



VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

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REQUEST FOR PROPOSALS

for
**Emergency Rental Assistance Case Management
Services**

RFP 002-2022-STT/STX

Issue date:

February 22, 2022

Submittal deadline:

March 15, 2022

Contact person:

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Procurement/Contract Officer

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<https://www.vihfa.gov/procurement/solicitation>

 *Unlocking the Door to Affordable Housing*

VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

REQUEST FOR PROPOSALS EMERGENCY RENTAL ASSISTANCE CASE MANAGEMENT SERVICES

1.0 INTRODUCTION

The Virgin Islands Housing Finance Authority (“VIHFA”) is soliciting proposals from qualified and licensed firms (“Respondent”) to provide Disaster Recovery Case Management and Related Services for a portfolio of EMERGENCY RENTAL ASSISTANCE Program (“ERAP”) applicants on St. John, St. Thomas, and St. Croix, United States Virgin Islands (“USVI”).

Respondents must respond to all components of the scope including:

1. Providing case management services
2. Providing a case management system

1.1 BACKGROUND

The Territory’s ERAP funds have been awarded in two tranches. The Territory was awarded \$21M under ERAP 1.0 (funded under the CARES Act signed by President Trump) and awarded an additional \$18M under ERAP 2.0 as part of the American Rescue Plan Act.

The purpose of this rental assistance funding is to provide eviction protection and reduce the risk of homelessness through additional emergency financial assistance grants to qualified tenants and landlords that have experienced or will experience delinquent rent and utility payments. It is important to note that the current Federal moratorium on evictions is still in effect.

In order for the USVI to be eligible for a reallocation of residual nationwide rental assistance funds after March 2022, the territory must obligate at least fifty (50) percent of the total amount of its emergency rental assistance funds allocated by Treasury under Section 3201 to be eligible to receive reallocated funds under Section 3201(e) of the American Rescue Plan Act of 2021, Public Law 117-2.

1.2 PROPOSAL DESCRIPTION

The selected Respondent will be responsible for providing Case Management Services as well as a Case Management System for the ERA program. Respondents to this RFP must commit to serve all eligible applicants located on the three islands: St. Croix, St. Thomas, and St. John. The selected Respondent is expected to have a call center be prepared to be operational within 15 business days after contract execution. The call center shall also be available to receive and resolve troubleshooting inquiries from applicants. The Case Management Services will also support application services and support to landlords and tenants in the ERA program. Respondent is expected to have the in-take centers open, with trained staff and operational with equipment, supplies, etc. within 45 days after contract execution.

2.0 SCOPE OF SERVICES

The Respondent shall be readily available to perform the following services:

1. Conduct best practices consulting, training, and oversight to aid in the disbursement of emergency rental aid grant funding related to the USVI Emergency Rental Aid Program.
2. Establish ongoing project tracking and reporting tools for executives and other leadership/staff.
3. Coordinate and attend meetings with the relevant VIHFA staff.
4. Compile and complete all required documentation for payments to landlords.
5. Provide cash flow management and visibility for disbursements of Emergency Rental Aid funds by the USVI; capturing, recording, and preserving applicant tenant and landlord documentation; tracking project progress, expenditures, and the development and implementation of internal controls for approval by the USVI to guide the eligibility, disbursement, and payment reconciliation processes.
6. Prepare correspondence and required compliance reports to VI HF A , the U.S. Department of Treasury, on behalf of VI HF A as necessary; and prepare weekly funding request summaries that specify grant awardees, their rental property addresses, amounts to be disbursed, and the purpose for such funding (payment for rental arrears or prospective rent payments).
7. Categorize, record, track, and file costs on approved forms in support of the financial award or disbursement processes.
8. Establish and manage necessary anti-fraud internal controls to prevent duplicate payments, overpayments, and payments to ineligible recipients.

Major Tasks:

1.	Develop an integrated and functioning USVI-branded electronic portal for the submittal of applications for rental assistance from residents and landlords reflecting the broader and more accessible opportunities for rental assistance funding allowed by the ERA program.
2.	Develop, post, and maintain currency of frequently asked questions related to the USVI Emergency Rental Assistance Programs (both ERA 1 and ERA 2).
3.	Provide recommended award funding requests and associated documentation justifying such requests, weekly, to the VIHFA to allow approval for eligible award recipients.
4.	Process approved awardee roster for payment to eligible grant recipients approved by VIHFA.
5.	Implement appropriate anti-fraud internal controls to prevent duplicate payments, overpayments, and payments to ineligible recipients.
6.	Development of management reporting “dashboards” to allow VIHFA leadership to track grant disbursement performance of ERA 1 and ERA 2 grants.
7.	Final reconciliation and reporting to VIHFA regarding program expenditures and balances of accounts.

