

## 1. Introduction

The Housing Authority of the Town of Glastonbury, (the “Authority”) is seeking proposals from qualified firms to provide relocation assistance, counseling and support to residents due to the planned selective demolition and redevelopment of our Center Village property. Center Village consists of 50 units that are part of the State Elderly portfolio, of which presently 35 are occupied.

Relocation efforts will typically occur over a nineteen (19) month period and will involve coordination with other agencies providing support services to ensure that individuals’ and families’ housing and human service opportunities are coordinated. This may change as part of the planning process.

The purpose of this Request for Proposals (RFP) is to solicit competitive proposals so that the Authority may select the one that best meets its needs and requirements. It is expected that the Authority will enter into an initial two-year performance-based contract with the successful Relocation Consultant that will include periodic reviews of key milestones and performance measurements.

It is fully understood and agreed that the successful Respondent, including its employees and/or consultants, will be independent contractors and not officers, employees or agents of the Authority.

The terms and conditions of any contract signed upon award of the bid will supersede any inconsistent provisions of this RFQ or any other bidding documents.

## 2. Background

- (a) **Relocation Plan.** All activities will be carried out in compliance with the Chapter 135 Uniform Relocation Assistance Act, Connecticut General Statutes Sections 8- 266 through 8-282 and Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (URA), 24 CFR 970, Demolition or Disposition of Public Housing projects, Section 104(d) of the Housing and Community Development Act of 1974, as amended and all other applicable federal, state and local laws, as applicable to each relocation (collectively, and as applicable, the “Relocation Acts”).

The Authority expects the following to be each Consultant’s minimum guide to creating a successful relocation process:

1. Relocation housing will consist of a wide variety of choices, be reasonably accessible to places of employment for displaced residents, be located in areas generally as desirable, and include the same or better amenities and services as they currently possess in their current residence. It is strongly believed all the residents will be successfully relocated onsite and it will not require offsite housing solutions.

2. Promote community involvement in the relocation process.
3. Households should not be involuntarily required to relocate multiple times. (if avoidable)
4. Residents should be provided with transitional counseling both before and after their relocation.
5. The relocation process should ensure that all individuals and families have access to objective information about services, organizations and resources in their new neighborhoods. (if applicable)
6. All families relocating to new communities should receive assistance in acclimating to their new neighborhoods. (if applicable)

**(b) Replacement Housing Options:**

1. Another unit on site at Center Village (preferred)
2. Another unit in the Authority's elderly portfolio
3. Unit in other Authority developments.
4. Other

**(c) Relocation Assistance.** The Authority is committed to providing the support required to effectively transition individuals and families into appropriate new living situations. Consultant will be responsible for ensuring that residents are relocated in accordance with the requirements and program goals of the Relocation Acts. Consultant's responsibilities include notifying residents per the requirements of the Relocation Acts and ensuring that the relocation is successful.

Each Consultant under contract to the Authority will coordinate as needed with case managers and the Authority's Executive Director or his designee, to ensure that residents receive the full range of services that displaced households may need to guarantee a successful transition to new living conditions. Each Consultant will have prime responsibility for identifying household needs and coordinating the physical moves to new housing for all affected households. Each Consultant must coordinate with other organizations and individuals who will be providing, referrals to appropriate services, monitoring of the effectiveness of these services, and troubleshooting of specific issues and special needs for each family.

**(d) Relocation Standards.** Relocation housing will be reasonably accessible to places of employment of displaced residents, and in areas generally not less desirable in regard to public utilities and commercial facilities than areas in which they currently reside. In addition, all relocation homes must comply with State or Federal Housing Quality Standards (HQS), as applicable.

**(e) Summary and Status of Project.** Center Village is a 50 unit property in the State of Connecticut elderly housing program. The Center Village Redevelopment Project calls for renovation and expansion of 34 existing units, the demolition of 16 existing units and the addition of 38 new

apartments in a single building. The Authority is currently has formal zoning approval and is submitting applications for funding. The Authority's desire is for temporary relocation and no permanent relocation. The Authority will pursue the opportunity to relocate the existing residents into the new 38 unit building once it is completed so that the existing 34 units can be renovated. Prior to constructing the new 38 unit building approximately 10 residents will need to be relocated into existing units so two buildings may be demolished to allow for the construction of the new building. The entire construction duration is anticipated to be 17 months, 11 months to construct the new building and 6 months to renovate the remaining 34 apartments.

