

**THE HOUSING AUTHORITY OF THE CITY OF HARTFORD  
REQUEST FOR PROPOSALS (RFP)  
For  
NELTON COURT RESIDENT RELOCATION  
Contract Number 1550-08**

**Description:** Professional Services for the Relocation of approximately 80 low-income households, currently residing in the Nelton Court Public Housing Development in Hartford, CT.

**TABLE OF CONTENTS**

**1. Introduction..... 3**

**2. Background.....4**

**3. Scope of Services ..... 6**

**4. Professional Qualifications..... 8**

**5. Proposal Instructions and Requirements ..... 9**

**6. Contracting and Employment Opportunities ..... 10**

**7. Administrative Requirements..... 11**

**8. Evaluation Criteria and Selection ..... 12**

**9. Proposal Submission Requirements..... 13**

## **1. Introduction**

The Hartford Housing Authority, (HACH) is seeking proposals from qualified entities to provide relocation assistance, counseling and support to residents of the Nelton Court Public Housing Development.

The purpose of this Request for Proposals (RFP) is to solicit competitive proposals so that the HACH may select the one that best meets its needs and requirements. It is expected that HACH will enter into an initial two-year performance-based contract with the successful respondent that will include periodic reviews of key milestones and performance measurements. There will be a formal annual contract review. In addition to this initial contract term, the successful Respondent shall commit to providing an option to extend the contract for up to two additional one-year extensions (to be exercised at the sole discretion of HACH. All eligible households must be relocated according to the milestones described below. Given that some families may need support services beyond the initial two years of the relocation process, HACH reserves the right to extend the contract or re-bid the services.

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 Hartford Housing Authority.

The initial relocation effort will occur over a four to six month period and will involve the relocation of approximately 80 families, and the coordination with agencies providing support services to ensure that individuals and families can access economic, housing and human service opportunities.

## **2. Background**

### **a. Relocation Plan**

This relocation effort is necessitated by the demolition and new construction that will take place at Nelton Court. All activities will be carried out in compliance with the 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 amend and all other applicable federal, state and local laws.

The existing project consists of 156 rental units owned and managed by The Hartford Housing Authority. The current number of occupied units is approximately 80, leaving the number of vacant units at 76. The goal of the Nelton Court redevelopment project is to one: Replace some of the oldest units in the Authority's portfolio, including relieving density issues within the complex. The replacement units will be energy efficient, greener, and better designed units reflecting the changing public housing resident profile. Two: Provide an infusion of training skills development and job opportunities to the residents that will transfer to other job opportunities at the end of this development process. Three: Infuse new economic profiles that support vibrant resident and retail communities, thereby providing motivation for retail and commercial entities to move into, remain and/or expand within the Nelton Court area.

The Housing Authority expects the following to be the respondents' minimum guide to creating a successful relocation process:

1. Relocation housing will consist of a wide variety of choices, reasonably accessible to places of employment for displaced residents and in areas generally as desirable and include the same or better amenities and services as they currently possess in their current residence,
2. Promote community involvement in the relocation process.
3. Households should not be involuntarily required to relocate multiple times.
4. The relocation process should minimize disruption to the education of the children of Nelton Court.
5. Nelton Court residents should be provided with transitional counseling both before and after their relocation.
6. The relocation process should ensure that all individuals and families have access to objective information about services, organizations and resources in their new neighborhoods.
7. All families relocating to new communities should receive assistance in acclimating to their new neighborhoods.

### **b. Replacement Housing Options**

1. Unit in another Housing Authority development in Hartford
2. Section 8 Voucher Program voucher programs
3. Home Ownership for Qualified Residents
4. Other

### **c. Relocation Assistance**

The Hartford Housing Authority is committed to providing the support required to effectively transition individuals and families into appropriate new living situations and self-sufficiency. The Relocation Consultant will be responsible for ensuring that residents are relocated in accordance with the Uniform Relocation Act (URA) requirements and program goals. The Relocation Consultant's responsibilities include notifying residents per URA requirements, calculating appropriate relocation benefits (URA and supplemental), assisting with the housing search, and ensuring that the relocation is successful.