Specific Deliverables:

1.	Develop an integrated and functioning USVI-branded electronic portal for the submittal of applications for rental assistance from residents and landlords reflecting the broader and more accessible opportunities for rental assistance funding allowed by the ERA 2 program.
2.	Develop paper and electronic application process for the ERA 2 program that interfaces with designed portal.
3.	Analysis of PL 117-2 and creation of recommendations for funding eligibility criteria and matrix.
4.	Development and delivery of training, standards, protocols, checklists for funding application assessors related to implementing both ERA 1 and ERA 2 qualifying conditions.
5.	Phone bank of grant navigators and application coordinators, trunked call system, messaging capture system, and in-person application assistance in USVI.
6.	Anti-fraud and duplication of benefits monitoring processes and tools.
7.	Maintenance of FAQs for ERA programs, to remain current with Treasury Guidelines and USVI Management's Guidance.
8.	Application eligibility processing and determination (September–October 2021)
9.	Application eligibility processing and determination (November–December 2021)
10.	Application eligibility processing and determination (March–April 2022).
11.	Application eligibility processing and determination (May–June 2022)
12.	Final Reconciliation, transfer of documents and electronic files to VIHFA for records retention, closure of applicable accounts, and final reports to Treasury

2.1 MINIMUM TECHNICAL REQUIREMENTS – CASE MANAGEMENT SOFTWARE SYSTEM

VIHFA requires a hosted Case Management software solution that is user-friendly and has the scalability to manage VIHFA's ERA programs. The solution must be hosted by the vendor or a third-party service provider. The successful bidder must be able to demonstrate prior successful implementation of a solution for similar program.

VIHFA would like all respondents to propose an overall hybrid solution, which will ensure business continuity in the event another natural disaster affects the territory. The hybrid solution should include a hosted component, as well as a local component where the information being hosted in the cloud can be replicated on a physical server located in VIHFA's St. Thomas office location. The hybrid solution should allow seamless data replication in the event internet communication is lost before, during or after a catastrophic event. The hybrid solution should also be able to restore application connectivity upon the restoration of internet services. No intervention should be needed from VIHFA staff, so the overall solution should be automated. Respondents should provide conceptual design diagrams, along with a detailed explanation of the overall hybrid solution and its features and capabilities.

The case management system will, at a minimum, provide the following:

- a. An electronic / online Case Management System that is accessible for applicants to find and fill out a grant application for consideration by the program and to assign each application a unique file number.
 - b. The applications must be accessible from various client devices (desktop and mobile devices) via a web browser and/ or mobile application.
 - c. The system should provide safe and secure access, while providing the latest technological security measures to end users accessing the application remotely or locally.
 - d. Provider must manage and control the underlying technical infrastructure, including network, servers, operating systems, storage, and, as applicable, individual application capabilities, except for limited user-specific application configuration settings and as otherwise provided in this RFP.
 - e. An electronic / online case management system that allows for applicants to execute documents online, and to have copies of executed documents uploaded into the system.
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- f. Develop and implement an application portal that includes all terms and fields that would be required of an application and grant agreement.
 - g. The Case Management System should have the ability to integrate with VIHFA Disaster Recovery website and VIHFA Financial Management Software and Case Management System
 - h. Ensure that the case management system requires applicants and grantees to have the appropriate web browsers for access to the system and that all data submitted is secure and encrypted.
 - i. The chosen system should have the ability to track other grant awards and other relevant funding.
 - j. Ability to transfer electronic data froth grantees and applicants to another database when contractual arrangement ends.
 - k. The Case Management System should support a narrative reporting module which can provide customizable reports that can be saved as templates, which can be utilized by other end users.
 - l. The system should also allow VIHFA's MIS staff to utilize customized reporting and/ or interface with third party reporting software to securely access the database via the back end in order to create custom reports for HUD and VIHFA's executive staff.
 - m. The system should support multiple logins to grantees, applicants, VIHFA staff and staff for purposes of review, access and management of documentation.
 - n. The system should allow certain approved power users, the capability to add or edit the front- end graphical user interface (GUI layout and web form layout,) in the event the program requirements have changed or have been added.
 - o. The proposed system should provide an online applicant portal which is accessible 24 x 7, so applicants can start the application process and be able to manage the status of their current application.
 - p. The Case Management System should provide applicants with the ability to choose English or Spanish as their language of choice.
 - q. A mechanism by which documents can be uploaded and attached to the electronic application.
 - r. The system should come with a native Document Management System (DMS) and/ or be interoperable with a third party DMS.
 - s. A system of messaging to each applicant as critical milestones are reached, such as the application completion or whether an application has been successfully processed through duplication of benefits verification, or ownership verification. System will track each phase of the application submission, review/consideration period and final decision. Messaging should also be able to provide electronic updates, if necessary and provide electronic and hard copy letters for use via e-mail or U.S. Postal Service to applicants as to whether an application has been approved or denied as well as other program required correspondence.
 - t. The system should provide Key Performance Indicators (KPI), which allows end users/ Systems Analysts to track milestones and be able to view real-time statistics. The KPI's should be customizable and should be provided in a dashboard view. Thresholds should be configurable, so KPI's alerts can be sent via email, texts and/ or bolded popups when a user logs into the system.
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- u. The system should provide a method to create and manage user profiles for internal and external users.
- v. The system should allow for the compression of documents and image files, which are uploaded into the Case Management System's database. VIHFA is expecting large amounts of data uploads from the applicants based on the requirements set forth from the ERA program, so the chosen system's storage capacity should be able to scale on demand.
- w. An online reference guide for the system that will be easily accessible to users. The reference guide will document the system, provide step-by-step instructions for common tasks, and contain more detailed articles to assist users and the IT staff. There is a strong possibility that data from an existing system will need to be migrated into the chosen Case Management System, so the system should provide detailed information relative to their data migration process/ procedure.
- x. The system should provide rights and permissions capabilities to allow end user and group access to certain areas within the application/ database, for security purposes.
- y. The system should provide a detailed historical/ conversation log including date, time and conversation detail.
- z. The chosen system should have the ability to support multiple workflows.
- aa. The system must have been used successfully in previous programs. Any items that are not specifically requested here that are a part of previous implementations, should be included in the proposal response.
- bb. The system must be nimble.
- cc. The respondent should discuss the turnaround time to implement changes to the system and reflect changing program requirements.
- dd. The system should have the capability to provide outreach capabilities, such as surveys to collect pertinent information for the program.
- ee. The system should possess the capability to allow Project/ Program Management staff to track the statuses of all applicants.
- ff. The system should have the capability to support a scheduling component for appointments if needed.
- gg. The system should support electronic approvals and be able to keep historical digital logs for auditing purposes.
- hh. The system should possess built in control mechanisms, which support VIHFA's program workflows and ensures certain requirements are met before moving to the next step within the process.

