

KING COUNTY HOUSING AUTHORITY



REQUEST FOR PROPOSALS (RFP)

CONTRACT

For

TELEPHONE ANSWERING

SERVICES

ISSUE DATE: May 5th, 2022

DUE DATE: MAY 19TH, 2022 at 2:00 PM

REQUEST FOR PROPOSALS TO PROVIDE TELEPHONE ANSWERING SERVICES AT KING COUNTY HOUSING AUTHORITY PROPERTIES

The King County Housing Authority is accepting proposals from qualified, registered **TELEPHONE ANSWERING Vendors** to provide services for King County Housing Authority properties. Proposals will be accepted until **MAY 19TH, 2022 at 2:00pm** by emailing to Danielle Munroe at daniellem@kcha.org

Obtaining the RFP: Complete RFP packets are located online at King County Housing Authority website at <https://www.KCHA.org/business/professional/open/>. You may also request one via email at daniellem@kcha.org There is no cost for requesting a packet.

Questions: We highly encourage any questions or requests for further information or clarification to be directed, in writing, to daniellem@kcha.org by **May 10th, 2022 at 2:00PM.**

Pre-Proposal Conference: Pre-proposal conference will be held via Zoom on **Tuesday, May 10th, 2022 at 9:00am.** Please email daniellem@kcha.org no later than 3:30 pm on Monday, May 9th, 2022, if interested in attending the call. Vendors are encouraged to attend; however, attendance is not mandatory.

REQUEST FOR PROPOSALS (RFP) FOR TELEPHONE ANSWERING SERVICES

BACKGROUND:

King County Housing Authority (“KCHA” or “OWNER”) is a municipal corporation that was created in 1939 in order to provide housing assistance to low-income people. KCHA operates in King County outside the cities of Seattle and Renton. KCHA administers over 18,000 low and moderate-income apartment units under a variety of Federal, State and Local assisted housing programs that support a wide mix of single, family, disabled and special needs households in King County, Skagit County and Thurston County. Primarily financed by the U.S. Department of Housing and Urban Development (HUD), KCHA manages, maintains and modernizes these housing units. Professional services are required from time to time to provide specialized experience and technical competence to handle some routine and non-routine projects.

All information submitted to KCHA will become public records, as per RCW 42.56. If you are submitting information you believe is confidential and/or proprietary to your business; KCHA recommends that you do not submit that information, as KCHA cannot guarantee that type of information will be withheld from a public disclosure request.

KCHA is an Equal Employment Opportunity Employer and strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged businesses, and small businesses to submit bids or to participate as subcontractors and suppliers on KCHA contracts.

SCOPE OF WORK:

Provide comprehensive Telephone Answering services twenty-four (24) hours per day, three hundred and sixty-five (365) days per year, for up to five (5) telephone lines. The telephone lines will be used by KCHA resident living in approximately 90 properties (currently approximately 4,200 units) who call in service requests for their units before or after office hours, or for emergencies during office hours in which the KCHA office staff cannot be reached. Emergencies are defined by KCHA as detailed in Attachment E. Non-emergency work order requests are handled by KCHA office personnel Monday – Friday, 8:00 a.m. to 4:30 p.m.

In addition to residents calling in work orders, KCHA maintains numerous types of monitored alarm systems. These monitoring companies will utilize the answering service in case of an alarm sounding. In such instances, the answering service will then be responsible for following established contact procedures to reach the appropriate KCHA staff member.

Please see Attachment D for a more detailed scope of work.

KCHA shall pay on invoices within 30 days of receipt from the Contractor.

CONTRACT TERM:

KCHA anticipates an initial contract term of up to three (3) years. KCHA, at its sole discretion and option, may renew the contract incrementally or in whole for up to two (2) additional years for a maximum term, including extensions of five (5) years.

SELECTION PROCESS:

KCHA will check and evaluate all submittals for responsiveness to this RFP. A committee of KCHA personnel will rate vendors based on Pricing, Completeness of Proposal Response, and Section 3 Qualifications. Based on this initial scoring, one or more bidders may be asked to participate in a panel interview in which the Technical Qualifications and Management Qualifications scoring will be finalized. The rating system will be in accordance with the Evaluation Criteria listed below.

1. KCHA will then enter into negotiations with the selected highest scoring candidate(s) to finalize contract terms and associated costs of the services to be performed. If mutually agreeable terms cannot be met, KCHA may terminate negotiations and begin negotiations with the next highest scored candidate. This process may be repeated as necessary.
2. In addition to requirements listed in forms HUD-5369B as applicable (see attached), a responsible/qualified company must include in their proposal the following:
 - a) Documentation of a minimum of five (5) years' experience in the **TELEPHONE ANSWERING** trade.
 - b) A list of clients of comparable size and scope that the company has provided similar services for in the last five years.
 - c) A list of three recent (within the last 2 years) references. Include project type, size (scope and contract) and contact information (name, address, phone and email address).
 - d) A list of primary staff that would be assigned to the KCHA account for account management and accounting should a contract be awarded.
 - e) Complete the RFP package in its entirety, including all required attachments

If a proposal is determined to be "non-responsive", KCHA will issue, in writing, the specific reasons for this determination. A company whose proposal is determined non-responsive will be allowed to appeal the decision. The appeal must be in writing and must be delivered to KCHA at the address provided in the determination notice of "non-responsive" within 2 business days after KCHA makes the decision. The appeal may include additional information that was not included in the original proposal documents. KCHA will make a final determination after the receipt of the appeal. The final determination may not be appealed.

