

RFP Document

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INTRODUCTION

The Housing Authority of the City of Woonsocket (hereinafter, “WHA or HA”) is a public entity that was formed in 1940 to provide federally subsidized housing and housing assistance to low-income families, within the City of Woonsocket. The WHA 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 (hereinafter, “CFR”) and the WHA’s procurement policy.

Currently, the WHA owns and/or manages: (a) 2 multi-family apartment complexes totaling 582 units; (b) 4 senior complexes, totaling 630 units; (c) administers a total of 734 Section 8 Housing Choice Vouchers.

In keeping with its mandate to provide efficient and effective services, the WHA is now soliciting proposals from qualified, licensed and insured entities to provide the above noted services to the WHA. 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.

RFP INFORMATION AT A GLANCE

[Table No. 2]

WHA CONTACT PERSON	Karen Bruyere, Telephone [401-767-8022], TDD [1-800-745-6575]
HOW TO OBTAIN THE RFP DOCUMENTS ON THE APPLICABLE INTERNET SITE	www.bidnet.com or www.woonsockethousing.org 1. Click on the “Procurement” button on the left side. 2. Click on the “Bid Opportunities” documents button. 3. Click on the “Information Technology RFP” documents button. If assistance is required contact Karen Bruyere at kbruyere@woonsockethousing.org .
HOW TO FULLY RESPOND TO THIS RFP BY SUBMITTING A PROPOSAL SUBMITTAL	2. As instructed in Section 3.0 of the RFP document, submit the original and 4 copies of your proposal to the Woonsocket Housing Authority.
PROPOSAL SUBMITAL RETURN & DEADLINE	Return by *Tuesday, June 2, at 2 p.m. to Woonsocket Housing Authority, Att: Karen Bruyere 679 Social Street, Woonsocket, RI 02895 *(The proposal must be received and time-stamped by the HA by no later than 2:00 p.m. on this date).
ANTICIPATED APPROVAL BY WHA BOARD OF COMMISSIONERS	Thursday, June 18, 2026, at Morin Heights Community Room 66 Morin Heights Blvd Woonsocket, RI 02864

1.0 THE AGENCY’S RESERVATION OF RIGHTS. The WHA reserves the right to:

- 1.1 Right to Reject, Waive, or Terminate the RFP.** Reject any or all proposals, to waive any informality in the RFP process, or terminate the RFP process at any time, if deemed by the Agency to be in its best interests.
- 1.2 Right to Not Award.** Not to award a contract pursuant to this RFP.
- 1.3 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).
- 1.4 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.
- 1.5 Right to Retain Proposals.** Retain all proposals submitted and do 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).
- 1.6 Right to Negotiate.** Negotiate the fees proposed by the proposer entity.
- 1.7 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.
- 1.8 No Obligation to Compensate.** Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
- 1.9 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 www.woonsockethousing.org Internet System (hereinafter, the “noted Internet System” or the “System”) 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 noted Internet System, 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 time frame shall relieve the Agency, but not the prospective proposer, of any responsibility pertaining to such issue.
- 1.10 Right to Reject - Obtaining Competitive Solicitation Documents.** The www.woonsockethousing.org Internet-based software 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 noted software. Any other group such as an association or a bid 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 noted Internet-based software to obtain the documents. The Agency will reject without consideration any response submitted from a firm that has not obtained the documents from the noted Internet-based software.

2.0 SCOPE OF WORK (SOW) / TECHNICAL SPECIFICATIONS (T/S)

The Woonsocket Housing Authority (“WHA”) is seeking proposals from qualified and properly licensed Information Technology service providers to deliver managed IT services, technical support, consulting, cybersecurity, infrastructure management, and operational support for the Authority’s enterprise technology environment.

The selected Vendor shall work collaboratively with the WHA IT Department to support, maintain, secure, monitor, and improve the Authority’s information technology infrastructure, systems, applications, telecommunications, access control systems, and security camera systems.

The WHA environment currently includes physical and virtual servers, enterprise network infrastructure, VoIP telephony systems, wireless networks, security systems, cloud-based services, and multiple remote locations interconnected through the Authority’s wide area network.