3.0 RECORDS RETENTION

The Respondent shall maintain records applicable to the contract. All such records are to be retained for three (3) years after final payment is made.

4.0 INDEPENDENCE

The Respondent must not be an employee, of a subsidiary of or be managed or controlled by any insurer, agency, brokerage firm or third-party administrator. The Respondent must not receive any compensation or remuneration in any form from such firms. The Respondent must not have any material or influential interests in any company which provides services, supplies, or equipment which it may recommend.

5.0 STANDARDS OF CONDUCT

The successful Respondent shall be responsible for maintaining satisfactory professional standards of competency, conduct, courtesy, appearance, honesty, and integrity; and for adhering to VIHFA's prohibition of the misuse of confidential and proprietary information.

6.0 CONFLICT OF INTEREST

A Respondent submitting a proposal hereby certifies that: no officer, agent or employee of VIHFA has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of the VIHFA; the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Respondent for the same Request for Proposals ("RFP"); and the Respondent is competing solely on its own behalf without connection with, or obligation to, any undisclosed person or firm.

7.0 INDEMNIFICATION

To the extent permitted by law, the Respondent shall indemnify, hold harmless, and defend the Authority, its Board of Directors, agents, and employees, from and against any and all claims, demands, actions, liabilities, losses, costs, and expenses, including but not limited to reasonable attorneys and other fees, asserted by third parties ("Claims"), which Claims are caused by or arise from the services performed by the Respondent in relation to the professional services provided to the VIHFA under contract.

8.0 TERM

The successful Respondent will be expected to execute VIHFA's standard professional service contract. The VIHFA will contract for a period of **two (2) years**, subject to the VIHFA's option to extend the term of the contract for one year at the existing billing rates subject to satisfactory performance and by mutual written agreement of the parties. The VIHFA reserves the right to modify and/or terminate the contract if the successful Respondent fails to perform in a manner consistent with the terms of the contract. In addition, the VIHFA reserves the right to modify and/or terminate the contract if funding becomes unavailable.

9.0 TERMINATION

Either party may terminate the parties' contract with or without cause with thirty **(30) calendar days** written notice to the other party before the effective date of such termination. The VIHFA may, by written notice, terminate the successful Respondent's services, in whole or in part, for failure of Respondent to perform its obligations under the parties' contract. In such event, the Respondent shall be liable for damages as authorized by law.

10.0 USE OF SUBCONTRACTORS

The VIHFA shall have a single Prime Contractor and that Prime Contractor shall be responsible for contract performance as specified in this RFP whether or not subcontractors are utilized. This general requirement notwithstanding, Respondent may enter into subcontractor arrangements. However, Respondent shall acknowledge in its RFP package total responsibility for the entire contract. If the Respondent intends to subcontract for portions of the work, the Respondent shall

identify in its package any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor. The documentation required of the Prime Contractor is also required for any subcontractor. The Prime Contractor shall be the single point of contact for all subcontract work. Every subcontract shall incorporate and follow the terms of the contract between the Prime Contractor and the VIHFA. Unless provided for in the contract with the VIHFA, the Prime Contractor shall not contract with any other party for any of the services herein contracted without the express prior written approval of the VIHFA.

