



VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

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REQUEST FOR PROPOSALS

for

HOMEOWNER ASSISTANCE FUND CASE MANAGEMENT SERVICES AND SYSTEM

RFP 013-2022-STT/STX

Issue date:

August 31, 2022

Submittal deadline:

September 30, 2022

Contact person:

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www.vihfa.gov/procurement/solicitation

 *Unlocking the Door to Affordable Housing*

“CONFIDENTIAL BID SUBMISSION”

VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

**RFP 013-2022-STT/STX
REQUEST FOR PROPOSALS
HOMEOWNER ASSISTANCE FUND
CASE MANAGEMENT SERVICES AND SYSTEM**

1.0 INTRODUCTION

The Virgin Islands Housing Finance Authority (“VIHFA”) is soliciting proposals from qualified and licensed firms (“Respondent”) to provide Case Management Services and a Case Management database system to process applications for the Homeowner Assistance Fund (“HAF”) Program in the United States Virgin Islands (“USVI”).

The selected Respondent shall serve all eligible applicants located in the USVI. The selected Respondent shall provide a call center and be prepared to be operational within 15 business days after contract execution. The call center shall be available to receive and resolve inquiries from applicants. The selected Respondent shall provide intake centers on St. Croix, St. Thomas, and St. John, with trained staff and operational with all necessary equipment, supplies, and any other needed materials within 45 calendar days after contract execution.

The selected Respondent will also provide case workers whose primary responsibility will be to successfully manage the applications of the program from inception to closeout. They will serve as the front-line staff of the program, and will provide long-term consistent delivery of services, including processing and tracking applications for the program as described herein. The case workers will serve as the primary point of contact for the Program Applicants. Among other tasks, case workers will perform case management at all phases of eligibility to ensure successful participation in the program. Tasks will include, but shall not be limited to: intake, completion of the processing of all open applications, the verification of applicant eligibility for assistance, detection of fraud, waste and abuse (AFWA), Verification of Benefits (VOB), avoidance of Duplication of Benefits (DOB), coordination with the appropriate entities to ensure the timely payment for mortgages and administer the funding made available for the benefit of the homeowners in the USVI.

The selected Respondent will be responsible for providing the Case Management system for the program that meets the needs of the VIHFA. The case management system shall have the following capabilities: serve as a repository for client's program application and electronic copies of supporting documents; accommodate uploads of documents by authorized VIHFA staff; compile demographic and other data as needed for Treasury reporting; and, provide a dashboard for real-time viewing of program statistics - including but not limited to, number of applications received, and applications by status (in review, withdrawn/ineligible, eligible, paid). The VIHFA must have access to the Case Management System and the ability to use the system internally as needed for the program. The VIHFA program team will work with the successful Respondent to develop process mapping to assist in the development of the system.

1.1 PROGRAM HISTORY

The HAF assists households that are unable to pay mortgage, insurance, and property taxes due to the COVID-19 pandemic.

HAF was enacted by the US Treasury in April 2021 under the American Rescue Plan Act of 2021. The funds are provided directly to states, U.S. territories, local governments, and Indian tribes. Grantees use the funds to provide assistance to eligible households through existing or newly created homeowner assistance programs. The Homeowner Assistance Fund has allocated \$8.5 million in assistance for residents of the U.S. Virgin Islands.

Approximately ninety (90) percent of awarded funds will be used for direct financial assistance, including mortgage reinstatement, mortgage payment assistance, mortgage principal reduction, and foreclosure prevention. Eligible costs that can be covered includes mortgage principal, interest, homeowner insurance, homeowner association fees, and delinquent property taxes. Ten (10) percent of funds will be used for case management and administrative services. HAF funds expire on September 30, 2026.