### **3. Scope of Services**

The Authority is seeking a qualified Consultant that can demonstrate the capability to quickly implement and operate relocation plans for approximately thirty-five (35) households. The execution and completion of this task is extremely time sensitive, and must be completed within agreed upon timeframes. Successful Consultants will be responsible for providing all tools and materials used in performance of the tasks described in this RFQ. The Consultant will provide the Authority guidance and technical advice to ensure adherence to all relocation requirements. The Consultant will create a relocation plan. The Consultant will help the Authority develop a budget for relocation which is to be used in the redevelopment financing budget. The Consultant will assist the Authority in procuring all relocation services required (i.e. movers, etc.). The Authority will provide space for Consultant's use, with suitable furniture for interviewing individuals, and a telephone.

The Consultant will provide case management-like support to households and individuals during the relocation process and will serve as the primary point of contact for households on all relocation-related issues, coordinating with other supportive service providers as needed. The consultant will provide hands on coordination of relocation including monitoring of household readiness to relocate, moving company activities, transfer of utilities/cable/phone and follow-up with households while in relocation status. The Consultant selected shall, at a minimum, maintain an expertise in and strong working knowledge of, the Relocation Acts and underlying rules and regulations as well as the relocation plan and benefits administered by the Authority in order to provide high-quality service to displaced households.

The Consultant must be able to provide the following relocation services for each relocation project awarded. The Respondent's proposal should describe the organization's philosophy, strategies and techniques for delivering and integrating these basic services.

**(a) Project Coordination.** The Consultant will serve as the primary point of contact for relocation matters among the Authority, service providers, and displaced households.

**(b) Intake and Assessment.** Conduct intake assessments on households prior

to relocation. Prepare Household Relocation for each household addressing any special needs, recommend services and service providers, and routinely review and track the status of households as they transition to new environments.

**(c) Supportive Services and Referrals:**

1. Assist households in implementing the goals of their Household Relocation Plans before, during, and after relocation;
2. Monitor progress of Household Relocation Plans and devise strategies for assisting residents in meeting milestones;
3. Coordinate with appropriate agencies to refer residents to specific services;
4. Assist residents in understanding relocation information and associated benefits and entitlements, encourage them to take advantage of relocation services;
5. Assist residents in making arrangements for the physical moves, including but not limited to; the connection and disconnection of utilities, notification of the post office, and provision for assistance in packing and unpacking, where elderly or disabled residents are involved.
6. Provide other direct assistance, advice and recommendations as requested by the Authority.

**(d) Communication:**

- Hold regular meetings as needed to keep residents completely informed of proposed activities and to actively solicit their views and opinions.
- Conduct and/or coordinate the provision of general informational workshops.(if necessary)
- Provide other communication as requested by the Authority.
- The following notices will be the minimum utilized during this process:
  1. “General Information Notice”: The Authority has delivered General Information Notice to all families occupying Center Village units. The notice informs the residents of their eligibility for assistance under the Relocation Acts.
  2. “Notice of Eligibility for Relocation Assistance or Notice of Non-Displacement”: The Authority is preparing to distribute the “Notice of Eligibility for Relocation Assistance.”
  3. “90- Day Notice to Vacate”: Each resident will be provided with a 90 days’ advance written notice of the earliest date by which he or she may be required to move.
  4. “30-Day Notice”: Residents will receive a 30-day notice to help manage resident expectations. It will provide a projected move date and a pre-move meeting date, which is to review household logistics of the move.

(e) **Tracking.** Each Consultant will design and maintain a system, organized by seniority (defined as head of household leaseholders at bedroom size requirements), for tracking the status of each relocation supportive services referrals, the utilization of such services, and overall progress. This list will be updated daily and will eventually create the waitlist to prioritize returning residents. It will include:

- Names and ages of the head of household and all household members
- Unit size required
- Date of relocation
- Interim contact information
- Special needs
- Permanent housing preference
- Relocation assistance and benefits received
- Current status
- Record of all notices sent to the household
- All attempts to contact household
- Impediment and solutions
- New unit assignment
- Estimated return date

Each Consultant will maintain records on all activities and related costs, including tracking of all families as they move for the regulated time period.