The Prime Contractor shall be responsible for fulfillment of all terms of contract, timing, and payments to subcontractors regardless of funding provided by the VIHFA.

10.1 M/WBE

Respondents that are not M/WBEs are strongly encouraged to consider partnering, or other joint venture arrangements, with certified M/WBE firms to achieve the prescribed goals and to give M/WBE firms the opportunity to participate.

Respondents must document good faith efforts to provide meaningful participation by M/WBE firms. Willful and/or intentional violation of this obligation may result in the imposition of liquidated damages or other appropriate sanctions, including, without limitation, suspension of any future contracts with VIHFA and monetary payments based on the M/WBE goal shortfall.

11.0 RESPONDENT'S EXPENSES

The Respondent is solely responsible for its own expenses in preparing a Proposal and for subsequent negotiations with the VIHFA, if any. The VIHFA will not be liable to any Respondent for any claims, costs or damages incurred by the Respondent in preparing the Proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

12.0 CONTRACT PRICE AND BILLING

- 1) Respondent shall provide hourly billing rates/fees to complete the Scope of Services.
- 2) Respondent shall provide the structure of rates for professional time and time of others including any minimum, maximum, or flat fees, and which type of expenses are charged (long distance telephone calls, postage, printing, travel, lodging, meals, etc.). Indicate if there is a charge for travel time, and the basis for such.
- 3) Respondents must be capable of tracking and billing (invoicing) all work hours and materials (if reimbursable) by specific program or funding source as required by the VIHFA. Any Respondent not capable or willing to comply with this requirement will be considered non-responsive. Preferred formatting will be agreed upon during contract

negotiations. Respondent shall submit an invoice for payment to the VIHFA on a monthly basis.

4) The contract maximum hours per week may not exceed 40 hours total. The VIHFA shall determine the amount of hours to be worked to comply with budgetary restraints.

13.0 REQUEST FOR PROPOSAL SCHEDULE

The deadlines associated with this RFP are further outlined:

RFP SCHEDULE	DATE	TIME
RFP Issue date	February 22, 2022	
Pre-proposal Conference	February 24, 2022	2:00 p.m.
Final date to submit written questions	February 28, 2022	3:00 p. m.
Question Response Addendum	March 4, 2022	
RFP Submittal Deadline	March 15, 2022	2:00 p.m.

The VIHFA reserves the right to change the RFP schedule by issuing an Addendum at any time.

14.0 ISSUING AND PROCURING OFFICE

This RFP is being issued for the VIHFA. All general correspondence and inquiries about the RFP should be submitted in writing and sent to:

Ms. Nicole Roberts
Procurement/Contract Officer
Virgin Islands Housing Finance Authority
1110 Beltjen Road, Suite 200
St. Thomas, VI 00802

OR

Email: nroberts@vihfa.gov

Inquiries may be submitted via e-mail and must be completed using **Enclosure Document F**. Mark subject line for e-mail: **“RFP 002-2022-STT/STX”**

From the issue date of this RFP until a determination is made regarding the selection of a successful Respondent, all contacts concerning this RFP must be made through the Procurement/Contract Officer. Any violation of this condition is cause for the VIHFA to reject the Respondent’s package. The VIHFA will **not** be responsible for any oral information given by any employees.

Failure to ask questions, request changes or submit objections shall constitute the acceptance of all terms, conditions and requirements in this RFP. The contents of this RFP (including all attachments, revisions, addendums, and additions) shall become part of the contract. The issuance of a written addendum by the Procurement/Contract Officer is the **only** official method by which interpretation, clarification or additional information can be given. If the VIHFA amends this RFP, the Procurement/Contract Officer will post such notices on its website,

<https://www.vihfa.gov/procurement/solicitation>. After the deadline for the submission of questions, the Procurement/Contract Officer will post responses to the questions in the form of an Addendum. Respondents shall rely only on written statements issued through or by VIHFA Procurement/Contract Officer.

The VIHFA will **not** be held responsible if any potential Respondent does not check the website on a regular basis for all addenda. It is the responsibility of the potential Respondents to update all contact information, contact the Procurement/Contract Officer to ensure that they receive all addenda prior to the submittal of the proposal package, and/or check VIHFA’s website for updates.

15.0 PRE-PROPOSAL CONFERENCE

The VIHFA will conduct a virtual Pre-Proposal Conference at **2:00 p.m.** Atlantic Standard Time (“AST”) on **February 24, 2022**. You may join the meeting at <https://us02web.zoom.us/j/81927179342>, Meeting ID 819 2717 9342.

It is highly recommended that prospective Respondent thoroughly review the requirements of the RFP prior to the Pre-Proposal Conference. All prospective Respondents are urged to participate in the virtual pre-proposal conference. Non-attendance on the part of a Respondent shall not relieve the prospective Respondent of any responsibility for adherence to any of the provisions of this RFP package or any addenda thereto.

