

HOUSING AUTHORITY OF THE COUNTY OF LAKE, IL

**REQUEST FOR PROPOSAL
FOR
WEBSITE SERVICE PROVIDER**

RFP# 18-WEBSITE-OF

CLOSING DATE: SEPTEMBER 14TH, 2018 10:00 AM

No late proposals will be accepted.



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Representations, Certifications, and Other Statements of Offerors
- HUD Form 5370-C
Section 1, General Contract Conditions – Non-Construction
- HUD Form 50071
Certification of Payments to Influence Federal Transactions
- HUD Form 2530
Previous Participation Certification
- Non-Collusive Affidavit
- Disclosure of Ownership
- List of Core Employees
- Acknowledgement of Addenda
- MBE/WBE Subcontractors, Suppliers, Consultants- Letter of Intent
- MBE/WBE Prime Contracting Action Plan & Contracting Schedule
- Section 3 Summary Report
- Detail of Services Required
- Notification of Interest
- LCHA Section 3 Policy

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PART I – GENERAL BACKGROUND INFORMATION

1.1 Introduction/Background Information

Lake County Housing Authority is requesting proposals from qualified, professional technology vendors for, Website Solutions, and Hosting Services. The qualified vendor would provide necessary technical services, which would enable the LCHA to:

- Refresh its existing website to a more modern and feature rich environment
- Provide ease of management of website data by LCHA staff
- LCHA reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by LCHA to be in its best interests.

- LCHA reserves the right not to award a contract pursuant to this RFP.

- LCHA reserves the right to terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 30 days written notice to the successful proposer(s).

- LCHA reserves the right to determine the days, hours and locations that the successful proposer(s) shall provide the services called for in this RFP.

- LCHA reserves the right to retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent from LCHA.

- LCHA reserves the right to negotiate the fees proposed by the Proposer entity. If such negotiations are not, in the opinion of LCHA successfully concluded within a reasonable timeframe as determined by LCHA, LCHA shall retain the right to end such negotiations.

- LCHA reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.

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- LCHA shall have no obligation to compensate any Proposer for any costs incurred in responding to this RFP.

- LCHA shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a Proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. Each prospective Proposer further agrees that he/she will inform LCHA in writing within five (5) days of the discovery of any item that is issued thereafter by LCHA that he/she feels needs to be addressed. Failure to abide by this timeframe shall relieve LCHA, but not the prospective proposer, of any responsibility, pertaining to such issue.

- LCHA reserves the right to, prior to award, revise, change, alter or amend any of the instructions, terms, conditions, and/or specifications identified within the RFP documents issued, within any attachment or drawing, or within any addenda issued. All addenda will be provided in writing by LCHA. Such changes that are issued before the proposal submission deadline shall be binding upon all prospective Proposers.
 - In the case of rejection of all proposals, LCHA reserves the right to advertise for new proposals or to proceed to do the work otherwise, if in the judgment of LCHA, the best interest of LCHA will be promoted.

- LCHA reserves the right, without any liability, to cancel the award of any proposal(s) at any time before the execution of the contract documents by all parties.

- LCHA reserves the right to reduce or increase estimated or actual quantities in whatever amount necessary without prejudice or liability to LCHA, if:
 - funding is not available,

 - legal restrictions are placed upon the expenditure of monies for this category of service or supplies; or,

 - LCHA's requirements in good faith change after award of the contract.

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- LCHA reserves the right to make an award to more than one Proposer based on ratings or to make an award without negotiations or best and final offer (BAFO).
- LCHA reserves the right to require additional information from all Proposers to determine level of responsibility. Such information shall be submitted in the form required by LCHA within two (2) days of written request.
- LCHA reserves the right to require the Contractor to keep accurate timesheets for all employees assigned to perform any project, task, or assignment resulting from this RFP and any resulting contract.
- LCHA reserves the right to contact any individuals, entities, or organizations that have had a business relationship with the Proposer regardless of their inclusion in the reference section of the proposal submittal.
- In the event any resulting contract is prematurely terminated due to nonperformance and/or withdrawal by the Contractor, LCHA reserves the right to seek monetary restitution (to include but not limited to withholding of monies owed) from the Contractor to cover costs for interim services and/or cover the difference of a higher cost (difference between terminated Contractor's rate and new company's rate) beginning the date of Contractor's termination through the contract expiration date.