EVALUATION CRITERIA

Prospective proposers will be evaluated by KCHA based on the following criteria:

1. Pricing: 25 points

Provide pricing as required in **Attachment H**

2. Relevant Experience & Past Performance: 25 points

Number of years and/or projects of similar scope that reflect experience. Ability to meet requirement is service as outlined in this document.

3. Project Management Ability: 20 points

Organizational structure, with number and qualification of key staff, to provide services for answering calls, talking and relaying messages, as well as dispatch capabilities for emergencies. Ability to work with people who use English as a second language, and conferencing in third party translators.

4. Completeness of Bid Response:

15 points

Submit a complete, clear, and reasonable pricing sheet. Provide a quality work plan which demonstrates understanding of KCHA’s requirements.

5. Meeting requirements of Section 3 Category/Strategy:

15 points

See attached document for the Section 3 of the Housing and Urban Development Act of 1968 points structure. Applicants who meet the Section 3 Business categories must indicate in the proposal under which category they are qualified and then are responsible for providing all documentation or other information which supports the applicant’s declared category.

CONDITIONS OF PROPOSAL:

Basic Requirements: The vendor shall meet the requirements of Exhibit C, HUD forms 5369B “Instructions to Offerors – Non-Construction”, and 5369-C “Certification and Representations of Offerors – Non-Construction Contract”.

In addition, KCHA reserves the right: 1) to reject/cancel any or all proposals; 2) to award the contract, in full or in part, to one vendor or a number of vendors; 3) to award the contract in different phases based on budget condition; 4) to define and waive any informalities in the RFP; 5) to make a final judgment whether the proposals are responsive or non-responsive to the RFP after carefully evaluating the RFP results, and considering all of the factors; and 6) to make contract awards only to responsible/qualified vendors who meet KCHA’s standards for a specific project as indicated above “Selection Criteria - #2” and as listed in attachment A, item B. All non-responsive proposals or proposals received from non-responsible or unqualified vendors will be rejected.

KCHA also reserves the right to obtain clarification of any point in a vendor’s proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a request for additional information or clarification could result in rejection of the vendor’s proposal.

This RFP does not commit KCHA to pay any costs incurred by any vendor in the submission or presentation of a proposal, or in making the necessary studies for the preparation thereof.

KCHA INSURANCE AND INDEMNIFICATION LANGUAGE

INSURANCE REQUIREMENTS:

Any vendor awarded a contract under this RFP shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the vendor, its employees, subcontractors, agents and representatives, and anyone acting on its behalf. The cost of such insurance shall be borne by the vendor. By requiring the insurance below, KCHA makes no statement or representation that such coverage and limits are independently adequate for the vendor’s business operations. Responding vendors are encouraged to contact their insurance representative to establish such adequacy.

Minimum Insurance Requirements

Shall be at least as broad as:

1. Worker’s Compensation Insurance (L&I) as required by Washington State Law and Washington Stop Gap.

Minimum Coverage:

Shall be at least as broad as:

1. Washington Stop Gap: \$ 1,000,000.00 per accident for bodily injury, sickness, or disease.

Deductibles and Self-Insured Retentions:

Any deductibles or self-insured retentions must be declared to and approved by the KCHA. At the option of KCHA, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects KCHA, its officers, officials, employees and volunteers; or the vendor shall provide a financial guarantee satisfactory to KCHA guaranteeing payment of losses and related investigations, claim administration and defense expenses.

Other Insurance Provisions:

1. The CGL Automobile, and Contractor's Pollution Liability policies shall contain, or be endorse to contain, a provision naming KCHA, and their officers, officials, employees, agents, partners, and volunteers as additional insureds as respects products and services of the vendor.
2. The vendor's insurance coverage shall be primary insurance as respects KCHA, its officers, officials, employees, agents, partners, and volunteers. Any insurance or self-insurance maintained or expired by KCHA, its officers, officials, employees, agents, partners, or volunteers shall be excess of the vendor's insurance and shall not contribute with it.
3. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled or materially changed, except after **thirty (30) days** [**Ten days (10)** for non-payment of premium] prior written notice by certified mail, return receipt requested, has been given to KCHA.
4. Maintenance of the proper insurance for the duration of the contract is a material element of the contract. Material changes in the required coverage or cancellation of the coverage shall constitute a material breach of the contract.
5. **Acceptability of Insurers:** Insurance is to be placed with insurers with a current A.M. Best rating of no less than A-:VII. Vendors must provide written verification of their insurer's rating.
6. **Verification of Coverage:** The vendor shall furnish KCHA with original certificates and amendatory endorsements effecting coverage required by this clause. All certificates and endorsements are to be received and approved by KCHA before vendor commences delivery or products or services. KCHA reserves the right to require complete, certified copies, or pertinent parts thereof, of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.
7. **Subcontractors:** Any subcontractor shall include KCHA, its officers, officials, employees, agents, partners, and volunteers as an additional insured under its policies. The vendor shall be responsible for subcontractors complying with such requirement, and failure to comply shall constitute breach of contract by the vendor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

INDEMNIFICATION

The vendor hereby agrees to indemnify, defend, and hold harmless KCHA, and their successors and assigns, directors, officials, officers and employees, volunteers, partners, and agents (all foregoing singly and collectively "Indemnities"), from and against any and all claims losses, harm, costs, liabilities, damages and expenses, including, but not limited to, reasonable attorney's fees arising or resulting from the performance of the services, or the acts or omissions of the vendor, its successors, and assigns, employees, subcontractors or anyone acting on the vendor's behalf in connection with this Contract or its performance of this Contract.

PROVIDED, however, that the vendor will not be required to indemnify, defend, or save harmless the indemnitee as provided in the preceding paragraphs of this section if the claim, suit, or action for injuries, death, or damages is caused by the sole negligence of the indemnitee. Where such claims, suits, or actions result from the concurrent negligence of (a) the indemnitee or the indemnitee’s agents or employees and (b) the vendor or the vendor’s agent or employee, the indemnity provisions provided in the preceding paragraphs of this section shall be valid and enforceable only to the extent of the vendor’s negligence or the negligence of its agents, employees.

FURTHERMORE, the vendor acknowledges that the foregoing indemnity is specifically and expressly intended to constitute waiver of the vendor’s immunity under Washington’s Industrial Act, RCW Title 51, and that this waiver has been specifically negotiated and agreed upon by the parties.

The vendor hereby agrees to require all its subcontractors or anyone acting under its direction or control or on its behalf in connection with or incidental to the performance of this Contract to execute an indemnity clause identical to the preceding clause, specifically naming KCHA as Indemnitee, and failure to do so shall constitute a material breach of this Contract by the vendor.

SUBMISSION OF PROPOSAL:

Proposals shall be **EMAILED** with the subject line **“PROPOSAL TELEPHONE ANSWERING - RFP”**. An official authorized to represent the company must sign all the following documentation:

1. A signed response (Cover letter) pertinent to the **Evaluation Criteria** that includes demonstration of understanding of the professional services requested, evidence of company’s ability to perform the work, and other appropriate information;
2. Other attachments as indicated in the “Attachment List” that are required to be returned. See items marked “Return with Submission” on the RFP Attachment List shown below.

Proposals are due via email to Danielle Munroe daniellem@kcha.org , Management Analyst at the King County Housing Authority, no later than **THURSDAY, MAY 19TH, 2022 by 2:00PM.** Proposals received after due date and time **WILL NOT** be accepted.

RFP ATTACHMENT LIST

- | | |
|--|-------------------------------|
| A. KCHA’s General Conditions | |
| B. Instructions to Bidders for Contracts HUD-5369B | |
| C. Fair Housing / Accessibility Notice | |
| D. Detailed Scope of Work | |
| E. KCHA Emergency Criteria | |
| F. <u>Non-collusive affidavit</u> | Return with Submission |
| G. <u>Equal opportunity</u> | Return with Submission |
| H. <u>Pricing sheet</u> | Return with Submission |
| I. <u>Bidder’s Qualification and Subcontractor’s List</u> | Return with Submission |
| J. <u>Contractor Certification</u> | Return with Submission |
| K. <u>Section 3 Certification and Clause</u> | Return with Submission |
| L. <u>Certifications & Representations of Offerors, Non-Const HUD5369-C</u> | Return with Submission |
| M. <u>Certification of Payments to Influence Federal Trans. HUD 50071</u> | Return with Submission |
| N. <u>Disclosure of Lobbying Activities HUD SF-LLL</u> | Return with Submission |