The Vendor shall provide ongoing support, maintenance, troubleshooting, monitoring, recommendations, and professional services necessary to maintain a stable, secure, and modern IT environment.

2.0 Domain Servers / Server Infrastructure

The Authority currently operates a mixed physical and virtualized server environment supporting business operations, public housing management, telecommunications, access control, and enterprise applications.

2.0.1 Primary Domain and Virtualization Environment

The primary virtualization and domain environment includes Dell PowerEdge infrastructure operating Microsoft Windows Server platforms and virtualized workloads utilizing Microsoft Hyper-V technology.

The environment currently includes, but is not limited to, the following systems and functions:

- Active Directory domain services
- DNS and DHCP services
- File and network share hosting
- Virtualized Microsoft Exchange environment
- Legacy application hosting
- Access control management systems
- VoIP and PBX-related services
- Remote access systems
- Housing-related application services

The current virtual server environment includes multiple Windows and Linux virtual machines supporting operational and business functions throughout the Authority.

The Vendor shall provide administration, monitoring, maintenance, patch management, troubleshooting, backup coordination, disaster recovery support, and lifecycle planning for all server infrastructure and virtualized workloads.

2.0.2 Enterprise Application Environment

The Authority utilizes enterprise housing management and accounting software, including Yardi and related applications supporting:

- Conventional housing operations
- Section 8 administration
- Financial/accounting functions
- HUD compliance and reporting requirements

These applications currently operate within a Microsoft SQL Server environment utilizing virtualized infrastructure.

The Vendor shall support all related server infrastructure, application connectivity, SQL Server administration, backup operations, performance monitoring, and vendor coordination activities.

2.0.3 Backup and Disaster Recovery

The Authority currently utilizes a cloud-based backup and disaster recovery platform for critical systems and data protection.

The Vendor shall:

- Monitor backup operations
- Verify backup integrity
- Perform periodic recovery testing
- Maintain disaster recovery procedures
- Provide recommendations for business continuity improvements

2.0.4 Telecommunications Systems

The Authority currently utilizes a hosted VoIP telephone solution supporting the Main Office and remote locations.

The Vendor shall provide support, troubleshooting, coordination, and administration assistance for:

- VoIP services
- Call routing
- Voicemail systems
- Handsets and endpoint devices
- Unified communications functionality
- Telecommunications infrastructure

2.0.5 Document Imaging and Storage Systems

The Authority maintains document imaging and storage systems utilized for operational records management and file storage.

The Vendor shall support:

- Storage systems
- File accessibility
- Backup integration
- Security permissions
- System reliability and maintenance

2.1 Present PC Configuration

2.1.1 Workstations and Endpoints

The Authority currently maintains workstation and endpoint devices across seven operational locations, including the Main Office and site-based management offices.

The environment currently includes:

- Microsoft Windows 10 and Windows 11 devices
- Desktop workstations
- Laptops
- Shared tenant-access systems
- Mobile devices and tablets

The Vendor shall provide endpoint support, configuration, troubleshooting, deployment, lifecycle management, patching, and security management services.

2.1.2 Productivity and Business Applications

The Authority utilizes:

- Microsoft 365 applications
- Web browsers
- Housing management software
- Remote access software
- Line-of-business applications

The Vendor shall support installation, maintenance, troubleshooting, updates, and interoperability of all supported applications and endpoint systems.

2.2 Present Network Configuration

2.2.1 Wide Area Network (WAN)

The Authority currently operates a Wide Area Network connecting the Main Office and multiple remote locations through a combination of wired and wireless connectivity solutions.

The network environment supports:

- Data communications
- VoIP telephony
- Security video systems
- Keyless access control systems

- Administrative operations
- Remote connectivity

Each location operates within segmented network environments utilizing subnetting and enterprise network management practices.

The Vendor shall provide support for:

- Network administration
- Switching infrastructure
- Routing
- VLAN management
- Firewall management
- Wireless bridge connectivity
- Network security
- Performance monitoring
- Network troubleshooting

2.2.2 Wireless Network Infrastructure

The Authority maintains wireless network infrastructure throughout multiple residential and administrative facilities.