The ideal vendor will have a proven track record in the planning, development, implementation, support, and hosting of government websites and intranets. The selected prime vendor must be capable of providing all services, including ongoing hosting, to implement a state-of-the-art website and intranet. LCHA desires a single vendor for all services identified in the RFP; however, LCHA will consider alternates such as a prime vendor subcontracting with a 3rd party hosting service provider.

Primary location for to review to be located at:

LCHA Main Office 33928 N US Hwy 45, Grayslake

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Scope of Services:

WEBSITE SOLUTIONS AND HOSTING SERVICES REQUIRED

The LCHA is seeking a prime vendor that will take full responsibility for all aspects of the LCHA's website, intranet, CMS, and related hosting. The scope of services should include all software, hardware, and services required to support the implementation, maintenance, and ongoing hosting. At a minimum, the vendor's services should include the following:

- Design and configuration
- Implementation consulting
- Content migration/conversion
- Documentation
- Project management
- Reporting
- Hosting
- Ongoing maintenance and operations support

WEBSITE SOLUTIONS AND HOSTING SERVICES OBJECTIVES

The objective of this RFP is to establish a long-term relationship with a vendor capable of supporting the LCHA's current and future needs and committed to the constant evolution of the proposed solution and hosting services. The LCHA's new website should promote the dissemination of information, both internally and externally, and increase public awareness and communication. The new website should strengthen the relationship between the LCHA and clients/businesses by meeting the evolving expectations of the public for secure and reliable online services. The LCHA Administration's goal is to develop a website that promotes the LCHA with a welcoming, sophisticated, user-friendly and professional feel and to provide an easy way for staff to share information via the web. The new website should be visually attractive, interesting, and provide useful, relevant, and current information with the ability to conduct business online for convenience and efficiency. The LCHA Administration anticipates frequent updates to draw clients and other visitors to the website. The site must be accessible and functional using all of the common web browsers, operating systems, and mobile devices being used today, support a high degree of "uptime" and be easy to maintain. The new website should also support the use of older/slower devices so that web pages/graphics are rendered in only one or two seconds. During implementation, the LCHA Administration will be responsible for coordinating LCHA's needs and content and assisting with implementation of the new website.

The LCHA Administration's goals of implementing a new website include:

- Improving the user experience when interacting with the website
- Improving the website's information architecture to provide easier navigation and search capabilities

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- Providing a new look and feel that reflects current technology and LCHA's diverse make up and vision
- Improving and expanding on-line services and self-help
- Implementing a consistent look and feel across all pages on the website and solidifying style rules to ensure consistent look is maintained regardless of the device and/or browser used to access the website
- Implementing quick links feature to ensure it is available on all pages
- Addressing all current and future ADA accessibility guidelines
- Enabling linking to other websites for special needs
- Allowing for a consistent look while still providing flexibility to support programs
- Ensuring the host site provides secure and consistent website availability, with ample warning of upgrades and scheduled outages