ATTACHMENT A

REQUEST FOR PROPOSALS

TELEPHONE ANSWERING SERVICE – CONTRACT

- A. All work is to be executed in accordance with applicable industry codes, as adapted by the Authority having jurisdiction and other applicable codes and in accordance with generally accepted industry standards.
- B. A responsible/qualified vendor must meet the following minimum standards:
- C. Have had five years experience under the same name in the **TELEPHONE ANSWERING** business, or, if less than five years, must have successfully completed at least five projects similar in scope and value.
- D. Subcontractors shall have five years experience under the same name in the **TELEPHONE ANSWERING** business, or, if less than five years, must have successfully completed at least five projects similar in scope and value.
- E. Have the technical and financial resources to perform and complete the project successfully in compliance with terms and conditions of the contract, and actually perform a major portion of the work—at least seventy-five percent (75%) of the work.
- F. Have a good record of past performance that includes, but is not limited to, high quality work, ability to complete projects on time, vendors integrity, compliance with public policy, financial, contractual and tax obligations, as well as Federal and State rules and regulations in performing this project.
- G. Vendor shall pay for and obtain all permits, licenses and inspections necessary for proper execution and completion of the work.
- H. Vendor shall carefully study and compare the Contract Documents with each other and with information furnished by the OWNER. If the Vendor finds a conflict, error, inconsistency, or omission in the Contract Documents, it shall promptly and before proceeding with the Work affected thereby, report such conflict, error, inconsistency, or omission to the OWNER in writing. The OWNER shall make a final judgment as to the intent of Contract Documents.

Instructions to Offerors Non-Construction

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing



- 03291 -

1. Preparation of Offers

(a) Offerors are expected to examine the statement of work, the proposed contract terms and conditions, and all instructions. Failure to do so will be at the offeror's risk.

(b) Each offeror shall furnish the information required by the solicitation. The offeror shall sign the offer and print or type its name on the cover sheet and each continuation sheet on which it makes an entry. Erasures or other changes must be initialed by the person signing the offer. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the HA.

(c) Offers for services other than those specified will not be considered.

2. Submission of Offers

(a) Offers and modifications thereof shall be submitted in sealed envelopes or packages (1) addressed to the office specified in the solicitation, and (2) showing the time specified for receipt, the solicitation number, and the name and address of the offeror.

(b) Telegraphic offers will not be considered unless authorized by the solicitation; however, offers may be modified by written or telegraphic notice.

(c) Facsimile offers, modifications or withdrawals will not be considered unless authorized by the solicitation.

3. Amendments to Solicitations

(a) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

(b) Offerors shall acknowledge receipt of any amendments to this solicitation by

- (1) signing and returning the amendment;
- (2) identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer,
- (3) letter or telegram, or
- (4) facsimile, if facsimile offers are authorized in the solicitation. The HA/HUD must receive the acknowledgment by the time specified for receipt of offers.

4. Explanation to Prospective Offerors

Any prospective offeror desiring an explanation or interpretation of the solicitation, statement of work, etc., must request it in writing soon enough to allow a reply to reach all prospective offerors before the submission of their offers. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an amendment of the solicitation, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective offerors.

5. Responsibility of Prospective Contractor

(a) The HA shall award a contract only to a responsible prospective contractor who is able to perform successfully under the terms and conditions of the proposed contract. To be determined responsible, a prospective contractor must -

- (1) Have adequate financial resources to perform the contract, or the ability to obtain them;

- (2) Have a satisfactory performance record;
- (3) Have a satisfactory record of integrity and business ethics;
- (4) Have a satisfactory record of compliance with public policy (e.g., Equal Employment Opportunity); and
- (5) Not have been suspended, debarred, or otherwise determined to be ineligible for award of contracts by the Department of Housing and Urban Development or any other agency of the U.S. Government. Current lists of ineligible contractors are available for inspection at the HA/HUD.

(b) Before an offer is considered for award, the offeror may be requested by the HA to submit a statement or other documentation regarding any of the foregoing requirements. Failure by the offeror to provide such additional information may render the offeror ineligible for award.

6. Late Submissions, Modifications, and Withdrawal of Offers

(a) Any offer received at the place designated in the solicitation after the exact time specified for receipt will not be considered unless it is received before award is made and it -

- (1) Was sent by registered or certified mail not later than the fifth calendar day before the date specified for receipt of offers (e.g., an offer submitted in response to a solicitation requiring receipt of offers by the 20th of the month must have been mailed by the 15th);
- (2) Was sent by mail, or if authorized by the solicitation, was sent by telegram or via facsimile, and it is determined by the HA/ HUD that the late receipt was due solely to mishandling by the HA/ HUD after receipt at the HA;
- (3) Was sent by U.S. Postal Service Express Mail Next Day Service - Post Office to Addressee, not later than 5:00 p.m. at the place of mailing two working days prior to the date specified for receipt of proposals. The term "working days" excludes weekends and U.S. Federal holidays; or
- (4) Is the only offer received.

(b) Any modification of an offer, except a modification resulting from the HA's request for "best and final" offer (if this solicitation is a request for proposals), is subject to the same conditions as in subparagraphs (a)(1), (2), and (3) of this provision.

(c) A modification resulting from the HA's request for "best and final" offer received after the time and date specified in the request will not be considered unless received before award and the late receipt is due solely to mishandling by the HA after receipt at the HA.