16.0 DELIVERY OF PROPOSAL PACKAGE

All responses to this RFP are to be submitted no later than **2:00 p.m.** AST on **March 15, 2022**. The VIHFA will **not** consider fax submission of a proposal. Proposal Package must be emailed to procurement@vihfa.gov.

The email subject line must be clearly marked “**PROPOSAL – RFP 002-2022-STT/STX**”. Failure to clearly mark the subject line with this information may cause the VIHFA to inadvertently overlook the receipt of the proposal package. The VIHFA will log all received proposal packages with the date and time of receipt. Proposals received after the official deadline will be considered **LATE** and will **not** be considered.

17.0 CONTENTS OF PROPOSAL PACKAGE

To be considered for award, the proposal package shall meet the following requirements.

EMAIL ATTACHMENT #1 - PROPOSAL

PROPOSAL FORMAT:

- A. RFP Cover Letter - Complete Enclosure Document A.**
- B. Commitment Statement Letter** – The Commitment Statement letter should be on the company’s letterhead with contact information and must be signed by an officer of the

organization that is authorized to bind the company contractually to all of the commitments made in its submittal. The letter shall also include a statement of understanding for the work to be done. It shall state that the firm will be solely responsible for all aspects of the engagement including any portion that may be performed by its subcontractors, if any. It should make a positive commitment to perform the work required as specified to industry standards of workmanship and in a professional manner. The letter shall state that all data presented in the proposal is accurate and complete. Additionally, the firm must state they understand the discovery of any significant inaccuracy in information submitted by them shall constitute good and sufficient cause for rejection of the proposal. It should also state that the proposal package will remain in effect for a period of 90 days from the submission deadline and thereafter, until the firm withdraws it, or a contract is approved and executed, or the procurement is canceled, whichever occurs first. Respondent shall also confirm that the firm has not engaged in any unethical practices within the past ten (10) years.

The Respondent shall also certify that all information it may receive in the course of conducting its work shall be treated as confidential and proprietary. Such information and data may not be disseminated to others without the written approval of: *Dayna Clendinen, Interim Executive Director, 1110 Beltjen Road, Suite 200, VI 00802.*

- C. Non-Collusive Affidavit – Complete Enclosure Document B.** The form must be notarized.
- D. Debarment Certification Form – Complete Enclosure Document C.** The form must be notarized.
- E. Corporate Document Checklist Form – Complete Enclosure Document D and submit current Business License.** For this section, Respondent must provide evidence that the firm is licensed in the USVI. The Business License must be relevant to the Scope of Services for this solicitation and valid.
- F. Respondent’s Qualification Statement Form – Complete Enclosure Document E.** For the Reference Section of the form, the Respondent shall provide a minimum of three (3) non-VIHFA references for whom the Respondent has performed the most recent, relevant work comparable to the scope requested in this RFP who would be willing to discuss Respondent’s competency and performance. If Respondent currently has more than three (3) non-VIHFA references, Respondent may provide a separate sheet with its client list and contact information. The VIHFA reserves the right to check references prior to award.
- G. Technical Proposal –** Provide a detailed narrative explaining the Respondent’s qualifications to provide the services, focusing on its company’s key strengths and competitive advantages. The proposal shall consist of the following:

- A. An EXECUTIVE SUMMARY which should contain the following:
1. Firm's name, the office's physical and mailing addresses, telephone, fax number and e-mail address.
 2. Brief history and description of the firm.
 - a. List current ownership structure.
 - b. Year established and any former name(s) under which the firm conducted business, if applicable.
 - c. The number of employees in your firm.
 - d. Type of services provided by the firm including but not limited to an explanation of the types of property and liability risk management and insurance consulting services you provide that relate to this RFP.
 - e. Respondent's standard consultant services contract shall be included in the proposal.
- B. QUALIFICATION SUMMARY which should contain the following:
1. A statement of the firm's qualifications to perform the requested services.
 2. Resumés of key personnel
 - a. A list of the specific responsibilities and a resume for each individual who will be assigned to this project.
- C. EXPERIENCE SUMMARY which should contain the following:
1. Applicable experience providing disaster case management experience and submission must provide examples of related work from inception to closeout.
 2. Other relevant experience.
- D. APPROACH SUMMARY which should contain the following:
1. Respondents shall propose a work plan describing the unique approach on how the firm intends to execute the scope of services and provide a schedule for completion.

EMAIL ATTACHMENT #2 – COST

COST FORMAT:

- H. COST - Complete Enclosure Document G.** The Respondent's proposed price should include information on the hourly billing rates of all employees who are expected to work on this contract and charges for expenses, if any. The VIHFA reserves the right to negotiate with the Respondent on the structure of the billing. **All proposal pricing must be valid for 90 days from the submission deadline and thereafter until the company withdraws it, a contract is approved and executed, or the procurement is canceled, whichever occurs first.**

The Respondent may also provide a comprehensive cost write-up on a separate sheet regarding the proposed price to complete the Scope of Services. This will be used to establish a baseline for negotiation with successful Respondent based on the criteria of this solicitation.