2.0 SCOPE OF SERVICES

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

- A. Conduct best practices consulting, training, and oversight to aid in the disbursement of the homeowner assistance grant related to the USVI Homeowner Assistance Fund Program.
- B. Provide application intake and eligibility determination as may be applicable.
- C. Establish ongoing project tracking and reporting tools for executives and other leadership/staff.
- D. Coordinate and attend meetings with the USVI project manager and parties identified by the project Manager.
- E. Compile and complete all required documentation for grant payments to lenders through ACH and check payments directly to other entities related to insurance and homeowner fees and delinquent property taxes.
- F. Provide cash flow management and visibility for disbursements of the Homeowner Assistance Fund by the USVI; capturing, recording, and preserving applicant and lender 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.
- G. Prepare correspondence and required compliance reports to the grantor, the US Department of Treasury, on behalf of the USVI as necessary; and prepare weekly funding request summaries that specify grant awardees, their property addresses,

amounts to be disbursed, and the purpose for such funding (payment for mortgage arrears or delinquent insurance, HOA, or tax payments).

- H. Categorize, record, track, and file costs on approved forms in support of the financial award or disbursement processes. Communicate with the USVI frequently and maintain an up-to-date project management system to prepare routine and ad-hoc reports to the VIHFA Management Team.
- I. Establish and manage necessary anti-fraud internal controls to prevent duplicate payments, overpayments, and payments to ineligible recipients.

Major Tasks:

1. Secure, at its own expense, all personnel required to perform the services outlined in this RFP. VIHFA expects the selected Respondent to provide vetted, competent, and experienced staff. VIHFA reserves the right to request the removal of any staff it deems to be under-performing, or not performing to standard. Refer to Case Management Staffing Services.
2. Develop an integrated and functioning USVI-branded electronic portal for the submittal of applications for mortgage assistance from residents and lenders reflecting the available opportunities for mortgage assistance funding allowed by the HAF program. All proposed case management systems must meet the minimum technical requirements set forth under Case Management System and Services.
3. Develop online and paper application process for the HAF program.
4. Develop, post, and maintain currency of frequently asked questions (FAQs) related to the USVI Homeowner Assistance Fund.
5. Collaborate with the VIHFA Homeownership Division to provide recommended assistance awards for eligible applicants and associated documentation justifying such funding requests, weekly, to the VIHFA Management Team for review and approval for eligible award recipients.
6. Process approved awardee roster for payment by ACH or paper check to eligible grant recipients approved by the VIHFA Management Team.
7. Implement appropriate anti-fraud internal controls to prevent duplicate payments, overpayments, and payments to ineligible recipients.
8. Development of management reporting “dashboards” to allow VIHFA Management Team to track grant disbursement performance of the HAF grant. The dashboard should include data on:
 - the total amount of applications
 - eligible applications

- withdrawn applications
- denied applications
- demographical information
- income determination and eligibility
- payments disbursed to date

The dashboard shall have the capability to report all data by island as well as Territory-wide.

9. Final reconciliation and reporting to VIHFA Management Team 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 mortgage assistance from homeowners and lenders reflecting the broader and more accessible opportunities for mortgage assistance funding allowed by the HFA program.
2. Develop paper and electronic application process for the HAF program that interfaces with the designed portal.
3. Development and delivery of training, standards, protocols, and checklists for funding applications related to implementing the HAF qualifying requirements.
4. Create a phone bank of lenders, insurance agents, and the Lt. Governor's Property Tax Division to be used for application processing, and call center for application assistance and message captures.
5. Create an anti-fraud and duplication of benefits monitoring tool.
6. Maintenance of FAQs for HAF programs, to remain current with Treasury Guidelines and VIHFA requirements.
7. Prepare application eligibility, determination, and approval weekly. Conduct intake, review applications for completeness, make eligibility determinations, refer files to VIHFA HO for foreclosure prevention counseling, prepare and submit pay requests for processing.
8. Prepare final determination, including pay request packages, and transfer documents and electronic files to the VIHFA.
9. Maintain management for records retention for three years, and final reports to Treasury.