Wireless services support:

- Tenant internet access
- Administrative operations
- Mobile devices
- Security systems
- Operational connectivity

The Vendor shall support wireless network management, security, optimization, troubleshooting, coverage analysis, and lifecycle planning.

2.2.3 Security Operations and Monitoring

The Authority maintains centralized security monitoring operations supporting:

- Security camera systems
- Access control systems
- Monitoring stations
- Video retention systems
- Facility security operations

The Vendor shall assist WHA staff with maintaining, troubleshooting, and supporting all related systems and infrastructure.

2.2.4 Telephone and Unified Communications Systems

The Authority maintains enterprise VoIP telephone and unified communications systems supporting the Main Office and remote locations.

The environment includes:

- VoIP handsets
- Voicemail systems
- Call routing
- Remote site connectivity
- Unified communications services

The Vendor shall support all related infrastructure, hardware, software, and vendor coordination activities.

2.2.5 General Services Requirements

The Vendor shall provide assessment, analysis, recommendations, implementation assistance, and ongoing technical support services to maintain and improve the Authority's information technology environment.

Services include, but are not limited to:

2.2.5.1

Assist with third-party software installation, configuration, and implementation.

2.2.5.2

Install, configure, support, and troubleshoot Authority software, enterprise network equipment, servers, endpoints, and peripheral hardware.

2.2.5.3

Provide and maintain secure backup and disaster recovery solutions for WHA systems and data.

2.2.5.4

Provide email security, spam filtering, remote access support, and secure remote administration tools.

2.2.5.5

Provide cybersecurity protections including:

- Endpoint protection
- Anti-malware
- Firewall management
- Intrusion detection/prevention
- Threat monitoring
- Vulnerability management
- Security best practices

2.2.5.6

Perform maintenance activities, patches, upgrades, configuration changes, and other operational tasks during approved maintenance windows to minimize operational disruption.

2.2.5.7

Provide 24x7x365 emergency support with a single point of contact for critical service interruptions and infrastructure emergencies.

2.2.5.8

Coordinate with software, cloud, telecommunications, and hardware vendors to resolve operational issues.

2.2.5.9

Provide assessments of infrastructure deficiencies and recommendations for modernization, security improvements, lifecycle planning, and operational efficiency.

2.2.5.10

Assist in evaluating hardware, software, cloud, telecommunications, and cybersecurity solutions.

2.2.5.11

Provide secure 24x7 monitoring of critical servers, network infrastructure, security systems, and operational services.

2.2.5.12

Provide on-site and remote technical support services as required.

2.2.5.13

Work collaboratively with WHA staff to support and maintain security camera systems and related infrastructure.

2.2.5.14

Assist in maintaining keyless door entry and access control systems.

2.2.5.15

Relocate, install, configure, and support network-related computer equipment and peripheral hardware.

2.2.5.16

Demonstrate familiarity with housing management software platforms. Experience supporting Yardi is preferred.

2.2.5.17 Service Response Requirements

2.2.5.17.1 Critical Issues

Emergency onsite response shall be available within four (4) hours for critical outages or operational disruptions impacting business-critical systems.

2.2.5.17.2 Non-Critical Issues

Non-critical support requests shall be coordinated with the designated contact in accordance with agreed service levels and escalation procedures.

2.2.6 Additional Vendor Requirements

The Authority seeks a qualified primary vendor capable of delivering comprehensive managed IT services and support as outlined in this solicitation.

The proposer shall serve as the single point of accountability for overall service delivery, project coordination, escalation management, cybersecurity oversight, and operational performance.

Each proposer must provide documentation, certifications, references, and/or demonstrated experience in the following areas:

2.2.6.1

Microsoft ecosystem administration and support experience.

2.2.6.2

Experience supporting Microsoft Hyper-V and enterprise virtualization environments.

2.2.6.3

Experience supporting and securing Android, Apple iPhone, iPad, and other mobile endpoint devices.