Each Respondent must adhere to the requirements of this section relative to the proposal package content and format in order to simplify the review process and facilitate the maximum degree of comparison. Respondents shall ensure that the proposal package closely follows the sequence and organizational outline described in this section.

18.0 REQUIRED DOCUMENTS

The successful Respondent shall be required to submit the following documents:

A. Formation Documents – The successful respondent will be required to provide a copy of their Formation Documents within ten (10) business days of receiving a notice of selection.

- **Provide a copy of Formation Documents**

Corporations (Inc., Corp, Co., Corporation)

- Copy of Trade Name Certificate (if applicable)
- Copy of Articles of Incorporation & By Laws
- Copy of Certificate of Resolution
- Copy of current Certificate of Good Standing

Limited Liability Company (LLC)

- Copy of Trade Name Certificate (if applicable)
- Copy of Articles of Organization
- Copy of Operating Agreement
- Copy of current Certificate of Good Standing

General Partnerships

- Copy of Trade Name Certificate (if applicable)
- Copy of Partnership Agreement (if applicable)
- Certificate of Good Standing (if applicable)

Limited Partnerships (L.P, LLP, LLLP)

- Copy of Trade Name Certificate (if applicable)
- Certificate of Limited Partnership or Statement of Qualification for LLP and LLLP
- Certificate of Good Standing (if applicable)

Sole Proprietorship

- Copy of Trade Name Certificate (if applicable)

B. Employer Identification Number (EIN) - The successful Respondent will be required to provide an official copy of their EIN within ten (10) business days of receiving a notice of selection. The Respondent shall provide a Form W-9.

C. Insurance - The successful Respondent shall provide the VIHFA with evidence of all appropriate and applicable insurance coverage carried by the Respondent, including policy coverage periods. Respondents shall furnish the VIHFA with certificates of

insurance, showing that the following insurance is in force and will insure all operations under this RFP.

- **General Liability Insurance** – The successful Respondent will be required to obtain, maintain and provide proof that it has in place General Liability Insurance in an amount no less than **Five Hundred Thousand (\$500,000.00) Dollars** for each occurrence within ten (10) business days of receiving a notice of selection. The insurance policy shall name the VIHFA as Certificate Holder and an “Additional Insured” via an endorsement as follows:

Virgin Islands Housing Finance Authority
1110 Beltjen Road, Suite 200
St. Thomas, U. S. Virgin Islands 00802

- **Professional Liability Insurance (E&O)**– The successful Respondent will be required to obtain, maintain and provide proof that it has in place Professional Liability Insurance in an amount no less than **Five Hundred Thousand (\$500,000.00) Dollars** per claim within ten (10) business days of receiving a notice of selection. The insurance policy shall name the VIHFA as CertificateHolder and an “Additional Insured” via an endorsement as follows:

Virgin Islands Housing Finance Authority
1110 Beltjen Road, Suite 200
St. Thomas, U. S. Virgin Islands 00802

- **Workers' Compensation Insurance/Certificate of Government Insurance Coverage** – The successful Respondent will be required to obtain and have in place Workers' Compensation Insurance coverage at the statutory limit within ten (10) business days of receiving a notice of selection.

All insurance shall be carried with companies that are financially responsible and licensed to do business in the United States Virgin Islands. Respondents shall not permit the insurance policies required to lapse during the period for which the contract is in effect. The Respondent must maintain coverage during the life of the contract. All certificates of insurance shall provide that no coverage may be cancelled or non-renewed by the insurance company until at least thirty days prior written notice.

Failure to provide the required documents within the stated time period may result in the proposals being deemed non-responsive and immediately disqualified with no further consideration for potential award of the contract.

19.0 SELECTION PROCESS

The VIHFA’s Evaluation Committee Panel is responsible for evaluating all Respondents’ submittals. The Evaluation Committee Panel will consider the following criteria:

Technical Qualifications and Experience: Shall be evaluated based on Respondent's background experience and routines engagement in case management services, records of responsible work, key personnel identified, and their ability to meet VI licensing requirements and other legal requirements to enable and perform services.

10 Points

Case Management Software Features and Capabilities: Shall be evaluated based on the systems capabilities regarding interface, reporting and safety and security features.

25 Points

Approach and Methodology: Shall be evaluated based on the Respondent's relevant experience and reputation in Case Management Services.

25 Points

Technical Approach Shall be evaluated based on the Respondent's proposed plan and schedule for completion of the project.

20 Points

Cost: Shall be evaluated based on the reasonableness of Respondent's cost of the services.