(d) The only acceptable evidence to establish the date of mailing of a late offer, modification, or withdrawal sent either by registered or certified mail is the U.S. or Canadian Postal Service postmark both on the envelope or wrapper and on the original receipt from the U.S. or Canadian Postal Service. Both postmarks must show a legible date or the offer, modification, or withdrawal shall be processed as if mailed late. "Postmark" means a printed, stamped, or otherwise placed impression (exclusive of a postage meter machine impression) that is readily identifiable without further action as having been supplied and affixed by employees of the U.S. or Canadian Postal Service on the date of mailing. Therefore, offerors should request the postal clerk to place a hand cancellation bull's-eye postmark on both the receipt and the envelope or wrapper.

(e) The only acceptable evidence to establish the time of receipt at the HA is the time/date stamp of HA on the offer wrapper or other documentary evidence of receipt maintained by the HA.

(f) The only acceptable evidence to establish the date of mailing of a late offer, modification, or withdrawal sent by Express Mail Next Day Service-Post Office to Addressee is the date entered by the post office receiving clerk on the "Express Mail Next Day Service-Post Office to Addressee" label and the postmark on both the envelope or wrapper and on the original receipt from the U.S. Postal Service. "Postmark" has the same meaning as defined in paragraph (c) of this provision, excluding postmarks of the Canadian Postal Service. Therefore, offerors should request the postal clerk to place a legible hand cancellation bull's eye postmark on both the receipt and the envelope or wrapper.

(g) Notwithstanding paragraph (a) of this provision, a late modification of an otherwise successful offer that makes its terms more favorable to the HA will be considered at any time it is received and may be accepted.

(h) If this solicitation is a request for proposals, proposals may be withdrawn by written notice, or if authorized by this solicitation, by telegram (including mailgram) or facsimile machine transmission received at any time before award. Proposals may be withdrawn in person by a offeror or its authorized representative if the identity of the person requesting withdrawal is established and the person signs a receipt for the offer before award. If this solicitation is an invitation for bids, bids may be withdrawn at any time prior to bid opening.

7. Contract Award

(a) The HA will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the HA, cost or price and other factors, specified elsewhere in this solicitation, considered.

(b) The HA may

- (1) reject any or all offers if such action is in the HA's interest,
- (2) accept other than the lowest offer,
- (3) waive informalities and minor irregularities in offers received, and (4) award more than one contract for all or part of the requirements stated.

(c) If this solicitation is a request for proposals, the HA may award a contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the offeror's best terms from a cost or price and technical standpoint.

(d) A written award or acceptance of offer mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer shall result in a binding contract without further action by either party. If this solicitation is a request for proposals, before the offer's specified expiration time, the HA may accept an offer, whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award. Negotiations conducted after receipt of an offer do not constitute a rejection or counteroffer by the HA.

(e) Neither financial data submitted with an offer, nor representations concerning facilities or financing, will form a part of the resulting contract.

8. Service of Protest

Any protest against the award of a contract pursuant to this solicitation shall be served on the HA by obtaining written and dated acknowledgment of receipt from the HA at the address shown on the cover of this solicitation. The determination of the HA with regard to such protest or to proceed to award notwithstanding such protest shall be final unless appealed by the protestor.

9. Offer Submission

Offers shall be submitted as follows and shall be enclosed in a sealed envelope and addressed to the office specified in the solicitation. The proposal shall show **the hour and date specified in the solicitation for receipt, the solicitation number, and the name and address of the offeror, on the face of the envelope.**

It is very important that the offer be properly identified on the face of the envelope as set forth above in order to insure that the date and time of receipt is stamped on the face of the offer envelope. Receiving procedures are: date and time stamp those envelopes identified as proposals and deliver them immediately to the appropriate contracting official, and only date stamp those envelopes which do not contain identification of the contents and deliver them to the appropriate procuring activity only through the routine mail delivery procedure.

[Describe bid or proposal preparation instructions here:]

ATTACHMENT C

FAIR HOUSING / ACCESSIBILITY NOTICE

Subject: Accessibility Notice: Section 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the Architectural Barriers Act of 1968 and the Fair Housing Act of 1988.

Purpose: The purpose of this Notice is to remind recipients of Federal funds (in this instance, the Public Housing Authority) of their obligation to comply with pertinent laws and implementing regulations which provide for non-discrimination and accessibility in Federally funded housing and non-housing programs for people with disabilities.

Notifications: Public housing agencies (PHAs) and other recipients of Federal PIH funds are responsible for providing this Notice to all **current** and **future** contractors participating in covered programs/activities or performing work covered under the above subject legislation and implementing regulations.

