Server Support and Remote Desktop Services detailed within the preceding Section 2.1, and 2.6 herein.** |
| **3.2.2.2** | **2** | **12** | **Months** | **Firm-fixed Monthly Fee to provide Anti-Virus licensing and Network Management/ Monitoring detailed within the preceding Section 2.2 and 2.7 herein.** |
| **3.2.2.3** | **3** | **12** | **Months** | **Firm-fixed Monthly Fee to provide Off-site Backup and Disaster Relief and cyber security detailed within the preceding Section 2.3, 2.4, and 2.5 herein.** |
| **3.2.2.2** | **Potential Additional Professional Support** | | | |
| **3.2.2.2.1** | **4** | **40** | **Hours** | **Professional Support** |
|  | | | | |

### Additional Information pertaining to the preceding listed Pricing Items.

* + 1. **Quantities.** All quantities entered by the Agency herein (especially within the immediate preceding Table No. 5 and within the corresponding Pricing Items within the eProcurement Marketplace are for calculating purposes only. As may be further detailed herein, the Agency does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, as the Agency anticipates that the ensuing contract may be a Requirements Contract, in which case the Agency shall retain one contractor only and shall retain the right to order from that contractor (successful proposer), on a task order basis, any amount of services the Agency requires.
    2. **Entry of Fees.** Proposers must enter a realistic and reasonable proposed cost for all Pricing Items. Whereas no additional proposed costs can or will be received after the proposal submittal deadline, any proposer that does not comply with this requirement will be rejected without further consideration.
       1. **Warning! Realistic Proposed Cost for the Pricing Items.** Each proposer is strongly encouraged to enter where provided within the eProcurement System a realistic cost for each Pricing Item listed within each of the preceding Table No. 5 herein. For instance, if the successful proposer enters $1,000.00 for a Pricing Item, then the

$1,000.00 is what the successful proposer will charge the Agency for the work that the Agency may retain the successful proposer to provide if the Agency deems such retention is in the Agency’s best interests to do so. Further, if, despite this warning, the successful proposer proposes a very low fee that the Agency deems is not realistic, then the Agency reserves the right to require the successful proposer to, at contract execution, present a cash bond in a suitable amount (e.g. $10,000.00) to ensure that the successful proposer will fulfill his/her obligations in this matter.

* + - 1. **No Post-submittal Deadline Corrections Allowed.** The Agency WILL NOT, after the submittal deadline, negotiate an increase to any unit costs or fees proposed prior to the submittal deadline; accordingly, proposers are strongly cautioned to submit a realistic price for the Pricing Items identified within the preceding Table No. 5 herein.
      2. **Review the Entry of Proposed Fees.** The Agency strongly recommends that each proposer, after entry of the proposed fees within the Marketplace, print the receipt provided and review the entry to ensure at the proposer has entered the proposed fees correctly (the Marketplace will allow the proposer to immediately re- enter the Marketplace at any time prior to the posted deadline to correct any such entry). The proposer will NOT be able to correct this entry after the posted deadline has expired, which means that the Agency will utilize such entry to assign the points pertaining to Evaluation Factor No. 1 detailed within the following Table No. 6 herein.
      3. **Determination of the Calculated Cost.** After a proposer has entered where provided within the Marketplace his/her proposed unit costs for the Pricing Items, the Marketplace will automatically multiply the proposed unit costs by the listed quantities. The total sum of all the line items shall be the Total Calculated Cost that the Agency will utilize to determine the points assigned for cost as identified for Pricing Item No. 1 within the following Table No. 4 herein.
      4. **No Deposits/No Retainer.** The Agency will NOT pay any deposits or retainer fees as a result of award of the ensuing contract (such is not allowed per relevant HUD regulation). This means that the Agency will pay the successful proposer(s) for actual services provided only. For services billed at the hourly rate, the Contractor will be required to submit a full back-up detail of all hours worked, listed by no more than the “15-minute” standard.

**3.3.4 Prior Agency Approval Required.** Please note that the Contractor shall NOT conduct any additional work without the prior written authorization of the Agency representative (via delivery of a Task Order, which may take the form of an e-mail). Failure to abide by this directive shall release the Agency of any obligation to pay the Contractor for any

* 1. **Proposal Submission.** All pricing must be entered where provided within the eProcurement Marketplace and all “hard-copy” proposals must be submitted and received as a PDF attachment on the eProcurement Marketplace by no later than the submittal deadline stated herein (or within any ensuing addendum).