20 Points

19.1 PRESENTATION

Respondents shall be invited to make an oral presentation of their proposal and case management system before the Evaluation Committee Panel. The time and location of the presentations will be communicated to the Respondent via written correspondence from the VIHFA. The oral presentation/demonstration will provide an opportunity for the Respondent to clarify or elaborate on the proposal, supply additional information, and respond to questions posed by the Evaluation Committee Panel but shall in no way materially change the Respondent's original submission.

After the Proposals have been evaluated, the Respondent with the highest evaluation score will be selected.

20.0 CONTRACT NEGOTIATIONS

The VIHFA shall negotiate with the most qualified Respondent, as determined by an Evaluation Committee Panel of the responses and, if applicable, conduct interviews. If VIHFA is unable to reach an agreement with any of the highest ranked firm(s), it may negotiate with the next highest ranked firm(s), proceeding in turn to each firm that VIHFA has determined to be qualified, in order of rank. If agreement cannot be reached with any qualified firm, VIHFA reserves the right to cancel the solicitation.

21.0 RIGHT TO REJECT PROPOSAL PACKAGES

The VIHFA reserves the right to reject, without prejudice, any and all proposals submitted in response to this solicitation. Further, proposals submitted in response to this solicitation become the property of the VIHFA and the VIHFA may use any idea or concept in a submitted proposal, regardless of whether that proposal is selected for award.

Enclosures

- | | |
|--------------------------------|--|
| 1. Enclosure Document A | RFP Cover Letter |
| 2. Enclosure Document B | Non-Collusive Affidavit |
| 3. Enclosure Document C | Debarment Certification Form |
| 4. Enclosure Document D | Corporate Document Checklist Form |
| 5. Enclosure Document E | Respondent's Qualification Statement Form |
| 6. Enclosure Document F | Form for Submission of Inquiries |
| 7. Enclosure Document G | Proposal Cost Sheet |

ENCLOSURE DOCUMENT A
VIRGIN ISLANDS HOUSING FINANCE AUTHORITY
RFP COVER LETTER

RESPONDENT:

Name: _____
Address: _____
Tax Identification #: _____
DUNS #: _____

RESPONDENT'S PRIMARY CONTACT PERSON:

Name: _____
Title: _____
Telephone: _____
Email Address: _____

SCHEDULE OF ADDENDA:

(I) or (We) acknowledge receipt of the Addenda to the RFP Package hereinafter named, for the project(s) included in this RFP and declare that (I) or (We) accept these Addenda and that every change is included in this proposal.

Addendum Number _____	Issue Date _____
Addendum Number _____	Issue Date _____
Addendum Number _____	Issue Date _____
Addendum Number _____	Issue Date _____

RESPONDENT'S AUTHORIZED REPRESENTATIVE:

Name: _____
Title: _____
Signature: _____ Date: _____

ENCLOSURE DOCUMENT B
VIRGIN ISLANDS HOUSING FINANCE AUTHORITY
NON-COLLUSIVE AFFIDAVIT

_____, being first duly sworn, deposes and says:

- (1) That he/she is _____ (a partner or officer of the firm of, etc.) the party making the foregoing proposal/bid or proposal/bid cost; and
- (2) That such proposal/bid or proposal/bid cost is genuine and neither collusive nor a sham; and
- (3) That said Respondent (a) has not colluded, conspired, connived or agreed, directly or indirectly, with any Respondent or person to put in a sham proposal/bid or to refrain from bidding and (b) has not in any manner, directly or indirectly, sought by agreement, collusion, communication or conference with any person to fix (i) the proposal/bid cost of the affinity or that of any other Respondent or (ii) any overhead, profit or cost element of said cost proposal/bid or that of any other Respondent, to secure any advantage over the Virgin Islands Housing Finance Authority or any person interested in the proposed contract; and
- (4) That all statement in said proposal/bid or cost proposal/bid are true.

Signature of Respondent (Authorized Representative)

SUBSCRIBED AND SWORN TO before me
this _____ day of _____, 2022.

Notary Public
My commission expires: _____

ENCLOSURE DOCUMENT C
VIRGIN ISLANDS HOUSING FINANCE AUTHORITY
DEBARMENT CERTIFICATION FORM

Certification Regarding Debarment, Suspension and Ineligibility

- (1) The Respondent certifies, by submission of this solicitation, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any federal or local programs in the Territory or any Federal department or agency.
- (2) Signing this Certification without disclosing all pertinent information about a debarment or suspension shall result in rejection of the offer or cancellation of a contract. The VIHFA may also exercise any other remedy available by law.
- (3) Where the Respondent is unable to certify to any of the statements in this certification, such Respondent shall attach an explanation to this solicitation.

Name and Title of Authorized Representative:

Printed Name

Signature

Date

SUBSCRIBED AND SWORN TO before me
this _____ day of _____, 2022.