New System Requirements

- Ability to meet and confirm to all ADA, Section 504, and Executive Order 13166 accessibility standards
- Provide uniformity of design that is visually attractive, intuitive, and easy to use
- Provide all features and functionality that exist on current website (Vendors are strongly encouraged to review carefully the LCHA's existing web presence)
- Robust search capability (e.g., Google or similar look and feel and functionality preferred)
- Consistent dropdown menus on all pages, with the ability to change the menus as needed
- Printer-friendly page capability with print button on every page
- Providing broken links checker to detect dead hyperlinks
- Capable of providing automated notifications when visitors complete forms or other activities (e.g. job interest, contact us, etc.)
- Capable of supporting all major operating systems (i.e. Windows, Apple, iPhone, Android, etc.) and current versions of commonly used browsers (e.g. IE, Safari, Firefox, and Chrome)
- Providing seamless access to the website from all major mobile devices (i.e. iPhones, iPads, Android phones, tablets, etc.). Pages should render clearly so they are easy to view and navigate on smaller screens
- Ability to link to other LCHA pages and potentially systems, external webpages, and outsourced e-commerce servers from any page within the new website

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- Provide measures that prevent security breaches and access to confidential data collected and stored, block the IP address of the user from website access after a set amount of failed attempts, and block user account. In addition, provide immediate notification of any known or suspected breach and follow on investigation to assess breach and implement changes to remove risk.
- Support “breadcrumb” type navigation
- Provide secure website that meets emerging industry standard guidelines on privacy and accessibility
- Provide warranty on all services for 1-year following implementation

WEB HOSTING PERFORMANCE CRITERIA

- Provide hosted website in secure, state-of-the-art data center. Specify where and any hazards (e.g., earthquake faults, flood zones) and efforts to mitigate
- Provide hosted website on high availability hardware (i.e. virtualization)
- Provide adequate bandwidth with no charge for usage or overages
- Technical support for system outages responds to priority service calls 24 x 7 with 4 hours guaranteed response time

Ensure full system backups and provide recovery services to minimize impact to the LCHA.

Respondents to this solicitation must have documented experience in website design contracting with agencies such as the Housing Authority of the County of Lake, IL and working in and around tenant occupied complexes.

The Housing Authority of the County of Lake, IL (LCHA) is a corporation of municipal government governed by a seven member Board of Commissioners. Our mission is to serve the Lake County community with housing opportunities and options. The LCHA has contractual relationships with the U.S. Department of Housing and Urban Development (HUD) from which it receives funds for program development and operation. The LCHA’s principal sources of income are fees, grants, rental income, and investment income. The LCHA currently owns 495 units of Low Rent Public Housing, 19 subsidized units, and manages another 27 units for a local non-profit agency. The LCHA administers over 3,076 vouchers through its Section 8 Housing Choice Voucher Program and acts as contract administrator for 304 units of Multifamily Section 8. The LCHA has a combined annual budget in excess of \$30,000,000. There are currently 56 employees.

The Housing Authority of the County of Lake, IL will not discriminate against otherwise qualified persons because of disability in the admission, access to, treatment, or employment in its programs and activities. This policy is applicable to all programs and activities of the Housing Authority of the County of Lake, IL.

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1.2 Method of Solicitation

LCHA is soliciting competitive proposals from qualified firms with a documented track record of providing the required services, preferably for large public housing authorities, through a formal Request for Proposals (RFP) process. Proposals should demonstrate detailed plans on how the Respondent intends to provide the required services in a manner that will result in the successful and timely completion of the service(s). In addition, the proposal shall demonstrate the Respondent's capacity and readiness to perform the Scope of Services immediately upon execution of a contract with LCHA. Finally, the proposal shall include evidence of the Respondent's previous experience and qualifications relative to the provision of such services. Once selected, the successful Respondent will enter into a firm fixed-priced contract agreement with LCHA to perform the required scope of services. Such contract agreement will be contingent upon approval from LCHA's Board of Commissioners.

1.3 OBTAIN COPIES OF THIS SOLICITATION

Single copies of the RFP package may be obtained, at no cost, by visiting the LCHA website at www.lakecountyha.org to download all RFP documents in Portable Document Format (PDF), or (Call and make arrangements):

Housing Authority of the County of Lake, IL
Contracts Department
33928 N. Route 45
Grayslake, IL 60030
Phone: 847-223-1170 Ext. 2660
Email: kbritton@lakecountyha.org

Persons wishing to receive copies via overnight delivery are responsible for making all arrangements and paying all/any related costs.