To read the full text of the Notice: Go to www.KCHA.org, Notice to all Contractors, Vendors and Property KCHAs doing business with King County Housing Authority.... and click on and read - [Fair Housing /Accessibility Notice](#)

ATTACHMENT D

REQUEST FOR PROPOSALS

TELEPHONE ANSWERING SERVICE – CONTRACT

DETAILED SCOPE OF WORK

To provide comprehensive Telephone Answering services twenty-four hours per day, 365 days per year, for at least five telephone lines. The work order phone lines will be used by KCHA residents living in at approximately 90 properties (currently approximately 4,200 units) who call in service requests for their units before or after office hours, or for emergencies during office hours in which the KCHA office staff cannot be reached. Historically, monthly number of calls per month which require language interpretation services. KCHA will provide information on what is considered an emergency based on established criteria (Attachment E).

Non-emergency work order requests are handled by KCHA office personnel Monday-Friday, 8-4:30 p.m.

In addition to residents calling in work order, KCHA maintains numerous types of monitored alarm systems. These monitoring companies may be given the answering service number to call in case of an alarm sounding. The answering service will then be responsible to follow established contact procedures to reach the appropriate KCHA staff member.

The selected company must have sufficient dedicated telephone lines and qualified operators so that all service calls will be answered within five rings by a live operator. Qualified operators should have experience speaking with people who use English as a second language, and are comfortable conferencing in our contracted translation service Language Line at 1-800-774-4344 (KCHA account number provided upon contract execution) when needed.

The selected telephone answering provider will also be required to email the collected data to the appropriate KCHA office within 15 minutes of receiving the call. Data should include:

- First and last name of resident needing work order
- Name/Company of caller (if different)
- Unit number needing work order (if apartment)
- Address (name of building if possible)
- Phone number of resident
- Permission to enter (yes/no)
- Description of problem

The selected company will provide KCHA with one line each for the North Region, Eastside Region, Southeast Region, Southwest Region, and a dedicated line for the Fire Alarm Panel Monitoring company for a total of five (5) separate phone lines to call into and retrieve information from an operator.

ATTACHMENT E

REQUEST FOR PROPOSALS TELEPHONE ANSWERING SERVICE – CONTRACT KCHA EMERGENCY CRITERIA

THIS IS A GENERAL GUIDELINE AND DOES NOT INCLUDE ALL SITUATIONS

ELECTRICAL

- No electricity to major appliances such as refrigerator, stove (both burners and oven), or HVAC units
- No electricity to over 50% of the home
- Smoke detectors beep, or won't work when tested

PLUMBING

- Leaking water supply lines or hot water tank
- Toilet is pugged – ONLY if it is the only toilet in the unit

HEATING AND COOLING

- No heat
- Baseboard heater not working: in the whole unit
- A/C Repair if the outside temperature is exceeding 90 degrees

GAS ORDER IN UNIT

STRUCTURAL

- Storm damage to roof: tree limbs on roof, roofing blown off, etc.
- Roofs/Ceiling leaks
- Elevator Malfunction
- A window or window lock is cracked or broken on first floor ONLY
- Door kicked in : entry or back door only – not interior
- Common entrance doors not locking

WEATHER

- Ice on sidewalks or stairs that could lead to a fall
- Power outage
- Damage caused by wind, storm, which directly inhibits the unit inside or out
- Flooding or fire

ATTACHMENT E

SECURITY

- Security/Entrance door malfunction
- Fire Systems malfunction
- Break-in/Burglary
- Broken Doorknob, Lock: This may constitute an emergency ONLY IF IT PREVENTS THE RESIDENT FROM PROPERLY SECURING THE UNITY.
- Lock outs – Inform caller there will be a \$40 charge for after-hours lock outs

Not an Emergency

Below are examples of events and conditions that are considered normal maintenance and should not be reported as an Emergency Maintenance:

A dripping faucet or stopped-up drain

A running toilet or stopped-up toilet (unless there is only one toilet in the house)

A shingle blowing off the house or a tree falling in the yard due to a storm

An appliance is only half working

The air conditioning unit is not working (unless temperature in unit is over 90 degrees)

The garage door opener is not working

Pest control

Bathtub is not draining

Garbage disposal doesn't work

A running toilet

Dishwasher won't drain

ATTACHMENT F
REQUEST FOR PROPOSALS
TELEPHONE ANSWERING SERVICE – CONTRACT

FORM OF NON-COLLUSIVE AFFIDAVIT

STATE OF WASHINGTON)) ss
COUNTY OF KING))

_____, being first duly sworn, deposes and says:

That he/she is _____
(a partner or officer of the company of, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against KING COUNTY HOUSING AUTHORITY or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Signature of:

Bidder, if the bidder is an individual;

Partner, if the bidder is a partnership;

Officer, if the bidder is a corporation.