2.2.6.4

Konica communication system (phones).

2.2.6.5

Enterprise wireless network deployment and support experience.

2.2.6.6

Experience supporting Yardi is preferred.

2.2.6.7

Microsoft SQL Server administration and support experience.

3.0 PROPOSAL FORMAT:

- 3.1 **Tabbed Proposal Submittal:** The WHA intends to retain the successful proposer(s) pursuant to a “Best Value” basis, not a “Low Proposal” basis (“Best Value,” in that the WHA will, as detailed within the following Section 4.0, consider factors other than just cost in making the award decision). Therefore, so that the WHA 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 corresponding tab reference also noted below. None of the proposed services may conflict with any requirement the WHA has published herein or has issued by addendum.

[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 1-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), <i>Certifications and Representations of Offerors, Non-Construction Contract</i>: 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: As more fully detailed within Section 2.0, <i>Scope of Proposal/Technical Specifications</i> , of this document, the proposer shall, at a minimum, clearly detail within the information submitted under this tab documentation showing:
3.1.4.1		As detailed within Section 4.1, Evaluation Factor No. 2, herein, the proposer’s RESPONSE TIME of CRITICAL and NON-CRITICAL of the WHA’s Requirements.
3.1.4.2		As detailed within Section 4.1, Evaluation Factor No. 3, herein, the APPROPRIATENESS of the Technical Approach and the QUALITY of the SERVICES PROPOSED.
3.1.4.3		As detailed within Section 4.1, Evaluation Factor No. 4, herein, the proposer’s TECHNICAL CAPABILITIES (in terms of personnel)

		and the MANAGEMENT PLAN (including the ability to provide the services detailed herein).
3.1.4.4		As detailed within Section 4.1, Evaluation Factor No. 5, herein, the proposer's Demonstrated Experience in performing similar work and the proposer's Demonstrated Successful Past Performance (including meeting costs, schedules and performance requirements) of contract work substantially similar to that required by this solicitation.
3.1.4.5		As detailed within Section 4.1 Evaluation Factor No. 6, herein, the Demonstrated Understanding of the WHA's Requirements.
3.1.4.6		If appropriate, how staff are retained, screened and trained and monitored. Also a complete description of the products and services the firm provides.
3.1.5	5	Managerial Capacity/Financial Viability: 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, <i>Profile of Firm Form</i> . Such information shall include the proposer's qualifications to provide the services; a description of the background and current organization of the firm.
3.1.6	6	Costs: See Section 3.2.
3.1.7	7	Client Information: The proposer shall submit a listing of former or current clients, including the 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:
3.1.7.1		The client's name;
3.1.7.2		The client's contact name;
3.1.7.3		The client's telephone number;
3.1.7.4		A brief description and scope of the service(s) and the dates the services were provided;
3.1.8	8	Equal Employment Opportunity: 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).
3.1.9	9	Subcontractor/Joint Venture Information (Optional Item): The proposer shall identify hereunder whether or not he/she intends to use any subcontractors for this job, if awarded, and/or if the proposal is a joint venture with another firm. Please remember that all information required from the proposer under the proceeding tabs must also include any major subcontractors (10% or more) or from any joint venture.
3.1.10	10	Other Information (Optional Item): The proposer may include hereunder any other general information that the proposer believes is appropriate to assist the WHA in its evaluation.

- 3.1.11 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.
- 3.1.12 **Proposal Submittal Binding Method:** It is preferable and recommended that the proposer bind the proposal submittals in such a manner that the WHA 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.
- 3.2 **Entry of Proposed Fees:** The proposed fees shall be submitted by the proposer and received by the WHA on the Cost Form provided. Unless otherwise stated, 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; document copying not specifically agreed to by the WHA; etc. Any costs for approved travel required will be reimbursed at reasonable cost, as pre-approved by the WHA. Each proposer must submit a reasonable cost for each service level.
- 3.3 **No Deposit/No Retainer.** The WHA will NOT pay any retainer fees as a result of award of the ensuing contract. This means that the WHA will pay the successful proposer for actual work performed.
- 3.4 **Proposal Submission:** All proposals must be submitted and time-stamped received in the designated WHA office by no later than the submittal deadline stated herein (or within any ensuing addendum). A total of 1 original signature copy (marked "ORIGINAL") and 3 exact copies (each of the 4 separate proposal submittals shall have a cover and extending tabs) of the proposal submittal, shall be placed unfolded in a sealed package and addressed to:

Woonsocket Housing Authority
Attention: Karen Bruyere
Procurement Specialist
679 Social Street
Woonsocket, RI 02895

The package exterior must clearly denote the above noted RFP name and number and must have the proposer's name and return address. Proposals received after the published deadline will not be accepted.

- 3.4.1 **Submission Conditions:** DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! 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 WHA by the proposer, such may invalidate that proposal. If, after accepting such a proposal, the WHA decides that any such entry has not changed the

intent of the proposal that the WHA intended to receive, the WHA may accept the proposal and the proposal shall be considered by the WHA as if those additional marks, notations or requirements were not entered on such. By accessing the noted Internet System and downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that the WHA 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.

3.4.1 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 WHA, 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 WHA requirements contained within the documents may cause that proposer to not be considered for award.

3.5 Proposer's Responsibilities--Contact with the WHA: 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 inquiries or communicate with any other WHA 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 WHA to not consider a proposal submitted by any proposer who may not abided by this directive.

3.5.1 Addendums: 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 WHA 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.

3.6 Proposer's Responsibilities - Equal Employment Opportunity and Supplier Diversity. Both the Contractor and the WHA have, pursuant to HUD regulations, certain responsibilities pertaining to the hiring and retention of personnel and subcontractors.

3.6.1 Within 24 CFR 85.36 (e) it states:

3.6.1.1 Contracting with small and minority firms, women's business enterprise and labor surplus area firms.

3.6.1.2 The grantee and sub-grantee will take all necessary affirmative steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible.

3.6.1.3 Affirmative steps shall include:

3.6.1.3.1 Placing qualified small and minority businesses and women's business enterprises on solicitation lists.

3.6.1.3.2 Assuring that small and minority businesses; and women's business enterprises are solicited whenever they are potential sources

3.6.1.3.3 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

3.6.1.3.4 Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business, and women's business enterprises

3.6.1.3.5 Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce; and

3.6.1.3.6 Requiring the prime Contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs 3.6.1.3 of this section.

3.6.2 Within HUD Procurement Handbook 7460.8 REV 2 it states:

3.6.2.1 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 WHA contracting.

3.6.2.2 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 many 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.

3.6.3 Within our **WHA Procurement Policy** it states that our Agency will:

3.6.3.1 Assistance to Small and Other Business, Required Efforts:

- 3.6.3.1.1** Including such firms, when qualified, on solicitation mailing lists;
- 3.6.3.1.2** Encouraging their participation through direct solicitation of bids or proposals whenever they are potential sources;
- 3.6.3.1.3** Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by such firms;
- 3.6.3.1.4** Establishing delivery schedules, where the requirement permits, which encourage participation by such firms;
- 3.6.3.1.5** Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce;
- 3.6.3.1.6** 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
- 3.6.3.1.7** Requiring prime contractors, when subcontracting is anticipated, to take the positive steps listed above.

3.7 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. 4]

RFP		
Section	Attachment	Attachment Description
3.8.1	A	Form of Proposal
3.8.2	B	Form HUD-5369-C (8/93), <i>Certifications and Representations of Offerors, Non-Construction Contract</i>
3.8.3	C	Profile of Firm Form
3.8.4	D	N/A
3.8.5	E	Form HUD-5369-B (8/93), <i>Instructions to Offerors, Non-Construction</i>
3.8.6	F	<i>HA Instructions To Proposers & Contractors</i>
3.8.7	G	HA Sample Contract Form (please note that this contract is being given as a sample only--the HA reserves the right to revise any clause herein and/or to include within the

		ensuing contract any additional clauses that the HA feels it is in its best interests to do so)
3.8.7.1	G-1	Form HUD-5370-C (1/2014), <i>General Conditions for Non-Construction Contracts Section I (With or without Maintenance Work)</i>
3.8.8	H	<i>Cost Form</i>
3.8.9	I	<i>Listing of Current WHA Hardware and Software</i>