PART II - SUPPLEMENTAL INSTRUCTIONS TO OFFERORS

Proposals should demonstrate detailed plans on how the Respondent intends to provide the required services in a timely and professional manner. In addition, the proposal shall demonstrate the Respondent's capacity and readiness to perform the Scope of Services immediately upon execution of a contract with LCHA. Finally, the proposal shall include evidence of the Respondent's previous experience and qualifications relative to the provision of such services.

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2.1 Submission of Proposals

Responses to this solicitation will be received by the LCHA until **10:00 AM** local time on **SEPTEMBER 14th, 2018**. **No late proposals will be accepted**. Deliver **three (3) complete sets** one (1) original clearly marked or stamped "Original," and of the required submittals, in an envelope or box clearly marked with the words "**RFP Number and Title of Documents**," to the following address:

**Housing Authority of the County of Lake, IL
Attn: Kent Britton
33928 N. Route 45
Grayslake, Illinois 60030**

Place the following information in the upper, left-hand corner on the outside of the envelope when submitting the proposal:

**Company Name
Company Address
RFP Name and Number**

2.2 Addendum - RFP Interpretations/Questions and Update Procedures

All request for interpretation /questions must be **submitted by September 7th, 2018 2:00 PM to:**

(Email is preferred)
Housing Authority of the County of Lake, IL
Email: kbritton@lakecountyha.org
Fax: 847-223-1174

During the period between issuance of this RFP and the proposal due date, no oral interpretation of the RFP's requirements will be given to any prospective offerors. Requests for interpretation must be made, in writing, at least seven (7) days before the submission due date and time.

LCHA may wish to amend, add to, or delete from, the contents of this RFP. In such situations, LCHA will issue an addendum to the RFP setting forth the nature of the modification(s). LCHA will post addendums on the LCHA's website at www.lakecountyha.org.

It shall be the responsibility of each Respondent to insure they have any/all additional addenda relative to this RFP.

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2.3 Proposal Format

All proposals shall be submitted in 8 1/2 x 11 inch format, preferably in 3-ring binders. Larger size pages or inserts may be used provided they fold to 8 1/2 x11 inches. All copies of the submittal must be identical in content and organization. Consideration should be given to the form and format of the submittal to facilitate LCHA's internal duplication of the submittal. Proposals shall be organized into sections and tabbed for ease of review. Provide a comprehensive Table of Contents at the front of the proposal. Organize the proposal in response to the Submission Requirements, taking care to address all issues identified in the Scope of Services. The front cover of the proposal shall bear the name and number of the RFP, the date, and the Respondent's name, address, phone, and fax number.

2.4 Submittal Forms

Provide, as a part of the proposal, all required certifications on forms included on the Index of Documents page, and included all Attachments of this RFP as attached. Each form that requires signatures or initials must bear an original signature or initial.

2.5 Acceptance of Proposals

Proposals must be signed and received in completed form at the Housing Authority of the County of Lake, IL, 33928 N. Route 45, Grayslake, Illinois 60030-5335, no later than the proposal closing date and time. Proposals submitted after the designated closing date and time will not be accepted for any reason, and will be returned unopened to the originator.

LCHA reserves the right to accept or reject any or all proposals, to take exception to these RFP specifications or to waive any formalities. Respondents may be excluded from further consideration for failure to fully comply with the specifications of this RFP. LCHA also reserves the right to reject the proposal of any Respondent who has previously failed to perform properly or to complete on time, a contract of similar nature; who is not in a position to perform the contract; or who habitually and without just cause neglected the payment of bills or otherwise disregarded its obligations to subcontractors, providers of materials, or employees.

2.6 Time for Reviewing Proposals

Proposals received prior to the closing date and time will be securely kept. No proposal received after the closing date and time will be considered unless there were less than three proposals then the LCHA may select to complete an addendum to extend the timeframe. All proposals properly received will be tabulated, analyzed, and a recommendation made for Award of Contract to the LCHA Board of Commissioners if required.