### Submission Conditions. Proposers are not allowed to change any requirements or forms contained herein, either by making or entering onto these documents or the documents submitted any revisions or additions; and if any such additional marks, notations or requirements are entered on any of the documents that are submitted to the Agency by the proposer, such may invalidate that proposal. If, after accepting such a proposal, the Agency decides that any such entry has not changed the intent of the proposal that the Agency intended to receive, the Agency may accept the proposal and the proposal shall be considered by the Agency as if those additional marks, notations, or requirements were not entered on such. By accessing the eProcurement Marketplace, registering, and downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that the Agency delivers to him/her as instructed, and by submitting a proposal, the proposer is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFP.

**3.4.3 Submission Responsibilities.** It shall be the responsibility of each proposer to be aware of and to abide by all dates, times, conditions, requirements, and specifications set forth within all applicable documents issued by the Agency, including the RFP document, the documents listed within the following Section 3.8, and any addenda and required attachments submitted by the proposer. By virtue of completing, signing, and submitting the completed documents, the proposer is stating his/her agreement to comply with all conditions and requirements set forth within those documents. Written notice from the proposer not authorized in writing by the CO to exclude any of the Agency requirements contained within the documents may cause that proposer to not be considered for award.

* 1. **Proposer’s Responsibilities — Contact with the Agency.** It is the responsibility of the proposer to address all communication and correspondence pertaining to this RFP process to the CO only. Proposers must not make inquiry or communicate with any other Agency staff member or official (including members of the Board of Commissioners) pertaining to this RFP. Failure to abide by this requirement may be cause for the Agency to not consider a proposal submittal received from any proposer who may not have abided by this directive.
     1. **Addenda.** All questions and requests for information must be addressed in writing to the CO. The CO will respond to all such inquiries in writing by addendum to all prospective proposers (i.e. firms or individuals that have obtained the RFP Documents). During the RFP solicitation process, the CO will NOT conduct any *ex parte* (a substantive conversation—”substantive” meaning, when decisions pertaining to the RFP are made—between the Agency and a prospective proposer when other prospective proposers are not present) conversations that may give one prospective proposer an advantage over other prospective proposers. This does not mean that prospective proposers may not call the CO—it simply means that, other than making replies to direct the prospective proposer where his/her answer has already been issued within the solicitation documents, the CO may not respond to the prospective proposer’s inquiries but will direct him/her to submit such inquiry in writing so that the CO may more fairly respond to all prospective proposers in writing by addendum.
  2. **Proposer’s Responsibilities — Equal Employment Opportunity and Supplier Diversity.** Both the Contractor and the Agency have, pursuant to HUD regulation, certain responsibilities pertaining to the hiring and retention of personnel and subcontractors.
     1. Within **2 CFR §200.321** it states:
        1. Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.
        2. **(a)** The Non-Federal entity must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.
        3. **(2)** Affirmative steps must include:
           1. **(1)** Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
           2. **(2)** Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
           3. **(3)** Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority business, and women's business enterprises;
           4. **(4)** Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business, and women's business enterprises;
           5. **(5)** Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
           6. **(6)** Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) of this section.
     2. Within **HUD Procurement Handbook 7460.8 REV 2** it states:
        1. Section 15.5.A, Required Efforts. Consistent with Presidential Orders 11625, 12138, and 12432, the <Agency> shall make every effort to ensure that small businesses, MBEs, WBEs, and labor surplus area businesses participate in <Agency> contracting.
        2. Section 15.5.B, Goals. <The Agency> is encouraged to establish goals by which they can measure the effectiveness of their efforts in implementing programs in support of . . . contracting with disadvantaged firms. It is important to ensure that the means used to establish these goals do not have the effect of limiting competition and should not be used as mandatory set-aside or quota, except as may otherwise be expressly authorized in regulation or statute. Some localities have adopted minority contracting set-aside policies or geographic limitations, which may be in conflict with Federal requirements for full and open competition.
     3. Within our **Agency Procurement Policy** it states that our Agency will:

### Assistance to Small and Other Business, Required Efforts:

* + - * 1. Including such firms, when qualified, on solicitation mailing lists;
        2. Encouraging their participation through direct solicitation of proposals or proposals whenever they are potential sources;
        3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by such firms;
        4. Establishing delivery schedules, where the requirement permits, which encourage participation by such firms;
        5. Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce;
        6. Including in contracts, to the greatest extent feasible, a clause requiring contractors, to provide opportunities for training and employment for lower income residents of the project area and to award subcontracts for work in connection with the project to business concerns which provide opportunities to low-income residents, as described in 24 CFR Part 135 (so-called Section 3 businesses); and
        7. Requiring prime contractors, when subcontracting is anticipated, to take the positive steps listed above.
    1. **Requirements.** Accordingly, please see Section 3.1.7 within Table No. 4 herein which details the information pertaining to this issue that the proposer must submit in response to this proposal showing compliance, to the greatest extent feasible, with these regulations.
  1. **Pre-proposal Conference.** There is not a pre-proposal conference scheduled as a part of this RFP.
  2. **Recap of Attachments.** It is the responsibility of each proposer to verify that he/she has downloaded the following attachments pertaining to this RFP, which are hereby by reference included as a part of this RFP:

**[Table No. 5]**

|  |  |  |  |
| --- | --- | --- | --- |
| **RFP**  **Section** | **Document No.** | **Attachment** | **Description** |
| **3.8.1** | **1.0** |  | This RFP Document |
| **3.8.2** | **2.0** | **A** | Form of Proposal |
| **3.8.3** | **3.0** | **B** | Form HUD-5369-C (8/93), *Certifications and Representations of Offerors, Non-*  *Construction Contract* |
| **3.8.4** | **4.0** | **C** | Profile of Firm Form |
| **3.8.5.** | **5.0** | **D** | Section 3 Explanation |
| **3.8.6** | **6.0** | **E** | Form HUD-5369-A, *Representations, Certifications, and Other Statements of Bidders* |
| **3.8.7** | **7.0** | **F** | Form HUD-5370-C,General Conditions for Non-Construction Contracts |
| **3.8.8** | **8.0** | **G** | \*Sample Contract Form – LHA Standard Contract (please note that this contract is being given as a sample only—the Agency reserves the right to revise any clause herein and/or to include within the ensuing contract any additional clauses that the Agency feels it is in its best interests to do  so) |
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## PROPOSAL EVALUATION.

* 1. **Evaluation Factors.** The following factors will be utilized by the Agency to evaluate each proposal submittal received; the award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal online (specifically, the pricing submitted online):

**[Table No. 6]**

|  |  |  |  |
| --- | --- | --- | --- |
| **(1)**  **No.** | **(2)**  **Max Point Value\*** | **(3)**  **Factor Type** | **(4)**  **Factor Description** |
| **1** | **25 points** | **Objective** | The **PROPOSED COSTS** submitted by the proposer. |
| **2** | **25 points** | **Subjective (Technical)** | The proposer’s **DEMONSTRATED RELEVANT PROJECT EXPERIENCE**  in performing similar work and the **DEMONSTRATED SUCCESSFUL PAST PERFORMANCE** of contract work substantially similar to that required by this solicitation (including relevant experience with public housing authorities and other governmental organizations) as verified by reference checks or the information submitted within  the proposal. |
| **3** | **35 points** | **Subjective (Technical)** | **The proposer’s NARRATIVE DESCRIPTION of ABILITY** to **MEET PROJECT OBJECTIVES and GOALS.** Provide a narrative of understanding of the project’s goals and objectives as detailed within Section 2.0.  Describe how the firm intends to help the Agency achieve its stated goals and objectives. Provide specific examples of how the firm’s approach has been applied to past similar projects.  Describe the firm’s availability to begin work immediately upon execution of the contract. Propose a tentative schedule outlining relevant steps and benchmarks for achieving the Agency’s goals. |
| **4** | **15 points** | **Subjective (Technical)** | The **QUALITY** of the **TECHNICAL APPROACH** and the **SERVICES PROPOSED** |
|  | **100 points** |  | **Total Points** |
| **\*NOTE: Points will be awarded for each Subjective Factor by each of the appointed evaluation**  **committee members based on his/her opinion after a thorough review of the information submitted by each proposer within his/her proposal.** | | | |
|  | | | |

### Evaluation Method.

* + 1. **Initial Evaluation for Responsiveness.** Each proposal received will first be evaluated for responsiveness (i.e. meets the minimum of the requirements).
    2. **Evaluation Packet.** An evaluation packet will be prepared for each evaluator, including the following documents:
       1. Instructions to Evaluators;
       2. Proposal Tabulation Form;
       3. Written Narrative Form for each proposer;
       4. Recap of each proposer’s responsiveness;
       5. Copy of all pertinent RFP documents.
    3. **Evaluation Committee.** The Agency anticipates that it will select a minimum of a three-person committee to evaluate each of the responsive “hard copy” proposals submitted in response to this RFP. PLEASE NOTE: No proposer shall be informed at any time during or after the RFP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. As detailed within Section 3.5 of this document, the designated CO is the only person at the Agency that the proposers shall contact pertaining to this RFP. Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.
    4. **Evaluation.** The CO will evaluate and award points pertaining to Evaluation Factors No. 1 (the “Objective” Factor). The appointed evaluation committee, independent of the CO or any other person at the Agency, shall evaluate the responsive proposals submitted and award points pertaining to Evaluation Factors No. 2, 3, 4, and 5 (the “Subjective” Factors). Upon final completion of the proposal evaluation process, the evaluation committee will forward the completed evaluations to the CO.
       1. **Points Awarded Range.** Pertaining to the Subjective Factors, please note the following range of points awarded (points pertaining to this RFP are shaded—please also see the Evaluation Factors detailed within the preceding Section 4.1):