Case Management Staffing Services:

Respondents should anticipate that personnel will work a maximum of 40 hours per week, possibly on staggered schedules to complete the assigned tasks. VIHFA anticipates that the Respondent will need a Project Director, a Case Worker Program Manager/Site Manager, Case Workers/Call Center Personnel. In order to build rapport with the applicants, VIHFA expects the Respondents to assign a pool of Case Workers for specific applicants to ensure continuity within the Program. Respondents should set forth in detail its staffing plan of personnel it believes is necessary to provide the services requested under this RFP. VIHFA expects Respondents to have a goal of hiring 35% of its staff locally.

1. Intake and application preparation:

- a. Educate and guide all parties including potential applicants, applicants, lenders, government and private entities about the program requirements
- b. Prepare and provide intake process for applications for VIHFA's consideration and approval
- c. Perform initial application screening and processing, including completeness review and threshold eligibility review; determine if applicant fits the program priorities.
- d. Collect required documentation including but not limited to income documentation, proof of ownership, status of the applicant's mortgage, property taxes, and home insurance, etc.; issue correspondence such as notification of application withdrawal, notification of ineligibility; and request missing documentation.
- e. Maintain records and communications in a manner that detects or prevents Fraud, Waste and Abuse, ensuring that the case management system flags duplicated applicant names, duplicated addresses, and duplicate applicant social security numbers.
- f. Document, by maintaining case notes, communications with homeowners regarding the status of their application and subsequent related processes, requests for additional information, and/or challenges that may arise in conjunction with the application.
- g. Follow due diligence process to provide an opportunity for applicants to supply missing application information and supporting documentation.

2. Verification of eligibility

- a. Collaborate with the VIHFA staff to evaluate documentation submitted to determine eligibility for HAF funds based on all Program and federal requirements.
- b. Assist the VIHFA staff to review documents and collaborate with staff to calculate the preliminary amount of funding the homeowner is eligible to receive.
- c. Advise applicants who are ineligible of their status and inform them of the process for appeal.

3. Review and award finalization

- a. Work with VIHFA staff to prepare a payment request package, based on the sources (lender, government, or private entity), which includes payment request form, proof of ownership, ledger/statement indicating delinquent mortgage, delinquent taxes, delinquent HOA fees, and/or delinquent insurance, and obtain required signatures on forms.

- b. Assist the VIHFA staff with submittal of pay request package as per the template provided by VIHFA, which shall include certain supporting documents and also a pay request form which details the amount of assistance funded, payee name, address, & Tax ID, client name and account #, assistance type, period covered, to VIHFA Executive Staff for processing and payment.

4. Payment processing, closing and file closeout

- a. Complete execution of payment to lender or government or private entity, which includes obtaining certifications, as applicable, preparation of all documents/correspondence required for signature and approval by the Program, and transfer of payment to the lender.

- b. Confirm completion of assistance; issue final documentation of payments to entity; file and store documents; update Program's system of record.

- c. Assemble and file all documents provided and/or approved by Program.

Case Management System Specifications:

The selected Respondent will provide a case management system that meets the needs of VIHFA. The Respondent will train the VIHFA Staff on the case management system. Respondents must include with their submission, specifications on the case management system it intends to utilize. VIHFA requires a hosted Case Management software solution that is user-friendly and has the capability to manage the Territory's Homeowner Assistance Fund. The solution must be hosted by the vendor or a third-party service provider. All proposed case management systems must meet the minimum technical requirements. VIHFA reserves the right to request a demonstration of the Respondent's case management software prior to the contract being awarded.

The case management system shall, at a minimum, have the following capabilities:

1. An electronic/online Case Management System that is accessible for applicants to find and fill out a grant application for consideration by the HAF program. The system shall assign each application a unique file number.

2. The system shall be accessible to lenders and government/private entities to submit required documents needed in support of the homeowner's application.

3. The applications shall be accessible from various client devices (desktop and mobile devices) via a web browser and/ or mobile application.