2.0 PROPOSAL EVALUATION:

- 4.1 Evaluation Factors: The following factors will be utilized by the WHA to evaluate each INDIVIDUAL service proposal submittal received; award of points for each listed service factor will be based upon the documentation that the proposer submits within his/her proposal submittal:

[Table No. 5]

NO.	MAX POINT VALUE	FACTOR TYPE	FACTOR DESCRIPTION
1	20 points	Objective	The PROPOSED COSTS the proposer proposes to charge the WHA to provide the required work. See attached Cost Form.
2	10 points	Subjective (Technical)	The proposer's RESPONSE TIME of CRITICAL and NON-CRITICAL EMERGENCIES;
3	15 points	Subjective (Technical)	The APPROPRIATENESS of the TECHNICAL APPROACH (including labor categories, estimated hours and skill mix) and the QUALITY of the WORK PLAN.
4	20 points	Subjective (Technical)	The proposer's TECHNICAL CAPABILITIES (in terms of personnel, equipment and materials) and the MANAGEMENT PLAN (including staffing of key positions, method of assigning work and procedures for maintaining level of service, etc.).
5	30 points	Subjective (Technical)	The proposer's DEMONSTRATED EXPERIENCE in performing similar work and the proposer's DEMONSTRATED SUCCESSFUL PAST PERFORMANCE (including meeting costs, schedules and performance requirements) of contract work substantially similar to that required by this solicitation as verified by reference checks or other means.
6	5 points	Subjective (Technical)	The DEMONSTRATED UNDERSTANDING of the WHA's Requirements.
	100 points	100 points	Total Points (other than preference points)

4.2 Evaluation Method:

- 4.2.1 **Initial Evaluation for Responsiveness:** Each proposal received will first be evaluated for responsiveness (e.g., meets the minimum of the published requirements). The WHA reserves the right to reject any proposals deemed by the WHA not minimally responsive (the WHA will notify such firms in writing of any such rejection).

- 4.2.2 Evaluation Packet for Proposals Deemed Responsive:** Internally, an evaluation packet will be prepared for each evaluator, including the following documents:
- 4.2.2.1** Instructions to Evaluators;
 - 4.2.2.2** Proposal Tabulation Form;
 - 4.2.2.3** Written Narrative Justification Form for each proposer;
 - 4.2.2.4** Recap of each proposer’s responsiveness;
 - 4.2.2.5** Copy of all pertinent RFP documents.
- 4.2.3 Evaluation Committee:** The WHA 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 3.6 of this document, the designated CO is the only person at the HA 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.
- 4.2.4 Evaluation:** The CO will evaluate and award points pertaining to Evaluation Factors No. 1 (the “Objective” Factors). The appointed evaluation committee, independent of the CO or any other person at the WHA, shall evaluate the responsive proposals submitted and award points pertaining to Evaluation Factors No. 2, 3, 4, 5 and 6 (the “Subjective” Factors). Upon final completion of the proposal evaluation process, the evaluation committee will forward the completed evaluations to the CO.
- 4.2.5 Potential "Competitive Range" or "Best and Finals" Negotiations:** The WHA 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 WHA in a timely manner as possible, but in any case within no longer than 5 days after the beginning of such negotiations with the firms deemed to be in the competitive range.
- 4.2.6 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 top three rankings of each service will be forwarded to the Housing Authority Board of Commissioners

(BOC) at a scheduled meeting for approval. Contract negotiations may, at the WHA's option, be conducted prior to or after the BOC approval.

4.2.6.1 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).

4.2.6.2 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.”

4.2.7 Notice of Results of Evaluation: If an award is completed, all proposers will receive a Notice of Results of Evaluation. Such notice shall inform all proposers of:

4.2.7.1 Which proposer received the award;

4.2.7.2 Where each proposer placed in the process as a result of the evaluation of the proposals received;

4.2.7.3 The cost or financial offers received from each proposer;

4.2.7.4 Each proposer’s right to a debriefing and to protest.

4.2.8 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 HA evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on the WHA evaluation committee.

