



LAREDO HOUSING AUTHORITY
Serving. Collaborating. Empowering.

Housing Authority of the City of Laredo
2000 San Francisco Ave.
Laredo, TX 78040

RFP Documents

June 11, 2018

REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM

Table of Contents

[Table No. 1 of 4]

Introduction	3
RFP Information at a Glance	4
LHA Reservation of Rights	5
Statement of Required Services and Conditions	7
Special Award Conditions	8
Proposal Contents	10
Contract Award	12
Format of Response To RFP	13
Proposal Submission	14
Proposal Evaluation	16
Proposal Evaluation Factors	16
Recap of Attachments	17
<u>Attachments:</u>	
Attachment RFP No. 180611-1 SOW (Scope of Work)	
Attachment RFP No. 180611-1 APPENDICES (1 thru 6)	
Attachment - A Form of Proposal	
Attachment - B Responses to Evaluation Factors	
Attachment - C HUD's Procurement Opportunity Program (POP).	
Attachment - D Disclosure of Prior Business Relationships	
Attachment E Forms HUD-5369-B and HUD-5369-C	
Attachment F Sample LHA Contract	

REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM

INTRODUCTION

The Housing Authority of the City of Laredo (hereinafter, "LHA") is a public entity that was formed in 1937 to provide federally subsidized housing and housing assistance to low-income families, within the City of Laredo. The LHA is headed by an Executive Director (ED) and is governed by a five-person board of commissioners and is subject to the requirements of Title 24 of the Code of Federal Regulations (hereinafter, "CFR") and the LHA's procurement policy. Though brought into existence by a Resolution of the City of Laredo, it is a separate entity from the City of Laredo.

The Housing Authority of the City of Laredo (LHA) is a unit of government and its functions are essential governmental functions. The property of LHA is used for essential public and governmental purposes, and is exempt from all taxes, including sales tax on all its purchases of supplies and services.

Currently, the LHA owns and manages: 994 public housing units throughout the City of Laredo and Asherton, TX; and administrates a total of 1368 Section 8 Housing Choice Vouchers. The LHA currently has approximately 103 employees.

In keeping with its mandate to provide efficient and effective services, the LHA is now soliciting proposals from qualified, licensed and insured entities to provide the above noted services to the LHA. All proposals submitted in response to this solicitation must conform to all of the requirements and specifications outlined within this document and any designated attachments in its entirety.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

RFP INFORMATION AT A GLANCE

[Table No. 2 of 4]

LHA CONTACT PERSON	Frank Lopez, Procurement Officer Telephone: (956)722-4521 Fax: (956)722-6561.
HOW TO OBTAIN THE RFP DOCUMENTS	Procurement Department 2000 San Francisco Ave., Laredo, TX 78040 Telephone: (956) 722-4521 Ext. 251 Email: flopez@larha.org Website: Procurement Portal tab at www.larha.org
PRE-SUBMITTAL CONFERENCE	None, subject to change.
HOW TO FULLY RESPOND TO THIS SOLICITATION	As instructed within the RFP documents, submit one (1) original plus six (6) copies in person or by U.S. Mail before the due date to: Housing Authority of the City of Laredo Procurement Department.
RFP SUBMITTAL INFORMATION AND DEADLINE BY U.S. MAIL OR IN PERSON:	Procurement Department 2000 San Francisco Ave. Laredo, TX 78040. LHA Time Stamped By: Refer to Section 4.2

REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM

1.0 LHA'S RESERVATION OF RIGHTS:

- 1.1 LHA reserves the right to reject any or all proposals, to waive any informality in the Request For Proposals (RFP) process, or to terminate the RFP process at any time, if deemed by LHA to be in its best interests.
- 1.2 LHA reserves the right not to award a contract pursuant to this RFP.
- 1.3 LHA reserves the right to terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 30 days written notice to the successful Offeror(s).
- 1.4 LHA reserves the right to determine the days, hours and locations that the successful Offeror(s) shall provide the services called for in this RFP.
- 1.5 LHA reserves the right to 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 LHA Contracting Officer (CO).
- 1.6 LHA reserves the right to negotiate all fees with the top Offerors. If such negotiations are not, in the opinion of LHA's CO successfully concluded within a reasonable timeframe as determined by LHA, LHA shall retain the right to end such negotiations and proceed to negotiate with the next highest scoring.
- 1.7 LHA reserves the right to 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.
- 1.8 LHA shall have no obligation to compensate any Offeror for any costs incurred in responding to this RFP.
- 1.9 LHA shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a Offeror or reject any proposal submitted that does not conform to any of the requirements detailed herein. By requesting this document, each prospective Offeror is thereby agreeing to abide by all terms and conditions listed within this document, 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 LHA that he/she feels needs to be addressed. Failure to abide by this time frame shall relieve LHA, but not the prospective Offeror, of any responsibility pertaining to such issue.
- 1.10 LHA reserves the right to make an award to more than one Offeror based on evaluations.
- 1.11 LHA reserves the right to require additional information from all Offerors to determine level of responsibility. Such information shall be submitted in the form required by LHA within two (2) days of written request.
- 1.12 LHA reserves the right to amend the sample contract submitted or may be included herein, at any time prior to contract execution.

REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM

- 1.13 LHA reserves the right to reduce or increase estimated or actual quantities or types of services in whatever amount necessary without prejudice or liability to LHA, if:
- 1.13.1 Funding is not available or project/s scope has changed, delayed, or cancelled.
 - 1.13.2 Legal restrictions are placed upon the expenditure of monies for this category of service or supplies; or,
 - 1.13.3 LHA's requirements in good faith change after award of the contract.
- 1.14 LHA reserves the right to make an award to more than one proposer based on evaluations and to award with or without negotiations or a "Best and Final Offer" (BAFO).
- 1.15 LHA reserves the right to require the individual or firm to keep accurate timesheets for all employees assigned to perform any project, task, or assignment resulting from this RFP and any resulting contract.
- 1.16 LHA reserves the right to contact any individuals, entities, or organizations that have had a business relationship with the Offeror regardless of their inclusion in the reference section of the proposal submittal.
- 1.17 LHA reserves the right to add or delete projects for services on an as-needed basis.
- 1.18 LHA is subject to the Texas Open Records Act and therefore cannot guarantee that information submitted will not be subject to disclosure. Each Offeror will clearly designate those documents included with its response which it in good faith determines to be a trade secret or confidential proprietary information protected from disclosure under applicable law. To the extent permitted by local, state and federal law and consistent with LHA's practices, LHA will attempt to reasonably maintain the confidentiality of such information.
- 1.19 LHA will own all proposals submitted as response to this RFP solicitation. For the purposes of this RFP, the word statement is synonymous with proposal.
- 1.20 A prospective Proposer is a firm or individual who has been notified of the RFP solicitation and/or who has requested and/or received the RFP documents and is considering responding with a proposal; a Proposer is a firm or individual who has submitted a statement or proposal in response to the RFP. Proposers may not, after the deadline set for receiving proposals, receive further notices pertaining to that RFP.
- 1.21 In the event any resulting contract is prematurely terminated due to non-performance and/or withdrawal by the Firm, LHA reserves the right to seek monetary restitution (to include but not limited to withholding of monies owed) from the Firm to cover costs for interim services and/or cover the difference of a higher cost (difference between terminated Firm's rate and new company's rate) beginning the date of Firm's termination through the contract expiration date.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

2.0 STATEMENT OF REQUIRED SERVICES AND CONDITIONS: The complete Scope Of Work is in attachment "RFP No. 180611-1 SOW" and Appendices in attachment "RFP No. 180611-1 APPENDICES 1 thru 6".

The Housing Authority of the City of Laredo (LHA) is seeking proposals from established, licensed, and qualified firms to provide a Tenant Management System that interfaces with LHA's existing software applications (current tenant management system is Emphasys Elite) The Tenant Management System to be procured by LHA (referenced as the "System" or "System Solution") will include the following minimum functional components:

- Low Income Public Housing Tenant and Property Management/Processing
- RAD Project Based Voucher Tenant and Property Management/Processing
- Non-RAD Project Based Voucher Tenant and Property Management/Processing
- Housing Choice Voucher Recipient (Section 8) and Property Processing/Management
- Resident Application/Waiting List
- Resident/Recipient 50058 Processing/Management
- Family Self Sufficiency Management
- HQS Processing
- Inspections Processing/Management
- FDS Processing and Reporting
- VMS Processing and Reporting
- General Ledger Functionality and Financial Reporting
- Budgeting
- Utility Tracking and Management
- Grants Management
- Bank Reconciliation
- Accounts Payable
- Accounts Receivable
- Time and Attendance Management with "Employee Self-Service Portal"
- Integrated Payroll Processing
- Inventory and Fixed Assets Management
- Work Orders Management
- Contracts Management
- Legal and Collections Management
- Procurement including Purchase Orders and Requisitions
- End-User Reporting (for all modules)
- Executive Dashboard for Key Elements (Vacancy Rate, Turnover Days, etc.)
- Query and Analytics Tools/Applications

RFP responses should identify the System Solution's ability to integrate with other commercially available software systems.