The Relocation Consultant under contract to HACH will coordinate as needed with case managers and HACH Director of Occupancy, to ensure that residents receive the full range of services that displaced households may need to ensure a successful transition to new living conditions. The relocation consultant will have prime responsibility for identifying household needs, conducting housing searches, assisting in the application process, and coordinating the physical moves to new housing for all affected households. The relocation consultant must coordinate with other organizations and individuals who will be providing homeownership training, referrals to appropriate services, advocacy on behalf of impacted residents, monitoring of the effectiveness of these services, and troubleshooting of specific issues and special needs for each family.

Relocation staff personnel will make determinations with respect to ability to pay for housing, based on family income. Families and individuals will not be expected to pay more than a gross rent 30% of their gross monthly income.

### **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 Federal Housing Quality Standards (HQS).

### **e. Status of Project**

The Nelton Court housing development will be systematically demolished beginning the end of the first quarter of 2009, and completed by the end of the third quarter of 2009. All residents must be relocated from the area by July 1, 2009.

### **f. Resident Involvement**

Nelton Court residents via the Nelton Court Planning Committee have been involved throughout the planning and application process. A series of planning and informational meetings with the residents have been held and will be held regularly throughout this process. Proper notice of meetings (in English and Spanish) is given and the meetings are conducted in both languages. The HACH expects the selected respondent to encourage resident participation in this process as they will continue to play a vital role throughout the relocation, demolition, and construction process.

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

HACH is seeking a qualified contractor that can demonstrate the capability to quickly implement and operate a relocation plan for 80 households. The execution and completion of this task is extremely time sensitive, and must be completed within the referenced timeframe. The successful Contractor will be responsible for providing all tools and materials used in performing the tasks under this contract. HACH will provide an office for the Relocation Consultant, with suitable furniture for interviewing individuals, a telephone, a computer, and access to the Internet.

The Relocation 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 continue to meet with residents on an ongoing, as-needed basis. The Contractor selected shall, at a minimum, maintain an expertise in, and strong working knowledge of, the URA and underlying rules and regulations as well as the relocation plan and benefits administered by the HACH in order to provide high-quality service to displaced households.

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

**a. Project Coordination:** The relocation consultant will serve as the primary point of contact for relocation matters among HACH, and service providers and displaced households.

**b. Intake and Assessment:** Conduct intake assessments on households prior to relocation. Prepare Household Relocation Plans for each household addressing any special needs, Recommend services and service providers; routinely review and track the status of households as they transition to new environments.

**c. Supportive Services and Referrals:**

- Assist households in implementing the goals of their Household Relocation Plans before, during and after relocation
- Monitor progress of Household Relocation Plans and devise strategies for assisting residents in meeting these milestones
- Coordinate with the appropriate agency to assist residents in obtaining fair housing and housing choice counseling
- Coordinate with appropriate agency as needed to refer residents to specific services.

- Assist residents in understanding relocation information and associated benefits and entitlements, encourage them to take advantage of relocation services, and accompany residents to specific meetings, as needed
- Assistance in making arrangements for the physical moves, including the connection and disconnection of utilities, notification of the post office, and in cases of elderly and disabled households, providing for assistance in packing and unpacking, provision of packing materials.
- Provide other direct assistance, advice and recommendations as requested by HACH.

**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 on such topics as homeownership, budgeting and housing search techniques.
- The following notices will be utilized during this process:
  1. “General Information Notice”: The Hartford Housing Authority shall hand-deliver General Information Notice to all families occupying units in Nelton Court. The notice informs the residents of their eligibility for assistance under URA. Residents were advised “DO NOT MOVE UNTIL YOU RECEIVE THIS NOTICE”.
  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. “Move-In Notice”: New residents who move into Nelton Court will receive a written notice prior to leasing and occupancy of the project.

**e. Tracking:**

- The Relocation Consultant will design and maintain a system, organized by seniority (defined as Head of Household leaseholders at Nelton Court) and 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

- ◆ Record of workshops attended
- ◆ Impediment and solutions
- ◆ New Nelton Court unit assignment
- ◆ Estimated return date to Nelton Court
- The Relocation Consultant will maintain records on all activities and related costs, including tracking of all families after they have moved for the regulated time period.
- The Relocation Consultant will provide monthly reports to HACH, in an electronic format to be reviewed and approved.