Each Consultant will provide monthly reports to the Authority in an electronic format to be reviewed and approved.

#### **4. Professional Qualifications**

Selected Consultants shall have demonstrated experience in the following areas:

- (a) **Familiarity with similar sized relocation efforts and processes; familiarity with the requirements of the Relocation Acts and the applicable Housing Quality Standards.** The Respondents shall demonstrate experience in providing advice and advocacy to residents in regards to the following, but not limited to:
- Managing temporary relocation projects
  - Identifying housing choices
  - Housing search
  - URAA replacement housing payments
  - Transportation
  - Assistance in the application process
  - Payment of moving expenses
  - New neighborhood orientation
- (b) **Development and management of multi-dimensional tracking systems.** The

Respondents must demonstrate experience with developing detailed tracking systems to monitor the performance of both the Respondent and any related individual service providers. Monthly summary and cumulative project figures will be provided for:

- Development of individual Household Relocation Plans
- Referrals to specific services
- Utilization of those services
- Progress made on individual Household Relocation Plans
- Special cases/needs

(c) **Provision of direct services and/or referral to supportive services.** The Respondents must show evidence of a working knowledge of and familiarity with a wide range of human development services (serving primarily low-income minority populations, the elderly/disabled, and homeowners), and the ability to establish a system for successfully referring displaced residents to these services, including, but not limited to:

- Budgeting
- Senior services
- Rental Counseling
- Clinical case management
- Substance abuse counseling
- Health and mental health counseling

## 5. Proposal Instructions and Requirements

All proposals submitted in response to this RFQ must contain the following information:

- (a) **Understanding of the Scope of Work.** Please describe your understanding of the scope of work, and indicate awareness of implementation challenges and issues. Please indicate your strategies for encouraging 100% participation in the program and for working with special populations in low-income communities such as the elderly, disabled, non-English speaking residents, families with children and those with special housing needs.
- (b) **Technical Approach and Preliminary Work Plan.** Please provide a description of your technical approach for completing the scope of work, including any alternate suggestions for implementation. Include a detailed description of all tasks and activities, typical significant milestones and anticipated deliverables. Please break out the initial relocation effort (families moving from older units to existing un-renovated unit), interim relocation (from un-renovated units to new building) and the final relocation effort (families returning to new units) separately.
- (c) **Statement of Qualifications.** Please provide a description of your

organizations past experience that is most relevant to this scope of work. Please include the following information:

1. Business name, type (corporation, 501(c)(3), etc.), and location
2. Number of years in business and number of years providing relevant services
3. For all similar contracts completed during the last three years provide ( or *at minimum last five contracts* even if this goes beyond three years):

- Year
- Type of services
- Dollar amount of services provided
- Description of population services provided
- Contracting agency and phone number
- Details of any failure to complete a contract or any pertinent litigation

**(d) Staffing Plan.** Please include a description of all key personnel that will work on this project, along with a proposed staffing ratio. Include resumes of all proposed staff. Provide a detailed organization chart showing administrative accountability and communications flow from top management level through provider level.

**(e) Plan for Subcontracting and/or Joint Proposal.** If the Respondent is proposing a joint venture or a subcontracting relationship with other entities, please provide the following information:

1. A statement regarding intent to subcontract. If subcontractors are to be used, list each subcontract and identify responsibilities, tasks, schedule, costs, resumes of key personnel, and contractual relations. All subcontractors must be approved by the Authority prior to utilization of the subcontractor. The respondent is fully responsible for any subcontractor.
2. Two or more Respondents may submit a joint proposal. All Respondents in a joint proposal must provide all the information and documentation specified in this RFQ.
3. The lead Respondent must be identified. The lead Respondent will be held accountable for the ultimate fiscal responsibility of the program. The lead respondent must maintain all program and financial records for a minimum of five (5) years.