In addition, the System Solution must be able to interface seamlessly with existing LHA systems including Microsoft.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

A committee will be used to determine the most qualified firm for the LHA. Each proposal will be evaluated based on the degree to which the respondent can provide the services that will best meet the overall current and future needs of the LHA.

Awards will be based on the criteria outlined in this RFP, the cost of those services relative to other respondents, and the level of personal service the firm can provide.

2.1 Special Award Conditions pertaining to this RFP. The LHA reserves the right to, at any time during the ensuing contract period(s), complete award to different firms for the different services LHA may require. Refer to sections 1.14, 2.2, and 3.0.10 herein for more information as to how such potential multiple awards may be accomplished.

2.2 General Requirements. The successful Offeror shall be the provider of these services as assigned by the LHA Board of Commissioners (BOC) and the LHA Executive Director.

2.2.1 Preceding Listed Services not All-inclusive. Please note that the preceding is not intended to be an all-inclusive listing of all of the service or consulting issues that the LHA may retain the successful offeror to provide, but is intended to be a representative listing of issues that the LHA has previously required such services for.

2.2.1.1 Additional Consultant. If the successful offeror does not have in-house a qualified person to provide any services required by the LHA, the successful offeror may retain another Consultant who has such qualified person. Such retention must have the prior written approval of the LHA. Any billing/payment for such additional Consultant will be at the same hourly rate listed within the contract (meaning, the successful offeror may not add-on an additional amount to the contracted hourly fee for retaining and overseeing such additional Consultant). As the LHA will contract with the successful offeror only, all ensuing payments for any contracted matter will be made by the LHA to the successful offeror only.

2.2.1.2 Potential Multiple Awards. The LHA reserves the right to make multiple initial awards from this solicitation. The LHA also reserves the right, at any time during the ensuing contract period(s), to make an additional award to another firm that has responded to this RFP with a proposal submittal. The LHA reserves the right to make additional awards during the initial contracting-period.

2.3 Previous/Current Consultant or Service Provider: The current service provider for the LHA is Emphasys Software.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

2.4 RESPONSIBILITIES OF THE LHA (When Applicable)

- 2.4.1 LHA will, on an as needed basis, provide copies of documents required for review.
- 2.4.2 LHA will pay an agreed upon amount within 30 days after receipt and approval of an invoice.
- 2.4.3 LHA will provide workplace facilities for all project-related meetings with the LHA staff.

2.5 OFFEROR'S RESPONSIBILITY

- 2.5.1 Each Offeror will fully acquaint himself/herself with the conditions relating to the scope and restrictions regarding the performance of obligations under the conditions of this RFP. The failure of an offeror to acquaint himself/herself with existing pre-contract conditions or post-contract consequences will in no way relieve such Offeror of any obligation with respect to the Proposals or to any contract resulting here from.

2.6 PROPOSAL CONSTITUTES OFFERING

- 2.6.1 By submitting a proposal, the Offeror agrees to be governed by the terms and conditions as set forth in this document. Any proposal containing variations from the terms and conditions set forth herein, may at sole discretion of LHA, render such Proposal non-responsive. Any inconsistencies between the RFP and any other contractual instrument will be governed by terms and conditions of this RFP, except where subsequent amendments to any contract resulting from this RFP are specifically agreed by the parties to supersede any such provision of the RFP.
- 2.6.2 By responding to this RFP, the Offeror thereby certifies, to the best of his or her knowledge and belief, that:
 - 2.6.2.1 No funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer, employee, or representative of the LHA agency.
 - 2.6.2.2 Except for questions concerning this RFP which may be submitted as specified under 3.0.4, offeror shall not contact, either directly or indirectly, Board of Commissioners, RFP team members, or any individual on any matter related to the qualifications of the responder or other matters related to this solicitation.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

3.0 PROPOSAL CONTENTS AND INFORMATION

The following is a description of the minimum information, which must be supplied by Offerors in their submittals.

3.1 All Proposals should be complete, carefully worded and must convey all the information requested in the RFP. The instructions below provide guidance for the submission requirements of all Proposals.