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

The selected contractor shall have demonstrated experience in the following areas:

**a) Familiarity with large-scale relocation efforts and processes; familiarity with the requirements of the Uniform Relocation Act; familiarity with Housing Quality Standards.**

The Respondent shall demonstrate experience in providing advice and advocacy to residents in regards to the following issues among others:

- Identifying housing choices
- Housing search
- URA 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 Respondent must demonstrate experience with developing detailed tracking systems to monitor the performance of both the Respondent and the individual service providers. Monthly and to-date 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 Respondent must show evidence of a working knowledge of and familiarity with how to access 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:

- Budgeting
- Homeownership counseling
- Credit counseling
- Senior services
- Employment training and placement



- Childcare
- Youth activities
- Clinical case management
- Substance abuse counseling
- Health and mental health counseling
- Family counseling, including early intervention and parent support

## **5. Proposal Instructions and Requirements**

All proposals submitted in response to this RFP 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, significant milestones and anticipated deliverables. Please break out the initial relocation effort (families moving from Nelton Court) and the second relocation effort (families returning to new units at Nelton Court) separately, and provide separately itemized budgets for each phase.

### **c) Statement of Qualifications**

Please provide a description of your organization's past experience that is most relevant to this scope of work. Please include the following information:

1. Business name and type (corporation, 501(c)(3), etc.), including location
2. Number of years in business and number of years providing relevant services
3. For all contracts completed during the last five years provide:
  - Year
  - Type of services
  - Dollar amount of services provided
  - Description of population services provided for
  - Contracting agency and phone number
  - Details of any failure to complete a contract or any 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:

Submit a statement regarding intent to subcontract. If subcontractors are to be used, list each subcontract and identify responsibilities, tasks, schedule, and costs, resumes of key personnel, and contractual relations. All subcontractors must be approved by HACH prior to utilization of the subcontractor. The Respondent is fully responsible for any subcontractor.

Two or more Contractors may submit a joint proposal. All Contractors in a joint proposal must provide all the information and documentation specified in this RFP.

The lead Contractor must be identified. The lead Contractor will be held accountable for the ultimate fiscal responsibility of the program. The lead Contractor must maintain all program and financial records for at least five years.

- Describe organizational structure of the lead Contractor with the other partners in the collaborative.
- Provide specific, detailed information on how the Contractors 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 Contractors and each of the collaborating partners if awarded this contract.

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

**g) Fee Proposal:** HACH understands that the pricing of the above Relocation Consulting services over a 2-4 year period is a challenge. To better understand various pricing alternatives and to provide similar information for comparison purposes between respondents, HACH 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 in above.
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.

## **6. Contracting and Employment Opportunities**

HACH is seeking the participation of minority and non-minority firms with a record of employing minorities and women in positions of responsibility. All responses must include information that contains:

- A summary of the responding entity's policy on the inclusion of minorities and women with respect to all levels of employment
- The minority/women-owned status of the proposed consulting team

Joint responses between minority/women-owned and non-minority firms, which are encouraged, must also include a plan for team management and efficiency such that the cost to HACH for services is competitive with that provided by single firms. Respondents are also required to submit examples of past experiences in optimizing participation of minority/women-owned firms and copies of certifications of minority/women-owned firms that will perform any of the work described in this solicitation.

Respondents should include a statement proposing how it will create employment opportunities for residents under this scope of work.