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2.7 Withdrawal of Proposals

Proposals may be withdrawn on written or telegraphic (faxed) request dispatched by the Respondent in time for delivery in the normal course of business prior to the time fixed for receipt; provided that written confirmation of any telegraphic withdrawal over the signature of the Respondent is placed in the mail and postmarked prior to the time set for proposal opening. Negligence on the part of the Respondent in preparing its Proposal confers no right of withdrawal or modification of its proposal after the due date and time.

2.8 Award of Contracts

Contracts shall be awarded to the Respondent(s) submitting proposals according to the evaluation criteria contained herein, provided the proposal is in the best interest of LCHA. The Respondents to whom awards are made will be notified at the earliest practical date. An award may be subject to the Department of Housing and Urban Development's (HUD's) or Civil Service approval. No awards may be made to companies or individuals that are on HUD's list of contractors ineligible to receive awards from the LCHA or the United States, as furnished from time to time by HUD.

2.9 Certification of Legal Entity

Prior to execution of the contract agreement, the Respondent shall certify that joint ventures, partnerships, team agreements, new corporations, or other entities that either exist or will be formally structured are, or will be, legal and binding under State of Illinois law.

2.10 Costs Borne by Respondent

All costs related to the preparation of this RFP and any related activities are the responsibility of the Respondent. LCHA assumes no liability for any costs incurred by the Respondent throughout the entire selection process.

2.11 Best Available Data

All information contained in this RFP is the best data available to LCHA at the time the RFP was prepared. The information given in the RFP is not intended as representations having binding legal effect. This information is furnished for the convenience of Respondents and LCHA assumes no liability for any errors or omissions.

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2.12 Contacts with LCHA Staff, Board Members, and Residents

Respondents may not make any contact with LCHA staff, Board Members, or residents. All communications with LCHA shall be in writing as provided in HUD Form 5369-B, Instructions to Offerors Non-Construction, Paragraph 4.

2.13 Respondent Responsibilities

Each Respondent is presumed by LCHA to have thoroughly studied this RFP and become familiar with the package contents, locations, nature of request, etc. covered by the RFP package. Any failure to understand completely any aspect of this RFP is the responsibility of the Respondent.

2.14 504, ADA, Vietnam Veterans Readjustment Assistance Act, Compliance

Bidder agrees to comply with the federal statutes relating to non-discrimination. These include, but are not limited to, Section 504 of the Rehabilitation Act of 1973 as amended (29 USC section 794) which prohibits discrimination on the basis of handicap and the Americans with Disabilities Act of 1990.

2.15 Section 3 - Employment/Training and Business

All contractors/vendors are required to provide Section 3. Refer to Additional Rights and Clauses for this requirement;

PART III – SUBMISSION REQUIREMENTS

Listed below are the sections that must be included in the proposal. Each section must be clearly labeled using the bold-faced titles listed below. The required submission must be bound and each section tabbed.

3.1 Staffing and Qualifications

- a. Provide information regarding staff experience and qualifications that demonstrates the Respondent's capacity to perform the required services. Include an organizational chart that illustrates Respondent's overall staffing approach for completing the required work. Include in the chart all key personnel, specialists, and consultants who will be assigned work under a contract potentially resulting from this RFP.
- b. Provide resumes of all key personnel, specialists, and consultants who will perform the work required by a contract potentially resulting from this RFP. Identify their specific role in the provision of services required. Resumes should include the particular relevant experience of the individual as it relates to their proposed role in the project, in addition to the education, career, and

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achievement data typically included in a resume. Include evidence of required licenses and certifications, as applicable, held by the Respondent, its principals, and/or key staff.