3.0.1 Each offeror shall include the following content as outlined within Section 5.0 contents.

3.0.1.1 Letter of Interest

3.0.1.1.1 Provide a letter of interest with a brief executive summary of the firm.

3.0.1.2 Qualifications and Related Experience

3.0.1.2.1 Provide sufficient information to address the components and criteria related to the requirements of this RFP (Evaluation Factors). Also include information related to MBE/WBE/DBE or Section 3 status of your firm or sub Consultants (HUD Procurement Opportunity Program).

3.0.1.3 Resumes and References

3.0.1.3.1 Provide resumes of the firms' principals and all key personnel that would be assigned to this engagement as well as five references. Identify who will be the "Lead Individual" and what experience he/she has in any similar work with a public housing agency.

References should include current clients and clients served within the past three years. Include a contact name, address, telephone, fax and email address.

3.0.1.4 Disclosure of Business Relationships

3.0.1.4.1 Offerors shall disclose current and prior relationships with any parties listed on Attachment D.

3.0.1.5 Contract

3.0.1.5.1 LHA will only execute a contract with the successful Offeror's on the LHA form and on HUD form 51999, General Depository Agreement (form attached). By submitting a proposal the successful Offeror agrees to

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

do so (please note that the LHA reserves the right to amend this form as the LHA deems necessary).

3.0.2 Multiple Proposals

3.0.2.1.1 Offerors may submit only one response for this RFP. It is the responsibility of the Offeror to submit the qualification that the Offeror feels best meets the requirements of this RFP.

3.0.3 Specifications Mandatory

3.0.3.1.1 The Offeror must meet all of the mandatory specifications and requirements set forth in this RFP. By incorporating said specification into the Offeror's Proposal, subject to acceptance by the LHA of any amendments hereto as submitted by the Offeror, the Offeror is agreeing to comply with said specifications. Failure to document sufficient capability will result in rejection of the Offerors' proposal.

3.0.4 Questions

3.0.4.1 Every effort has been made to insure that all information needed by the Offeror is included herein. If an Offeror finds that he/she cannot complete a submission without additional information, the Offeror may submit questions to the person designated herein on or before the deadline set forth herein. Any questions regarding this RFP must be submitted in writing and should refer to the specific paragraph in question. No questions will be accepted after this date.

3.0.5 Amendments

3.0.5.1.1 If it becomes necessary to revise any part of the RFP, all amendments will be provided in writing to all Offerors. LHA will not be legally bound by any amendment or interpretation that is not in writing.

3.0.6 Presentations

3.0.6.1.1 Any Offeror may, at the sole discretion of LHA, be required to make an oral presentation of their Proposal to LHA after submittal deadline. Such presentations provide an opportunity for the Offeror to clarify the Proposal and to insure thorough mutual understanding. The LHA will schedule the time and location for these presentations.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

3.0.7 Receipt of Proposal/Timeliness

- 3.0.7.1.1 Any Proposal received after the scheduled submittal deadline date and time will be immediately disqualified, rejected and returned unopened to the sending party without any consideration.

3.0.8 Proposals Signed

- 3.0.8.1 All Proposals must be signed by a representative of the Offeror authorized to commit to the provisions of the RFP. Unsigned Proposals will be rejected.

3.0.9 Evaluation and Negotiation

- 3.0.9.1.1 Initial Evaluation for Responsiveness: Each proposal received will first be evaluated for responsiveness (e.g., meets the minimum of the published requirements). The LHA reserves the right to reject any Proposal deemed by the LHA not minimally responsive (the LHA will notify such firms in writing of any such rejection).
- 3.0.9.1.2 Evaluation Packet for Proposals Deemed Responsive: internally, an evaluation packet will be prepared for each evaluator, including a Tabulation Form.
- 3.0.9.1.3 Evaluation Committee: The LHA anticipates that it will select a committee to evaluate each of the responsive proposals submitted in response to this RFP.

3.0.10 Contract Award

- 3.0.10.1 Award will be made to the responsible Offeror/s whose Proposal is determined by the LHA Board of Commissioners to be the most advantageous to the LHA taking into consideration the evaluation criteria set forth in this RFP. No other factors or criteria may be used in evaluation and there must be adherence to any weights specified for each factor in the RFP. However, the right is reserved to reject any and all proposals have or have not satisfactorily met the requirements of this RFP, as governed by Federal Regulations and the LHA Procurement Policy.
- 3.0.10.2 **Contract Period:** The LHA will determine the contract period, including any extensions from original contract period, by Board action, and award a contract for a period of one year with the option, at the LHA discretion, of four additional one-year option periods for a maximum of five years. It may also

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

enter into a month-to-month contract, depending on the needs of the LHA and skills and abilities of the offeror contractor.