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4. The system should provide safe and secure access, utilizing the latest technological security measures to end users accessing the application remotely or locally.
5. 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.
6. The system shall allow for applicants VIHFA program staff, and lenders to review documents online, and to upload copies of documents to the system.
7. Develop and implement an application portal that includes all terms and fields that would be required of the application and program, respectively.
8. The Case Management System should have the ability to integrate with VIHFA Financial Management Software (SAP).
9. Ensure that the case management system requires applicants and lenders to have the appropriate web browsers for access to the system and that all data submitted is secure and encrypted.
10. Ability to transfer electronic data from lender/government or private entity and applicants to another database when contractual arrangement ends.
11. The Case Management System should support a native reporting module which can provide customizable reports that be saved as templates, which can be utilized by other end users. 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 backend in order to create custom reports for US Treasury and VIHFA's Executive Staff.
12. The system should support multiple logins to lenders, applicants, and VIHFA staff for purposes of review, access and management of documentation.
13. The system should create and maintain reporting dashboards that will allow VIHFA Management Team to track grant disbursement performance, including statistics by district, income level, gender, race, and ethnicity.
14. The system should allow certain approved power users, the capability to add or edit the frontend graphical user interface (GUI layout and web form layout,) in the event the program requirements have changed or have been added.
15. 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.

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16. The Case Management System should provide applicants with the ability to choose English, Spanish, or French Creole as their language of choice.
17. The System should provide a mechanism by which documents can be uploaded and attached to the electronic application.
18. 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. A 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.
19. The system should provide a method to create and manage user profiles for internal and external users.
20. 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 lenders, applicants, other entities based on the requirements set forth from the HAF program, so the chosen system's storage capacity should be able to scale on demand.
21. 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 VIHFA staff.
22. 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.
23. The system should provide a detailed historical/ conversation log including date, time and conversation detail.
24. The chosen system should have the ability to support multiple workflows.
25. The system must have been used successfully in previous HAF programs. Any items that are not specifically requested here that are a part of previous implementations, should be included in the proposal response.
26. The system must be nimble. The respondent should discuss the turnaround time to implement changes to the system and reflect changing program requirements.

27. The system should possess the capability to allow VIHFA staff to track the statuses of all applicants.
28. The system should support electronic approvals and be able to keep historical digital logs for auditing purposes.
29. 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

2.1 CONTACT INFORMATION

The selected Respondent shall provide contact information for the purpose of facilitating and maintaining regular communication with VIHFA. This contact information shall include a minimum of a reliable company phone number and email address. The said contact information shall be monitored regularly and used to facilitate an open line of communication with the VIHFA. Respondent will also be required to identify the name of the primary contact for the engagement and also an alternate.

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 STANDARDS OF CONDUCT

The successful Respondent shall be responsible for maintaining satisfactory professional standards of employees' competency, conduct, courtesy, appearance, honesty, and integrity; and shall be responsible for taking disciplinary action with respect to any employee as may be necessary.

The successful Respondent shall protect all VIHFA's confidential information and is prohibited from misusing confidential and proprietary information. In the course of providing services to the VIHFA, the selected Respondent may receive certain information specific to VIHFA's clients or business associates. The maintenance of confidential and proprietary information in strict confidence and the confinement of its use to the VIHFA are of vital importance to the VIHFA.

5.0 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.

6.0 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.

7.0 TERM

The successful Respondent will be expected to execute VIHFA’s standard professional service contract. The VIHFA will contract for a period of **one (1) year**, subject to the VIHFA’s option to extend the term of the contract for a similar term 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's HAF is a grant-funded program and thus the VIHFA reserves the right to modify the contract term and/or terminate the contract based on funding availability.

8.0 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.

9.0 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.

10.0 RESPONDENT’S EXPENSES

The Respondents are solely responsible for their 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.

11.0 CONTRACT PRICE AND BILLING

1) Provide a flat fee to complete the Scope of Services.