Notary Public

My commission expires: _____

ENCLOSURE DOCUMENT D
VIRGIN ISLANDS HOUSING FINANCE AUTHORITY
CORPORATE DOCUMENT CHECKLIST

Name of Respondent: _____

Contact Person: _____

Telephone Number: Office _____ Mobile _____

Email Address: _____

1. ___ Respondent Formation Documents

___ **Corporation** ___ Copy of Trade Name Certificate (if applicable)
 ___ Copy of Articles of Incorporation & By Laws
 ___ Copy of Certificate of Resolution
 ___ Certificate of Good Standing

___ **LLC** ___ Copy of Trade Name Certificate (if applicable)
 ___ Copy of Articles of Organization
 ___ Copy of Operating Agreement
 ___ Certificate of Good Standing

___ **General Partnership** ___ Copy of Trade Name Certificate (if applicable)
 ___ Copy of Partnership Agreement (if applicable)
 ___ Certificate of Good Standing

___ **L.P, LLP, LLLP** ___ Copy of Trade Name Certificate (if applicable)
 ___ Certificate of Limited Partnership or Statement of Qualification
(for LLP and LLLP) ___ Current Certificate of Good Standing

___ **Sole Proprietorship** ___ Copy of Trade Name Certificate (if applicable)

2. ___ Current USVI business license Expiration date: ___/___/20___
 Type of business license: _____

3. ___ Employer Identification Number (EIN): _____

4. ___ Insurance ___ *Certificate of General Liability & Endorsement* Expiration date: ___/___/20___
 ___ *Proof of Automobile Insurance* Expiration date: ___/___/20___
 ___ *Certificate Professional Liability & Endorsement* Expiration date: ___/___/20___

5. ___ Workers Compensation Insurance Expiration date: ___/___/20___

6. ___ Certificate of Good Standing (Supreme Court) Expiration date: ___/___/20___

7. ___ Copy of Juris Doctorate Degree

ENCLOSURE DOCUMENT E
VIRGIN ISLANDS HOUSING FINANCE AUTHORITY
RESPONDENT'S QUALIFICATION STATEMENT

Name of License Holder: _____
Name of Company/DBA (if any): _____
Legal Status: (check one) Corporation LLC Sole Proprietorship Partnership
Business Location (office): _____
Mailing Address: _____
Telephone Number: _____ Fax Number: _____ Email: _____
Website address (if any): _____

Is the firm currently licensed to do business in the USVI? Yes No
Type of License(s): _____
Number of Years licensed to conduct business in the USVI _____
Will subcontractors be used to perform any portion of the work? Yes No If yes, please list the
name(s) of the proposed subcontractor(s): _____

Have you ever failed to complete a project, been fired or sued by one of your clients, and/or found in default of contract terms? Yes No If yes, please explain on another sheet the circumstances, what means were used to resolve the issue, and the outcome.

Are there or have there been, any Claims, Arbitration, Judgments or Liens against you? Yes No
If yes, explain on another sheet, the circumstances and outcome.

List three non-VIHFA references that can be contacted for their input concerning your abilities:

- | | |
|----------------------|----------------------|
| 1) Client Name _____ | Contact Number _____ |
| 2) Client Name _____ | Contact Number _____ |
| 3) Client Name _____ | Contact Number _____ |

Respondent shall certify that the above information is true and shall grant permission to the VIHFA to contact the above-named person or otherwise verify the information provided.

Name and Title of Authorized Representative: _____

Signature: _____

ENCLOSURE DOCUMENT F
Virgin Islands Housing Finance Authority
FORM FOR SUBMISSION OF INQUIRIES

RFP 002-2022-DR-STT/STX
Case Management Services

Submit additional sheets of this Form for Submission of Inquiries if more than 10 questions are to be submitted

Proposer:

Date:

No. Question	RFP Section or Document	RFP or Document Page No.
1		
2		
3		
4		
5		
6		
7		
8		
9		

ENCLOSURE DOCUMENT G
VIRGIN ISLANDS HOUSING FINANCE AUTHORITY
PROPOSAL COST SHEET

The undersigned respondent proposes to furnish all labor and incur any other costs as may be required to perform the scopes of services, subject to all the conditions as set forth in the RFP.

ITEM	KEY PERSONNEL	HOURLY RATE
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

ITEM	REIMBURSABLE ITEMS	COST
1.		
2.		
3.		
4.		
5.		
6.		
7.		

PLEASE TYPE OR PRINT THEN SIGN AS INDICATED BELOW

NAME: _____

TITLE: _____

COMPANY: _____

SIGNATURE: _____

Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this scope of services.



**VIRGIN ISLANDS
HOUSING FINANCE AUTHORITY**

3202 Demarara Plaza · Suite 200
St. Thomas · U. S. Virgin Islands · 00802-6447
Telephone (340) 777-4432 · Fax (340) 775-7913
www.vihfa.gov

1110 Beltjen Road, Suite 200
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Nicole Roberts
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(340) 777-4432 ext. 4227
<https://www.vihfa.gov/procurement/solicitation>

 *Unlocking the Door to Affordable Housing*