SUBSCRIBED AND SWORN to before me

this _____ day of _____, 20__

My commission expires _____, 20__

ATTACHMENT G

EQUAL OPPORTUNITY CLAUSE

During the performance of this Contract, the Contractor agrees as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin, citizenship status, creed, age, marital status, physical or mental disability, sexual orientation, political ideology, or status as a Vietnam era or specially disabled veteran. The Contractor will take action to ensure that applicants are employed and the employees are treated during employment without regard to the aforementioned conditions. Such action shall include, but not be limited to, the following: Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Contracting Officer setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to the aforementioned conditions of paragraph 1. above.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice to be provided by the Department's Contracting Officer, advising the labor union or workers' representative of the Contractor's commitments under Section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations and relevant orders of the Secretary of Labor.
5. The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations and relevant orders of the Secretary of Labor, or pursuant thereto, and will permit access to his/her books, records and accounts by the Department and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.
6. In the event of the Contractor's non-compliance with the non-discrimination clauses of the Contract or with any of such rules, regulations or orders, this Contract may be canceled, terminated or suspended in whole or in part and the Contractor may be declared ineligible for further Government Contracts, in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rules, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
7. The Contractor will include the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulation, or order of the Secretary of Labor issued pursuant to Section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the Department may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event the Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Department, the Contractor may request the United States to enter into such litigation to protect the interests of the United States.

By: _____ Title: _____

Date: _____

ATTACHMENT H

**REQUEST FOR PROPOSALS
TELEPHONE ANSWERING SERVICES**

RATE SHEET

RETURN WITH PROPOSAL

Monthly Rate: \$ _____ for _____ lines

Overcalls: \$ _____ per call

Line Usage: \$ _____ per line

Conference Calls: \$ _____ per minute

Transfer/Patch Fee: \$ _____ per call

Long Distance Fee: \$ _____ per _____

Please include a pricing sheet for any charges or fees which may be assessed but are not included in the list above.

ATTACHMENT I

**REQUEST FOR PROPOSALS
TELEPHONE ANSWERING SERVICE – CONTRACT**

RETURN WITH PROPOSAL

BIDDER QUALIFICATION AND SUBCONTRACTOR'S LIST

NAME OF BIDDER (COMPANY): _____

ADDRESS: _____

BUSINESS TYPE: _____

NO. OF YEARS IN BUSINESS: _____ BUSINESS LICENSE NO.: _____

FEDERAL ID #: _____ CURRENT UBI #: _____

EMPLOYMENT SECURITY ACCOUNT #: _____

STATE EXCISE TAX REGISTRATION #: _____

OWNERS OF COMPANY (<u>Must</u> list all owners. Attach additional pages as necessary.):	OWNER'S SOCIAL SECURITY NUMBER

YEARS EXPERIENCE PERFORMING SPECIFIC TASKS AS STATED IN BID DOCUMENTS: _____

NO. OF WORKERS IN YOUR COMPANY: _____

INDICATE CLEARLY THE KIND OF WORK YOUR COMPANY WILL ACTUALLY PERFORM IN THIS PROJECT:

APPROXIMATE % OF WORK YOUR COMPANY WILL ACTUALLY PERFORM: _____

DO YOU INTEND TO USE SUBCONTRACTOR(S) IN THIS PROJECT? YES () NO () (If yes, you must show the name of the subcontractors.)

Subcontractors Name	Address	Phone Number	Trade	Years in Business
1.				
2.				
3.				
4.				

ATTACHMENT I

BIDDER'S EXPERIENCE

Projects successfully managed, supervised and completed by your company for work specified in bid documents. Attach additional pages as necessary.

Name of Project	Completion Date	Duration (Months)	Nature of Work	Amount of Contract
1.				
2.				
3.				
4.				
5.				
OWNER'S Name (of project listed above)	Project Address		Contact Person	Phone Number
1.				
2.				
3.				
4.				
5.				

ATTACHMENT J

**REQUEST FOR PROPOSALS
TELEPHONE ANSWERING SERVICE – CONTRACT**

RETURN WITH PROPOSAL

CONTRACTOR CERTIFICATION

Under penalties of perjury, I/We hereby certify that (please circle):

1. **I/We** certify that we **have/have not** participated in an Equal Employment Opportunity Plan in the past that required filing reports with the Government; and that if we have, we **have/have not** filed all reports due. If we have not, we will file same within the next _____ days.
2. **I/We** certify that the number shown on this form is my/our correct taxpayer identification number (or **I/we am/are** waiting for a number to be issued to **me/us**), **and**
3. **I/We further** certify that **I/we** are not subject to backup withholding because; **(a)** I/we are exempt from backup withholding, or **(b)** I/we have not been notified by the Internal Revenue Service that I/we are subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified me/us that I/we are no longer subject to backup withholding. **(NOTE: You must cross out item # 3., if you have been notified by the IRS that you are currently subject to backup withholding because of under reporting of interest or dividends on your tax return.)**

_____, who is _____ of our company has been designated as the responsible official to be sure required reports are submitted, and record keeping complies with all the applicable regulations.

(Signature of responsible official) Title: _____ Date: _____

The bidder hereby certifies that the information contained in this Bidder's Information is accurate, complete and current.