- c. Identify all individuals who will be devoted to the project on a full time basis or part time basis (up to 50% of time allocated to project). Include those who will be full time only for specific components of the project, as well as those filling a continuing position throughout the project. Provide detailed resumes for each, highlighting the particular experience that qualifies them for the position they will fill.
- d. All staff must be pre-approved by LCHA prior to commencing any work. LCHA reserves the right to assess a \$50 fee per service employee for a background check fee.

3.2 Relevant Experience and Past Performance

- a. Identify similar or related work performed for public housing authorities that has been completed to date, or is currently active. Include projects completed or currently underway by the responding entity and/or each major participant in the proposal.
- b. For each project identified provide:
 - i. Project name and address.
 - ii. Contact person, title, phone number, email, fax and address
 - iii. Detailed description of scope of work.
 - iv. The client for whom the Respondent's services were performed, its size and yearly funded operations.
 - v. The size of the project.
 - vi. The services performed by the Respondent on the project.
 - vii. The dollar value of the contract for the services
 - viii. The duration of the project including start and completion dates, or projected completion date if still active.
 - ix. Reference contacts for the project with name address and phone number.
- c. Identify past experience in performing work for large public housing authorities possessed by the Respondent and/or its participants.
- d. Demonstrate ability to produce reports that are well regarded in the industry in terms of content, timeliness, and responsiveness.
- e. Demonstrate, through written explanation, the Respondent's familiarity with Federal, State, and local laws, regulations and codes that the Respondent believes may be pertinent or applicable to this project.

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- f. If the Respondent is a joint venture, or another entity formed solely for responding to this RFP, provide evidence of prior successful collaborations.

3.3 References

- a. Provide a complete list of clients, previous and current. This list must include the name and title of the contact person, with an address, phone number, e-mail address, and fax number.
- b. The clients listed should be those served by members of the proposed employee and/or local office who will be serving LCHA.

3.4 Respondent's Approach and Response to Scope of Services

- a. Provide a detailed narrative that demonstrates the approach intended for use by the Respondent. A proposed work plan and time schedule addressing the scope of work.] Please indicate the total estimated hours required by classification by the partner, manager, senior and staff.
- b. The Respondent should outline its anticipated approach for each element of work identified in the Scope of Services.
- c. The approach outlined should be consistent with the objectives and requirements set forth in the RFP, and should address how services will be immediately provided upon execution of a contract.
- e. Include proposed processes for ensuring effective coordination, as well as procedures for reporting and disseminating information.
- f. Outline the level of support your firm will require of the LCHA staff.

3.5 Cost Proposal

- a. Provide a firm fixed price for project management in relationship to all work described in the Scope of Services contained herein.
- b. Include a cost breakdown that details the elements of the proposed costs (i.e. labor rates, consultants, etc.).

3.6 Required Certifications/Forms

The following documents, which may or may not be contained in as Attachments herein, or requested as detailed in this RFP, must be included in the proposal in the order that follows below, and must be properly signed, initialed, notarized, and/or have a corporate

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seal affixed where indicated. Contractor forms may be substituted where HUD form is not available:

- Scope of Work - Part V
- HUD Form 5369-B, Instructions to Offerors – Non-Construction
- Additional Rights and Clauses
- HUD Form 5369-C, Representations, Certifications, and Other Statements of Offerors
- HUD Form 5370-C, Section 1, General Contract Conditions – Non-Construction
- HUD Form 50071, Certification of Payments to Influence Federal Transactions
- HUD Form 2530, Previous Participation Certification
- Collusive Affidavit
- Disclosure of Ownership
- List of Core Employees
- Acknowledgement of Addenda
- MBE/WBE Subcontractors, Suppliers, Consultants- Letter of Intent
- MBE, WBE Prime Contracting Action Plan & Contracting Schedule
- Section 3 Summary Report
- Notification of Interest
- Business License
- Article of Incorporation
- Any applicable – Certifications
- LCHA Section 3 Policy

NOTE: ALL DOCUMENTS LISTED MUST BE SUBMITTED WITH THE PROPOSAL RESPONSE TO BE CONSIDERED RESPONSIVE.