- Describe organizational structure of the lead Respondent with the other partners in the collaborative.
- Provide specific, detailed information on how the Respondents will work together and how assignments will be made.
- Summarize the key responsibilities of each partner that will be detailed in a Memorandum of Understanding (MOU) between the lead Respondent and each of the collaborating partners if awarded any work as described in this RFQ.

**(f) References.** Please provide the names and contact information for at least three references familiar with your work.

**(g) Fee Proposal.** The Authority understands that the pricing of Consulting Services over a one (1) year period is a challenge. To better understand various pricing alternatives and to provide similar information for comparison purposes between respondents, The Authority requests that the following pricing information be provided in the written proposal:

1. Provide a detailed annual budget with fully loaded hourly rates for each job position/title and describe any other direct costs not included in hourly rates. Travel costs should be separately estimated and listed.
2. Provide a detailed fee proposal by task, based on your Preliminary Work Plan detailed previously in RFP.
3. Provide a proposal for monthly billing based on a performance-based contract (i.e., per household, per Household Action Plan developed, per successful relocation, per service provided, etc.).

All pricing is subject to negotiation.

## **7. Administrative Requirements**

Consultants will work cooperatively and constructively with the Authority and other key stakeholders.

To ensure consistency and accuracy of all communications, each Consultant will be required to provide orientation for their staff on the workings of the Authority, and its philosophy regarding the successful relocation of its residents.

When engaged in relocation activities, Consultant's will meet biweekly with the Authority to ensure that milestones are met and that appropriate procedures are being followed.

Consultants will enter into a detailed performance-based contract that will make payment for services contingent on the satisfactory delivery of those services. The Authority will work with Consultant's to identify the specific outcomes measurements to be incorporated in the contract and payment schedule.

Consultants shall adhere to all reporting and administrative requirements as required by the

Authority, the US Department of Housing and Urban Development, the State of Connecticut, and all other pertinent organizations and institutions.

Consultants will maintain confidentiality of all information regarding displaced households and individual household members. Consultants will secure signed release of information forms before divulging such information, and will do so only where necessary to secure required services for the displaced person(s). No household information shall be released to any party without prior written approval by the Authority.

Consultant's staff will conduct reviews and/or audits of client files, intake and assessment forms, Household Action Plan development, referrals, and follow-up tracking on a regular basis and document findings for review by the Authority. Where it is observed that services are not in compliance with contract requirements or best practices, Consultants will institute staff training and issue written directives to effectively address problem areas.

To insure quality customer service, Consultants will perform periodic audits to monitor adherence to regulations, policies, and best practices.

Client files will be maintained in an orderly, confidential and accessible manner, and must be available to authorized Authority staff for the purposes of monitoring and auditing.

Consultants will be required to develop a comprehensive electronic tracking and reporting system, to be reviewed and approved by the Authority, for the purpose of monitoring monthly performance of the Consultants. In addition to these formal reporting requirements, Consultants shall be responsible for immediately reporting (within a 24 hour period) to the Authority any special issues or concerns regarding a household that might affect the immediate health and safety of any household member.

## **7. Insurance**

The consultant selected for award shall maintain professional liability insurance and workers compensation insurance.

Professional Liability Insurance: A policy of Errors and Omissions Liability Insurance appropriate to the Consultant's profession. Coverage should be for a professional error, act, or omission arising out of the scope of services shown in the Contract, with the following minimum coverage: \$1,000,000 per Claim/Aggregate

If the Professional Liability Insurance policy is written on a claims-made form, the Consultant warrants continuation of coverage, either through policy renewals or the purchase of an extended reporting period ("tail") for a minimum of three years from the date of completion of the work authorized by the Contract. In the event that the Consultant is authorized to engage subcontractors, each subcontractor shall provide evidence of separate professional liability coverage equal to the levels specified above, unless such requirement is waived in writing by GHA.

Workers Compensation. As respects Workers Compensation insurance in the State of Connecticut, the Consultant shall secure its liability for industrial injury to its employees in accordance with the statutory requirements.