BY: _____ NAME: _____
(Signature) (Print)

TITLE: _____ DATE: _____



SECTION 3 – INDIVIDUAL CERTIFICATION FORM

Section 3 of the Housing and Urban Development (HUD) Act of 1968, as amended, requires that Housing Authorities and agencies receiving HUD funding, to the greatest extent feasible, provide economic opportunities to low-income persons. **Information provided on this form shall remain confidential and be used for reporting purposes only. *Print all information***

NAME: _____

ADDRESS: _____

EMAIL ADDRESS: _____ PHONE NUMBER: _____

HIRE DATE: _____ POSITION TITLE: _____

EMPLOYER / COMPANY NAME: _____

PROJECT NAME: _____

1. I am a resident in a KCHA Property. _____ Yes _____ No

Property Name: _____

2. I am currently in KCHA's Section 8 Program. _____ Yes _____ No

3. I am currently a participant in a HUD YouthBuild Program. _____ Yes _____ No

4. County and Income Details (*check appropriated boxes*):

a. I live in **KITSAP COUNTY** and
My **TOTAL** income for the past 12 months was: (*check appropriate box*)
____ Below or Equal to \$52,750 _____ Greater than \$52,750

b. I live in **KING or SNOHOMISH COUNTY** and
My **TOTAL** income for the past 12 months was: (*check appropriate box*)
____ Below or Equal to \$63,350 _____ Greater than \$63,350

c. I live in **PIERCE COUNTY** and
My **TOTAL** income for the past 12 months was: (*check appropriate box*)
____ Below or Equal to \$50,900 _____ Greater than \$50,900

d. I live in **SKAGIT COUNTY** and
My **TOTAL** income for the past 12 months was: (*check appropriate box*)
____ Below or Equal to \$46,100 _____ Greater than \$46,100

e. I live in **THURSTON COUNTY** and
My **TOTAL** income for the past 12 months was: (*check appropriate box*)
____ Below or Equal to \$50,550 _____ Greater than \$50,550



ATTACHMENT K

___ f. I live in _____ COUNTY and
My **TOTAL** income for the past 12 months was: \$ _____

5. In the past five years, I have been a resident of public housing or Section 8 assisted housing managed by KCHA; a resident of other public housing projects or Section 8 assisted housing, or a _____ YouthBuild participant. Yes _____ No _____

I hereby certify under the **penalty of perjury** that the information above is true and correct.

Signature

Date

If submitting for a new hire, attach completed forms to Labor Hours Benchmark Status Report and submit to project manager. If submitting for Section 3 business qualification, attach to Section 3 Business Certification Form. For questions, please contact KCHA by email at section3@kcha.org.

SECTION 3 – INDIVIDUAL CERTIFICATION FORM FAQ's

Question: What is this form?

Answer: This form is a Section 3 Certification Form that will be used to determine if an individual is a Section 3 worker as defined by HUD 24 CFR 75 and the KCHA.

Question: Who fills out this form?

Answer: Any individual who is paid in full or part with HUD funds. (If unsure if position is HUD funded, please contact Contract administrator.)

Question: What will this form be used for?

Answer: This form will be used for the purpose of determining Section 3 eligibility and for statistical purposes.

Question: Who collects this form and where does it go?

Answer: Any employer or contractor that has a contract with the KCHA that is HUD funded will collect this data from any employee who was employed within the last five years. Once the data is collected the original copy will come to KCHA.

Question: Who is a KCHA Resident?

Answer: Someone who lives in a KCHA Housing Development whose name is listed on a current lease.

Question: How long should I go back to calculate my income?

Answer: Individuals should calculate back 12 months from their date of hire.

Question: What if I don't live in King County?

Answer: Individuals who do not reside in King County may still be eligible to be certified by KCHA as a Section 3 resident.

If you have more specific questions, please contact KCHA at section3@kcha.org.

Certification of Payments to Influence Federal Transactions

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

Public reporting burden for this information collection is estimated to average 30 minutes. This includes the time for collecting, reviewing, and reporting data. The information requested is required to obtain a benefit. This form is used to ensure federal funds are not used to influence members of Congress. There are no assurances of confidentiality. HUD may not conduct or sponsor, and an applicant is not required to respond to a collection of information unless it displays a currently valid OMB control number.

Applicant Name

Program/Activity Receiving Federal Grant Funding

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying, in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official

Title

Signature

Date (mm/dd/yyyy)

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

0348-0046

(See reverse for public burden disclosure.)

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, <i>if known</i> : Congressional District, if known:	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, <i>if applicable</i> : _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$ _____	
10. a. Name and Address of Lobbying Registrant <i>(if individual, last name, first name, MI):</i>	b. Individuals Performing Services <i>(including address if different from No. 10a)</i> <i>(last name, first name, MI):</i>	
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: _____ Telephone No.: _____ Date: _____	
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.