PART IV – PROCUREMENT PROCESS

4.1 Proposal Evaluation/Contract Award

- a. Proposals received in response to this solicitation may be evaluated using a 2-stage evaluation process.
- b. Stage I of the evaluation process will be used to determine the firms that will comprise the short list, from which final selection for contract award will ultimately be made.
 - i. During Stage I of the evaluation process, technical proposals will be evaluated and scored by an Evaluation Committee.
 - ii. Each member of the selection committee will score each proposal. Cost proposals will be evaluated and scored separately by the Contracting Officer and/or his designee(s).

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- iii. Scoring will be based on predetermined Evaluation Criteria. The available points associated with each area of consideration are shown below in Item 4.2.
 - iv. The results of the evaluation of both technical and cost proposals will be used to determine those proposals to be considered in the competitive range and included on the short list.
 - v. A short list (Stage II –Ref. C) of three (3) firms with the highest ranked proposals maybe invited to a Step II interview process if LCHA requires further evaluation of the Respondents. Respondents included on the short list must have technical and cost proposals that are considered acceptable and satisfactorily complete a due diligence review (verification of Respondent responsibility).
 - vi. Technical proposals will be considered acceptable if they are ranked in the top three (3) and have a minimum score of seventy (70) points.
 - vii. Cost proposals will be considered acceptable if the proposed cost is not clearly excessive compared to the proposed costs of other Respondents with acceptable technical proposals.
 - viii. Respondents with acceptable technical and cost proposals may be requested to supply additional information to assist in completing the due diligence review. Failure to satisfactorily complete the due diligence review within the timeframe established by LCHA will result in exclusion from the short list.
- c. Scoring will be based upon how well the proposal meets the criteria established in this RFP.

4.2 Stage II Evaluations

- a. Stage II of the evaluation process will be reserved for the short listed firms only, and will be the basis for ultimate contract award.
 - i. Stage II of the evaluation process will entail negotiations/interviews with the Respondents on the short list.
 - ii. Respondents not included on the short list will not proceed to Stage II of the evaluation process.
 - iii. The purpose of the negotiations/interviews is to promote the understanding of LCHA's requirements with respect to this RFP, promote the understanding of the Respondents' proposals, and to arrive at agreeable contract terms.

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- iv. Upon completion of the negotiations/interviews, LCHA will establish a common date and time for submission of best and final offers.
- v. Best and final offers will be evaluated in accordance with the same procedures outlined above for Stage I evaluation. The initial proposal submitted by Respondents who do not submit a best and final offer shall be construed as their best and final offer.
- b. LCHA reserves the right to make contract award without negotiations and a Stage II Evaluation, and to make no award, or decline to enter into negotiations shall it believe that no Respondent to this RFP will be capable of delivering the necessary level of services within an acceptable price range and/or time period.
- c. Shall LCHA exercise its right to make contract award without negotiations, contract award will be based on the ranking of initial proposals received.
- d. The Evaluation Committee will evaluate the merits of proposals received in accordance with the evaluation factors stated in the RFP and formulate a recommendation. However, while a numerical rating system may be used to assist the Evaluation Committee in selecting the competitive range (if necessary) and making an award recommendation decision, the award decision is ultimately a business decision that will reflect an integrated assessment of the relative merits of the proposal using the factors and their relative weights disclosed in the RFP.

Note: Contract award may be subject to approval by LCHA's Board of Commissioners.