**[Table No. 7]**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Points Awarded Range** | | | | | |
| **Classification\*** | **Rating** | **%** | **10** | **30** | **100\*\*** |
| **Acceptable** | **Excellent** | **95%/+** | **10** | **29-30** | **95-100** |
| **Acceptable** | **Very Good** | **90%/+** | **9** | **27-28** | **90-94** |
| **Potentially Acceptable** | **Good** | **80%/+** | **8** | **24-26** | **80-89** |
| **Potentially Acceptable** | **Average** | **70%/+** | **7** | **21-23** | **70-79** |
| **Unacceptable** | **Poor** | **<70%** | **0-6** | **0-20** | **0-69** |
| **\*Pursuant to Section 7.2.N.3 of HUD Procurement Handbook 7460.8 REV 2.**  **\*\*Total available points to be awarded, including cost points, minus preference points.** | | | | | |
|  | | | | | |

* + 1. **Potential "Competitive Range" or “Best and Finals” Negotiations.** The Agency reserves the right to, as detailed within Section 7.2.N through Section 7.2.R of HUD Procurement Handbook 7460.8 REV 2, conduct a “Best and Finals” Negotiation, which may include oral interviews, with all firms deemed to be in the competitive range. Any firm deemed not to be in the competitive range shall be notified of such in writing by the Agency in as timely a manner as possible, but in any case within no longer than 10 days after the beginning of such negotiations with the firms deemed to be in the competitive range.
    2. **Determination of Top-ranked Proposer.** Typically, the subjective points awarded by the evaluation committee will be combined with the objective points awarded by the CO to determine the final rankings, which is typically forwarded by the CO to the ED for approval. If the evaluation was performed to the satisfaction of the ED, the final rankings may be forwarded to the Housing Authority Board of Commissioners (BOC) at a scheduled meeting for approval. Contract negotiations may, at the Agency's option, be conducted prior to or after the BOC approval.
       1. **Minimum Evaluation Results.** To be considered to receive an award a proposer must receive a total calculated average of at least 70 points (of the 100 total possible points detailed within Section 4.1 herein).
       2. **Ties.** In the case of a tie in points awarded, the award shall be decided as detailed within Section 6.12.C of HUD Procurement Handbook 7460.8 REV 2, by “drawing lots or other random means of selection.”
    3. **Notice of Results of Evaluation.** If an award is completed, all proposers will receive by e-mail a Notice of Results of Evaluation. Such notice shall inform all proposers of:
       1. Which proposer received the award;
       2. Where each proposer placed in the process as a result of the evaluation of the proposals received;
       3. The cost or financial offers received from each proposer;
       4. Each proposer’s right to a debriefing and to protest.
    4. **Restrictions.** All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation on the Agency evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on the Agency evaluation committee.