## **7. Administrative Requirements**

- The Contractor will work cooperatively and constructively with HACH, the City, and other key stakeholders.
- To ensure consistency and accuracy of all communications, the Contractor will be required to provide initial training and orientation for their staff to the workings of the HACH, and its philosophy regarding the successful relocation of its residents.
- The Contractor will meet biweekly with HACH to ensure that milestones are met and that appropriate procedures are being followed.
- The Contractor will enter into a detailed performance-based contract that will make payment for services contingent on the satisfactory delivery of those services, will work with the contractor to identify the specific outcomes measurements to be incorporated in the contract and payment schedule.
- The Contractor shall adhere to all reporting and administrative requirements as required by HACH, the U.S. Department of Housing and Urban Development, the City of Hartford, the State of Connecticut, and all other pertinent organizations and institutions.
- The Contractor will maintain the confidentiality of all information regarding displaced households and individual household members. The Contractor 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 HACH.
- The Contractor'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 HACH. Where it is observed that services are not in compliance with contract requirements or best practices, the Contractor will institute staff training and issue written directives to effectively address problem areas.

- To insure quality customer service, the Contractor 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 HACH staff for the purposes of monitoring and auditing.
- The Contractor will be required to develop a comprehensive electronic tracking and reporting system, to be reviewed and approved by HACH, for the purpose of monitoring monthly performance of the Contractor and service providers. In addition to these formal reporting requirements, the Contractor shall be responsible for immediately reporting (within a 24 hour period) to HACH any special issues or concerns regarding a household that might affect the immediate health and safety of any household member.

**8. Evaluation Criteria and Selection**

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

**a. EVALUATION POINTS**

1. Qualification of firm and demonstrated expertise	30
2. Technical approach, work plan and clarity of proposal	25
3. Reasonableness of cost	25
4. Familiarity/history with affordable housing options in the Greater Hartford area	10
5. MBE/WBE Participation	5
6. Employment of Local Residents	5

**Total Points            100**

**b. Evaluation Process**

HACH will review all eligible responses and rank them based on the evaluation factors described above. HACH expects to invite top-ranked respondents to an in-person interview to be scheduled the week of January 19, 2009. Subsequently, HACH will enter into contract negotiation with selected Respondent once Board approval of selected Respondent is obtained.

Top-ranked respondents will be asked to provide additional information at the time of their interview.

**c. HACH Options**

HACH reserves the right to cancel this RFP, or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or rejection is in the best interest of HACH. HACH further reserves the right to waive any informalities or the failure of any responder to comply therewith if it is in the best interest to do so.

HACH will reject the proposal of any responder who is debarred by the State of Connecticut or the Federal Government. HACH reserves the right to reject the proposal of any responder who has previously failed to properly perform any contract for HACH.

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 RFP shall be at the sole and absolute discretion of HACH.

### **9. Proposal Submission Requirements**

**Proposal Delivery Location:** *Please submit one (1) original and 5 copies to:*

**The Hartford Housing Authority  
180 Overlook Terrace  
Hartford, CT. 06106  
Attention: Real Estate Development Dept.**

Proposals must be sealed and clearly labeled: **NELTON COURT RELOCATION PROPOSAL**

#### **Response Due Date:**

In order to be considered, proposals must arrive no later than 4:00 p.m. local time on January 16, 2009 by mail or delivery. The proposals must be sealed in a box or envelope conspicuously marked with **the title of this RFP** and the responder's name, address and telephone number. All material must be submitted in an 8 1/2 x 11 formats. The above stated deadline is firm as to date and hour. A responder may select any mode of delivery; however, the risk of non-delivery shall remain with the responder. HACH will treat as ineligible for consideration and will return unopened, any submission that is received after the deadline. Upon receipt of each proposal, HACH will date and stamp it to evidence timely or late receipt and upon request provide the responder with an acknowledgment of receipt. **Faxed or E-mailed submissions will not be accepted.** All timely submissions become the property of HACH 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: Investigaciones Directas a: John Rowland, Director of Real Estate Development, at [jrowland@hartfordhousing.org](mailto:jrowland@hartfordhousing.org). All questions must be submitted no later than December 29<sup>th</sup>, 2008. Questions and answers will be collected and shared with all potential respondents no later than January 9<sup>th</sup>, 2009.*

The Housing Authority reserves the right to withdraw this RFP at any time, if it is determined to be the best course of action for the Housing Authority.

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.

Llevoaos a cabo negocios de acuerdo con leyes y regulaciones Federals applicables.

Alan Green  
Executive Director

Mark Ojakian  
Chairman, Board of Commissioners