- 3.0.10.3 **Contract Service Standards.** All work performed pursuant to this RFP must conform and comply with all applicable local, state, and federal regulations.
- 3.0.10.4 **Potential Multiple Awards.** The LHA reserves the right to make multiple initial awards from this solicitation. The LHA also reserves the right, at any time during the ensuing contract period(s), to make an additional award to another firm that has responded to this RFP.

3.0.11 Licensing and Insurance

- 3.0.11.1 If applicable, an original certificate evidencing the Offeror's current Workers Compensation Insurance carrier and coverage amount;
- 3.0.11.2 An original certificate evidencing General Liability coverage;
- 3.0.11.3 An original certificate showing the Offeror's Professional Liability and/or "errors and omissions" coverage;
- 3.0.11.4 An original certificate showing the Offeror's automobile insurance coverage in a combined single limit of \$200,000. 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 and medical pay of \$5,000.
- 3.0.11.5 A copy of the Offeror's business license allowing that entity to provide such services within the State of Texas;
- 3.0.11.6 If applicable, a copy of the Offeror's license issued by the State of Texas licensing authority allowing the Offeror to provide the services detailed herein.

4.0 FORMAT OF RESPONSE TO RFP:

- 4.1 **Tabbed Proposal Submittal:** The LHA intends to retain the successful Offeror pursuant to a "Best Value" basis, not a "Lowest Cost" basis ("Best Value," in that the LHA will, as detailed within the following Section 5.5, consider factors, AND NOT COST, in making the award decision).

Therefore, so that the LHA can properly evaluate the offers received, all proposals submitted in response to this RFP must be formatted in accordance with the sequence noted following. Each category must be separated by numbered index dividers (which number extends so that each tab can be located without opening the proposal) and labeled with the

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

corresponding tab reference also noted below. None of the proposed services may conflict with any requirement the LHA has published herein or has issued by addendum.

- 4.1.1 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.
- 4.1.2 **Proposal Submittal Binding Method:** It is preferable and recommended that the Offeror bind the proposal submittals in such a manner that the LHA can, if needed, remove the binding (i.e. "comb-type;" etc.) or remove the pages from the cover (i.e. 3-ring binder; etc.) to make copies then conveniently return the proposal submittal to its original condition.

4.2 Proposal Submission: All proposals must be submitted received in the designated LHA office by no later than the time and submittal deadline stated herein (or within any ensuing addendum). A total of 1 original signature copy (marked "ORIGINAL") and 6 exact copies (marked "COPY"). Each of the 7 separate submittals shall have a cover, extending tabs, and shall be placed unfolded in a sealed package and addressed to:

Housing Authority of the City of Laredo
ATTN: Procurement Department
2000 San Francisco Ave.
Laredo, Texas 78040

All responses to the RFP must be sealed and labeled as follows:

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SOFTWARE**

The package exterior must clearly denote the above noted RFP number and **must have the Offeror's name and return address. Proposals received after the published deadline of no later than 3 p.m. on July 4, 2018 will not be accepted.**

- 4.2.1 **Submission Conditions:** DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! Offerors 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 LHA by the Offeror, such may invalidate that proposal. If, after accepting such a proposal, the LHA decides that any such entry has not changed the intent of the proposal that the LHA intended to receive, the LHA may accept the proposal and it shall be considered by the LHA as if those additional marks, notations or requirements were not entered on such.

REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM

By accessing the noted Internet System, registering and downloading these documents, each prospective Offeror that does so is thereby agreeing to confirm all notices that the LHA delivers to him/her as instructed, and by submitting a proposal, the Offeror is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFP.