4.3 Evaluation Criteria

- a. Organizational Capacity: 25 Points
 - i. Respondent's organizational capacity will be evaluated through an assessment of the Respondent's staff, specialists', and consultants' experience and qualifications. In addition, the Respondent's ability to perform the work in a timely manner will be evaluated through a review of previous performance on similar projects, as well as current and projected capacity and workload.
 - ii. Maximum consideration will be given to those Respondents having staff with the greatest amount of experience in performing work as required herein, and who can demonstrate sufficient capacity to perform the work timely given current and projected workload.
- b. Relevant Experience and Past Performance: 20 Points

PRIMARY WEBSITE SERVICE CONTRACT

RFP#18-WEBSITE-OF

- i. Relevant experience and past performance will be evaluated through an assessment of previous, similarly related projects completed to date.
 - ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittal, a documented track record of successfully completing projects of the same type required by this RFP.
 - iii. Maximum consideration will also be given to those Respondents who exhibit a successful track record of performing similar services for public housing authorities.
- c. Respondent's Approach and Response to Scope of Services: 20 Points
- i. The Respondent's approach and response to the Scope of Services will be evaluated through an assessment of the proposed approach for each element of work identified in the Scope of Services.
 - ii. Maximum consideration will be given to those Respondents, who demonstrate through their submittal, a clear and prudent plan for performing the required work within the established timeframe.
- d. Cost Proposal: 30 Points
- i. Cost proposals will be evaluated through careful analysis of the proposed cost of providing the requested services.
- e. Additional Points: 5 points

Maximum consideration will be given to those Respondents, who demonstrate through their submittals, that LCHA's stated participation goals for working with a MBE, WBE and RBE – Resident Owned Business, Section 3.

Summary of Additional Points: Participation: 5 points

4.4 Summary of Evaluation Criteria for Step I and Step II

STEP I

Evaluation Criteria

Technical:

Organizational Capacity 25 Points

Relevant Experience and Past Performance 20 Points

Respondent's Approach/Response to Scope of Services 20 Points

Total 65 Points

Cost:

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Cost Proposal 30 Points

Total 20 Points

Additional Points:

A firm can qualify for the categories listed above:

Participation Plan 5 Points

Total 5 Points

Step I - Total Possible Points 100 Points

STEP II

Evaluation Criteria – (If applicable and necessary)

Interview will consist of:

Organizational Capacity 25 Points

Relevant Experience and Past Performance 25 Points

Response to Questions & Reference Check 25 Points

Total 75 Points

Step II Total Possible Points 75

Contract award may be subject to approval by LCHA’s Board of Commissioners.

PART V – SCOPE OF SERVICES

If the selected Respondent is successfully awarded a contract pursuant to this RFP, the Respondent shall then become LCHA’s Consultant, and said Consultant shall furnish sufficient organization, personnel, and management staff with the necessary skill and judgment to perform work as detailed below:

5.1 Consultant to provide all labor, materials, equipment, supervision and transportation necessary to provide the services outlined in this RFP. All work to be scheduled as detailed below or as scheduled with LCHA representative and performed in a competent and timely manner.

Part V – Scope of Services must be included with the RFP response.

Contractor (Initial): _____

More information on the above sites may be found on the LCHA Web site www.lakecountyha.org.

The Contractor will submit for approval all submittals, RFP’s, change orders that occur during the project.

Name of firm

**PRIMARY WEBSITE SERVICE CONTRACT
RFP#18-WEBSITE-OF**

Complete address
Contact person
Telephone number
Fax number
Internet address
E-mail address

5.5 CONTRACT TERMS

The contract is for a 1-year period with an option of four (4) 1-year extensions. The service provided is optioned through the fiscal year **ending 2023**.

Part V – Scope of Services must be included with the RFP response.

Contractor (Initial): _____

PROPOSAL SUBMITTAL:

ALL PROPOSALS MUST BE RECEIVED BY

September 14th, 2018 10:00 AM

Proposal must include all copies of LCHA bid documents as attached and executed by contractor along with certificate of insurance

Proposals may be submitted in writing to the LCHA Main Office at 33928 N US Hwy 45, Grayslake or by e-mail at the following address:

procurement@lakecountyha.org

Responses received later than the date and time specified will be rejected or deemed nonconforming. LCHA assumes no responsibility or liability for late delivery or receipt of responses. Notification of selection will be posted on the LCHA website when the selection process is final.