### CONTRACT AWARD.

* 1. **Contract Award Procedure.** If a contract is awarded pursuant to this RFP, the following detailed procedures will be followed:
     1. By completing, executing and submitting a proposal, the “proposer is thereby agreeing to abide by all terms and conditions pertaining to this RFP as issued by the Agency, either in hard copy or on the Marketplace” including any contract clauses already attached hereto. Accordingly, the Agency has no responsibility to conduct after the submittal deadline any negotiations pertaining to the contract clauses already published.
  2. **Contract Conditions.** The following provisions are considered mandatory conditions of any contract award made by the Agency pursuant to this RFP:
     1. **Contract Form.** The Agency will not execute a contract on the Contractor’s form—contracts will only be executed on the Agency form (please see Sample Contract documents attached hereto), and by submitting a proposal the Contractor agrees to do so (please note that the Agency reserves the right to amend this form as the Agency deems necessary). However, the Agency will during the RFP process (prior to the posted question deadline) consider any contract clauses that the proposer wishes to include therein and submits in writing a request for the Agency to do so; but the failure of the Agency to include such clauses does not give the Contractor the right to refuse to execute the Agency’s contract form. It is the responsibility of each prospective proposer to notify the Agency, in writing, prior to submitting a proposal, of any contract clause that he/she is not willing to include in the final executed contract and abide by. The Agency will consider and respond to such written correspondence, and if the prospective proposer is not willing to abide by the Agency’s response (decision), then that prospective proposer shall be deemed ineligible to submit a proposal.
        1. **Mandatory HUD Forms.** Please note that the Agency has no legal right or ability to (and will not) at any time negotiate any clauses contained within ANY of the HUD forms included as a part of this RFP.
     2. **Assignment of Personnel.** The Agency shall retain the right to demand and receive a change in personnel assigned to the work if the Agency believes that such change is in the best interest of the Agency and the completion of the contracted work.
     3. **Unauthorized Sub-contracting Prohibited.** The Contractor shall not assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of the CO. Any purported assignment of interest or delegation of duty, without the prior written consent of the CO shall be void and may result in the cancellation of the contract with the Agency, or may result in the full or partial forfeiture of funds paid to the Contractor as a result of the proposed contract; either as determined by the CO.
  3. **Contract Period.** The Agency anticipates that it will initially award a contract for the period of 1 year with the option, at the Agency’s discretion, of 4 additional one-year option periods, for a total maximum contract period of 5 years.
  4. **Licensing and Insurance Requirements.** Prior to award (but not as a part of the proposal submission) and at the Agency’s discretion, the *successful proposer* may be required to provide (NOTE: The Agency reserves the right to increase the following limits based on the requirements of specific funding sources, or the based on the size of the contract executed with the chosen firm, or based on the size of the ensuing construction contract):
     1. **Workers Compensation Insurance.** An original certificate evidencing the proposer’s current industrial (worker’s compensation) insurance carrier and coverage amount (NOTE: Workers Compensation Insurance will be required of any Contractor that has employees other than just the owner working on-site to provide the services);
     2. **General Liability Insurance.** An original certificate evidencing General Liability coverage, naming the Agency as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of the Agency as an additional insured under said policy (minimum of $1,000,000 each occurrence, general aggregate minimum limit of $1,000,000, together with damage to premises and fire damage of $50,000 and medical expenses any one person of $5,000), with a commercially reasonable deductible (e.g. “commercially reasonable,” meaning at least 1% of the “general aggregate minimum” of the policy, with a maximum deductible amount of $50,000;
     3. **Professional Liability Insurance.** An original certificate showing the proposer's professional liability and/or "errors and omissions" coverage (minimum of

$1,000,000 each occurrence, general aggregate minimum limit of $1,000,000), with a commercially reasonable deductible (e.g. “commercially reasonable,” meaning at least 1% of the “general aggregate minimum” of the policy, with a maximum deductible amount of $50,000;

* + 1. **Automobile Insurance.** An original certificate showing the proposer’s automobile insurance coverage in a combined single limit of $1,000,000. For every vehicle utilized during the term of this program, when not owned by the entity, each vehicle must have evidence of automobile insurance coverage with limits of no less than $100,000/$300,000 and medical pay of $5,000.
    2. **City/County/State Business License.** If applicable, a copy of the proposer’s business license allowing that entity to provide such services within the City of Portland, the County of Cumberland, and/or the State of Maine.
    3. **Certificates/Profile of Firm Form.** Pertaining to the aforementioned (within Sections 5.4.1 through 5.4.5) insurance certificates and licenses, each proposer is required to enter related information where provided for on the Profile of Firm Form (do not attach or submit copies of the insurance certificates or licenses within the proposal submittal—we will garner the necessary documents from the successful proposer prior to contract execution).
  1. **Right to Negotiate Final Fees.** The Agency shall retain the right to negotiate the amount of fees that are paid to the Contractor, meaning the fees proposed by the top-rated proposer may, at the Agency’s options, be the basis for the beginning of negotiations. Such negotiations shall begin after the Agency has chosen a top-rated proposer. If such negotiations are not, in the opinion of the CO successfully concluded within 5 business days, the Agency shall retain the right to end such negotiations and begin negotiations with the next-rated proposer. The Agency shall also retain the right to negotiate with and make an award to more than one proposer.
  2. **Contract Service Standards.** All work performed pursuant to this RFP must conform and comply with all applicable local, state and federal codes, statutes, laws, and regulations.
  3. **Prompt Return of Contract Documents.** Any and all documents required to complete the contract, including contract signature by the successful proposers, shall be provided to the Agency within 10 workdays of notification by the Agency.

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