- 4.2.2 Submission Responsibilities:** It shall be the responsibility of each Offeror to be aware of and to abide by all dates, times, conditions, requirements and specifications set forth within all applicable documents issued by the LHA, including the RFP document, the documents listed within the following Section 3.8, and any addenda and required attachments submitted by the Offeror. By virtue of completing, signing and submitting the completed documents, the Offeror is stating his/her agreement to comply with the all conditions and requirements set forth within those documents. Written notice from the Offeror not authorized in writing by the CO to exclude any of the LHA requirements contained within the documents may cause that Offeror to not be considered for award.
- 4.2.3 Offeror's Responsibilities--Contact with the LHA:** It is the responsibility of the Offeror to address all communication and correspondence pertaining to this RFP process to the CO only. Offerors must not make inquiry or communicate with any other LHA 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 LHA to not consider a proposal submittal received from any Offeror who may has not abided by this directive.
- 4.2.4 Addendums:** All questions and requests for information must be addressed in writing to the CO or contact person designated herein. The CO or contact person will respond to all such inquiries in writing by addendum to all prospective Offerors (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 LHA and a prospective Offeror when other prospective Offerors are not present) conversations that may give one prospective Offeror an advantage over other prospective Offerors. This does not mean that prospective Offerors may not call the CO—it simply means that, other than making replies to direct the prospective Offeror where his/her answer has already been issued within the solicitation documents, the CO may not respond to the prospective Offeror's inquiries but will direct him/her to submit such inquiry in writing so that the CO may more fairly respond to all prospective Offerors in writing by addendum.

**REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM**

5.0 PROPOSAL EVALUATION:

- 5.1 Proposals received in response to this solicitation will be evaluated and ranked by an evaluation committee. Scoring will be based on the Evaluation Criteria described below. Each member of the selection committee will score each Proposal based on how well the Proposal meets the stated criteria.
- 5.2 Interviews and presentations will be scheduled for the shortlisted firms. The final highest ranked firm will be forwarded to the LHA Board of Commissioners (BOC) with a recommendation to enter into contract negotiations. Contract negotiations may, at the LHA's option, be conducted prior to or after the BOC approval.
- 5.3 Should negotiations with the selected respondent prove unsuccessful, LHA reserves the right to cease negotiations. In the event of cessation of negotiations with the first selected respondent, LHA reserves the right to either enter similar negotiations with the next highest scoring respondent or take such other action as it deems most beneficial to the LHA.
- 5.4 LHA reserves the right to negotiate without discussion, and to make no award or decline to enter into negotiations should it believe that no respondent to this RFP will be capable of delivering the necessary level of services within an acceptable price range and/or time period.
- 5.5 **Evaluation Factors:** It is important to the LHA that the projects goals, deliverables and performance criteria are met or exceeded.

The following factors will be utilized by the LHA to evaluate each Proposal and to award of points for each listed factor. Awarded points will be based upon the documentation that the Offeror submits within their proposal or statements.

The objective factors are No. 4 and No. 6 and all other factors are subjective.

[Table 3 of 4]

NO.	MAX POINT VALUE	FACTOR DESCRIPTION
1	10 points	Firms Qualifications, Project Key Personnel and Related Resumes (Sub-tab B-1).
2	18 points	Knowledge and Relevant Experience in the Public Housing Industry and/or Other Similar Projects. Provide a List of Similar Projects, Clients, and Client Contact Information (Sub-tab B-2).
3	40 points	The PROPOSED System Solution by the Proposer (Sub-tab B-3).
4	20 points	List the COSTS For Implementing the System Solution (Sub-tab B-4).
5	7 points	Statement of Availability & Responsiveness to Project, Plus Ability to Complete Project within Deadline (Sub-tab B-5).
6	5 points	HUD's Procurement Opportunity Program (POP).
	105 points	Total Possible Points (Including Preference "POP" Points).

REQUEST FOR PROPOSALS (RFP) No. 180611-1
TENANT MANAGEMENT SYSTEM

5.6 **Recap of Attachments:** It is the responsibility of each Offeror to submit all required attachments and verify receipt of all other attachments pertaining to this RFP.

[Table 4 of 4]

ATTACHMENT	ATTACHMENT DESCRIPTION
A	TAB 1: Form of Proposal
B	TAB 2: Proposal response to Evaluation Factors Nos. 1 thru 5 (sub-tabbed as B-1 thru B-4).
C	TAB 3: HUD's Procurement Opportunity Program, Evaluation Factor No. 6.
D	TAB 4: Disclosure of Prior Business Relationships.
E	TAB 5: Print & Attach: Forms HUD-5369-B (8/93), <i>Instructions to Offerors, Non-Construction Contract</i> and HUD-5369-C (8/93), <i>Certification and Representations of Offerors, Non-Construction Contract</i> .
F	TAB 6: Print & Attach: LHA Sample Contract.