## 9. Evaluation Criteria and Selection

Written proposals containing the requested information will serve as the primary basis for final selection. However, the Authority reserves the right to make contract awards based solely upon the written proposal, or to negotiate further with one or more Respondents. The Authority will rate the responses according to the following factors:

1. Qualification of firm, demonstrated expertise and previous experience with Federal & Connecticut relocation requirements (including references)	30
2. Technical approach, work plan	35
3. Reasonableness of cost	25
4. Completeness and clarity of proposal	10
<b>Total Points</b>	<b>100</b>

**(b) Evaluation Process.** The Authority will review all eligible responses and rank them based on the evaluation factors described above. The Authority expects to invite top-ranked Respondents to an in-person interview. Top-ranked Respondents may be asked to provide additional information at the time of their interview. Subsequently, the Authority will enter into contract negotiation with selected Respondent once Board approval of selected Respondent is obtained.

**(c) Authority Options.** The Authority reserves the right to cancel this RFQ, or to reject, in whole or in part, any and all proposals received in response to this RFQ, upon its determination that such cancellation or rejection is in the best interest of The Authority. The Authority further reserves the right to waive any informalities or the failure of any Respondent to comply therewith if it is in the best interest of the Authority to do so. The Authority will reject the proposal of any Respondent who is debarred by the State of Connecticut or US Department of Housing and Urban Development. The Authority reserves the right to reject the proposal of any Respondent who has previously failed to properly perform any contract for the Authority.

The determination of the criteria and process whereby proposals are evaluated and the decision as to who shall receive a contract award or whether or not an award shall be made as a result of this RFQ shall be at the sole and absolute discretion of the Authority.

By submitting its Proposal in response to this RFP, the Consultant accepts the procurement method used and acknowledges and accepts that the evaluation process will require subjective judgments by GHA.

## 9. Proposal Submission Requirements

**Proposal Delivery Location:** *Please submit one (1) original and three (3) copies to:*  
Glastonbury Housing Authority  
25 Risley Road  
Glastonbury, CT 006033

Proposals must be sealed and clearly labeled: RELOCATION PROPOSAL with the respondent's name, address and telephone number.

**Response Due Date.** In order to be considered, proposals must arrive no later than **4:00 p.m. EST on September 16, 2016.**

All material must be submitted in an 8 1/2 x 11 format. The above stated deadline is firm as to date and hour. A Respondent may select any mode of delivery; however, the risk of non-delivery shall remain with the Respondent. Any submission that is received after the deadline Authority will treat as ineligible for consideration.

Upon receipt of each proposal, Authority will date and stamp it to evidence timely or late receipt and upon request provide the Respondent with an acknowledgment of receipt. **Faxed or E-mailed submissions will not be accepted.** All timely submissions become the property of Authority and will not be returned. Proposals will be held in confidence and not released in any manner until after contract award.

*Please submit all questions via e-mail.* **Direct Inquiries To:** Neil Griffin, Executive Director [ngriffin@glastha.org](mailto:ngriffin@glastha.org) **questions must be submitted no later than 4:00p.m on August 24, 2016.** Questions and answers will be collected and shared with all potential respondents no later than 4:00p.m.on September 2, 2016.

## **10. General Conditions**

Responders will be responsible for all costs incurred in preparing a response to this RFQ. All material and documents submitted by the prospective responders will become property of the Authority and shall not be returned. Responders selected for further interviews and negotiations will be responsible for all costs incurred during these processes.

No proposal shall be withdrawn for a period of ninety (90) days subsequent to the opening of the proposals, without the consent of the Authority.

Responders may not make contact with Authority staff, Board Members, residents, or evaluation committee members. All communication with the Authority shall be in writing as provided in the RFP.

In submitting their proposals, the responder is representing that the personnel described in their proposals shall be available to perform the services described, barring illness, accident or other unforeseeable events of a similar nature, in which cases the responder must be available to provide a qualified replacement. Furthermore, all personnel shall be considered to be, at all times, the sole employees of the responder under its sole discretion, and not employees or agents of the Authority.

No contractual right shall arise out of the process of negotiation until such time as the Authority and the selected firm have signed an agreement

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The Authority is an equal opportunity employer and does not discriminate on the basis of race, sexual orientation, color, national origin, sex, religion, age, disability or family status in employment or the provision of services. The Authority solicits and encourages the participation of minorities and small businesses.