



Housing Authority of the Town of Windsor

156 Bloomfield Ave
Windsor, CT 06095

Request for Proposal Public Housing Authority Management Services

RFP Release: May 6, 2022
Pre-proposal conference: May 19, 2022
Deadline for requests for clarification: May 26, 2022
Closing date for proposals due: May 31, 2022
Tentative site visits and interviews: June 6-10, 2022
Announcement of award: June 15, 2022
Anticipated contract effective date: July 1, 2022

1. Invitation

The Board of Commissioners of the Housing Authority of the Town of Windsor (the "Authority") intends to contract with a qualified residential property management firm to provide a full range of management services, including residential property management, Housing Choice Voucher administration, resident services coordination, and fiscal management and control. The term of contract will be for three years, with provision to renew for two additional two-year periods. Interested firms licensed to provide these services in the State of Connecticut and which qualify in accordance with the requirements stated herein are invited to submit proposals to accomplish the Scope of Work defined within this request.

2. Background

The Housing Authority of the Town of Windsor is a Public Housing Authority created in February 1968 by a Cooperative Agreement between the Town of Windsor and the Connecticut Department of Housing to provide safe, decent and affordable housing to its elderly and disabled citizens.

The Authority is governed by a five-member Board of Commissioners appointed by the Windsor Town Council. The Authority operates the Elderly and Disabled Housing Program, located at Millbrook Village (60 units) and Shad Run Terrace (52 units), and the Section 8 Rental Assistance Program within the towns of Windsor (currently 202 vouchers). It owns and operates Fitch Court Apartments (40 units), an age-restricted affordable Blended Component Unit with a 501(c)(3) corporate structure. In total, the Authority manages 152 units and approximately 200 HCV vouchers.

3. Scope of Work

The Authority is seeking a full range of management services, including residential property management, Housing Choice Voucher administration, resident services coordination, and fiscal management and control. This Scope of Services is not intended to be an exhaustive, specific list of tasks, but a general guideline as to the types of functions and scope of responsibility required.

The procurement procedure and contract award will be subject to any and all applicable laws, regulations, and policies of the United States of America, State of Connecticut, Town of Windsor, and Housing Authority of the Town of Windsor. The management firm selected will be required to comply with all applicable laws and regulations, laws regarding public housing, fair housing, bidding, contracting, and any other related regulations and policies. In addition, the management firm will be required to review and comply with all policies of the Authority.

The following includes the scope of services that the Authority typically requires management companies to provide:

1. Comply with all applicable laws and regulations of federal and state housing programs, the Connecticut Housing Finance Authority, Connecticut Department of Housing, and the Department of Housing and Urban Development;
2. Handling of day-to-day operations including providing, hiring, and supervising staff and procuring and administering contracts;
3. New tenant intake, including fair housing marketing and outreach, maintaining waiting lists, determination of applicant eligibility, applicant screening, and tenant selection;
4. Lease execution including explanation of all lease terms and lease attachments;
5. Collection of rent and charges in addition to rent;
6. Lease enforcement;
7. Development and implementation of a comprehensive maintenance program;
8. Assessing capital needs;
9. Identifying and pursuing funding sources for capital improvements;
10. Emergency response and on-call services;
11. Customer service and timely, appropriate communication with tenants;
12. Annual reexaminations of income and family composition;
13. Annual unit inspections;
14. Unit turnover, including preparing vacated units for leasing;
15. Purchase of all required supplies and services;
16. Contracting for capital improvements and repairs as directed by the Authority;
17. Maintaining or recommending adequate levels of insurance;
18. Full fiscal management responsibilities including recommending and implementing fiscal controls; preparing annual operating and capital budgets; monthly financial reporting; and keeping expenses and income within approved budget amounts;
19. Resident services coordination;
20. HCV voucher administration; and

21. Providing monthly reports as specified by the Authority.

4. Instructions to Respondents

Pre-Proposal Conference

A pre-proposal conference will be held at the Authority's main office at 156 Bloomfield Ave, Windsor CT on May 19, 2022 at 10:00 a.m. The purpose of the conference is to answer all questions and provide or schedule on-site assessments, if desired. All bidders are urged to attend the pre-proposal conference to assure a complete understanding of the Authority's requirements. An addendum will be issued following the conference which will summarize the questions and answers addressed.

More Information

Requests for information regarding this RFP should be submitted by email to the Board Chair at adam@gutcheon.com. Answers that require any adjustments to this solicitation will be provided to all proposers of record in the form of an addendum.

Proposal Format

To make a proposal, submit the following, signed by an authorized agent of the company, to the Board Chair at adam@gutcheon.com, and by mail to:

Windsor Housing Authority
Adam Gutcheon, Board Chair
19 Mechanic St
Windsor, CT 06095

- A. **Executive Summary.** Describe generally your firm's experience, and that of its principals and executives, with affordable or income-restricted housing properties generally and, specifically, (1) residential property management, (2) Housing Choice Voucher administration, (3) resident services coordination, and (4) fiscal management and control.
- B. **Technical Proposal.** Submit a clear and concise reply to RFP Section 3, Scope of Work. Provide a description of your proposed management program which demonstrates your approach to each function. Your description should include the staffing levels and/or use of subcontractors you recommend and your approach to customer service, cost containment, quality assurance, and community involvement.
- C. **Fee Proposal.** Submit a complete fee proposal indicating: (1) any and all actual operating costs associated with performing the Scope of Work; (2) administration fees; and (3) management fees.
- D. **References.** Indicate contact information for up to three clients, preferably clients similar to the Authority, with a description and value of work performed.

- E. **EEO and Affirmative Purchasing Statement.** Submit your EEO policy statement as well as a description of your firm’s experience in promoting the utilization of small businesses and women- and/or minority-owned businesses in your subcontracts.

5. Proposal Evaluation

All proposal submissions will be reviewed to determine if they substantially comply with the requirements of this RFP. Submissions not in substantial compliance will not be reviewed further.

Remaining submissions will be evaluated by a committee of the Board of Commissioners (the “Panel”) against the criteria noted below; each criterion will be assigned a score.

CRITERION	POINTS
Background and experience with the Scope of Work, capacity to perform, knowledge of public housing and housing policy laws.	30
Management and service delivery structure/approach for each major function.	30
Competitiveness of proposed fees.	20
EEO employment practices, affirmative purchasing in subcontracting, community involvement in the management approach.	10
Local availability of necessary resources.	10

Respondents scoring 80 points or more will become finalists for consideration by the Authority’s Board of Commissioners. The Panel will interview the finalists and schedule a visit to a site they manage. Initial scores may be adjusted based on the outcome of interviews and site visits. The Authority reserves the right to make the award based solely upon written proposals; therefore, respondents are urged to provide a complete response with their best and final offer.

Notwithstanding the above, the Authority will select the Management Company that it believes will provide the best quality of service to the residents and the Authority at a reasonable cost.

6. Award

Upon approval of the Authority’s Board of Commissioners, a contract will be negotiated with the finalist(s) whose proposal is determined to be most advantageous to the Authority. The Authority reserves the right to make no award on all or any part of this Request For Proposal and to negotiate the extent of services provided in any service area.