5.0 CONTRACT AWARD:

5.1 Contract Award Procedure: If a contract is awarded pursuant to this RFP, the following detailed procedures will be followed:

5.1.1 By completing, executing and submitting the Form of Proposal, Attachment A, the “proposer is thereby agreeing to abide by all terms and conditions pertaining to this RFP as issued by the WHA, including the contract clauses already attached as Attachments G and G-1. Accordingly, the WHA has no responsibility to conduct after the submittal deadline any negotiations pertaining to the contract clauses already published.

5.2 Contract Conditions: The following provisions are considered mandatory conditions of any contract award made by the WHA pursuant to this RFP:

5.2.1 Contract Form: The WHA will not execute a contract on the successful proposer’s form--contracts will only be executed on the WHA form (please see Sample Contract, Attachments G and G-1), and by submitting a proposal

the successful proposer agrees to do so (please note that the WHA reserves the right to amend this form as the WHA deems necessary). However, the WHA will during the RFP process (prior to the submittal deadline) consider any contract clauses that the proposer wishes to include therein and submits in writing a request for the WHA to do so; but the failure of the WHA to include such clauses does not give the successful proposer the right to refuse to execute the WHA's contract form. It is the responsibility of each prospective proposer to notify the WHA, 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 WHA will consider and respond to such written correspondence, and if the prospective proposer is not willing to abide by the WHA's response (decision), then that prospective proposer shall be deemed ineligible to submit a proposal.

5.2.1.1 Please note that the WHA 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.

5.2.2 **Assignment of Personnel:** The WHA shall retain the right to demand and receive a change in personnel assigned to the work if the WHA believes that such change is in the best interest of the WHA and the completion of the contracted work.

5.2.3 **Unauthorized Sub-Contracting Prohibited:** The successful proposer 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 WHA, or may result in the full or partial forfeiture of funds paid to the successful proposer as a result of the proposed contract; either as determined by the CO.

5.3 **Contract Period:** The HA anticipates that it will initially award a contract for the period of 1 year with the option, at the HA's discretion, of 2 additional one-year option periods, for a maximum total of 3 years.

5.4 **Licensing and Insurance Requirements:** Prior to award (but not as a part of the proposal submission) the *successful proposer* will be required to provide:

5.4.1 An original certificate evidencing the proposer's current industrial (worker's compensation) insurance carrier and coverage amount;

5.4.2 An original certificate evidencing General Liability coverage, naming the WHA as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of the WHA as an additional insured under said policy (minimum of \$1,000,000 each occurrence, general aggregate minimum limit of \$5,000,000, together with damage to premises and fire damage of \$50,000 and medical expenses any one person of \$5,000), with a deductible of not greater than \$1,000;

- 5.4.3 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 \$5,000,000), with a deductible of not greater than \$1,000;
- 5.4.4 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 \$50,000/\$100,000 and medical pay of \$5,000.
- 5.4.5 A copy of the proposer's business license allowing that entity to provide such services within the State of Rhode Island;
- 5.4.6 If applicable, a copy of the proposer's license issued by the State of Rhode Island licensing authority allowing the proposer to provide the services detailed herein.
- 5.4.7 The requested related information shall also be entered where provided for on the Profile of Firm Form (DO NOT ATTACH SUBMIT COPIES WITHIN THE PROPOSAL SUBMITTAL--we will garner the necessary certificates from the successful proposer prior to contract execution).
- 5.5 **Right To Negotiate Final Fees:** The WHA shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer may, at the WHA's options, be the basis for the beginning of negotiations. Such negotiations shall begin after the WHA has chosen a top-rated proposer. If such negotiations are not, in the opinion of the CO successfully concluded within 5 business days, the WHA shall retain the right to end such negotiations and begin negotiations with the next-rated proposer (i.e. top-rated first, then next-rated following until a successful negotiation is reached).
- 5.6 **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.

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