2) Respondents must be capable of tracking and billing (invoicing) 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.

12.0 REQUEST FOR PROPOSAL SCHEDULE

The deadlines associated with this RFP are further outlined:

| RFP SCHEDULE | DATE | TIME |
|--|--------------------|----------|
| RFP Issue date | August 31, 2022 | |
| Pre-proposal Conference | September 15, 2022 | 10:00 AM |
| Final date to submit written questions | September 22, 2022 | 12:00 PM |
| RFP Submittal Deadline | September 30, 2022 | 4:00 PM |

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

13.0 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:

Inquiries can be made by e-mail.

Email: ahillocks@vihfa.gov

Mark subject line for email “RFP 013-2022-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 issuance of a written addendum by the Procurement/Contract Officer is the **only** official method by which interpretation, clarification or additional information shall 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 question deadline, 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’s Procurement/Contract Officer.

The VIHFA will **not** be held responsible if any potential Respondent does not check the website on a regular basis for any addenda that may be issued. It is the responsibility of the potential

Respondents to update all contact information, as necessary, to periodically check VIHFA's website for updates, and/or to contact the Procurement/Contract Officer to ensure the receipt of all addenda prior to the submittal of the proposal package.

14.0 PRE-PROPOSAL CONFERENCE

The VIHFA will conduct a virtual Pre-Proposal Conference at **10:00 a.m.** Atlantic Standard Time ("AST") on **September 15, 2022**. You may join the meeting at <https://us02web.zoom.us/j/82839894300>, Meeting ID 828 3989 4300.

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.

15.0 DELIVERY OF PROPOSAL PACKAGE

All responses to this RFP are to be submitted no later than **4:00 p.m.** AST on **September 30, 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 – HAF**". The VIHFA will not consider fax submission of a proposal or email submissions received after the deadline and submissions submitted to the wrong email address.

Failure to clearly mark each proposal package with this information may cause the VIHFA to inadvertently open the proposals before official closing date and time. The VIHFA will log all received proposals with the date and time of receipt. Proposals received after the deadline will be considered **LATE** and will **not** be opened or considered.

16.0 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: *Executive Director, 100 Lagoon Complex, Suite 4 Frederiksted, VI 00840.*

- 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 to provide services 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.

- i. Demonstrate that the firm has adequate staffing to fulfill the required services throughout the entire contract term.
 3. Type of services provided by the firm
 4. Provide last two years of Financial Statements, preferably Audited.
 - a. Firm must demonstrate adequate financial resources to perform contract or the ability to obtain them.
 5. Provide information about the Case Management System.
 - a. Name of the system
 - b. Information about case management system that demonstrates that it meets the program requirements,
- B. QUALIFICATION SUMMARY** which should contain the following:
1. A statement of the firm’s qualifications to perform the requested services.
 - a. Strong background in HAF
 - b. Strong background in Case Management Services and Systems
 - c. Knowledge of Project oversight and monitoring
 - d. Knowledge of Database and records management
 - e. Ability to work with highly sensitive and confidential information
 - f. Ability to provide exceptional Customer Services to applicants in multiple languages as necessary, including English and Spanish
 - g. Ability to complete monthly/quarterly reports
 2. Resumés of key personnel
 - a. Should include but not limited to education, training, technical experience, functional experience, relevant and related experience and applicable certifications
- C. EXPERIENCE SUMMARY** which should contain the following:
1. Applicable experience providing Case Management Services
 2. Applicable experience implementing Case Management System
 3. 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
 2. Provide timetable for schedule of completion.

EMAIL ATTACHMENT #2 – COST

COST FORMAT:

- H. COST** - Complete **Enclosure Document F**. The Respondent's proposed price should include flat fees. 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.

17.0 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 may 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 ensure 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 **One Million (\$1,000,000.00) 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
100 Lagoon Complex, Suite 4
St. Croix, U. S. Virgin Islands 00840

- **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 **One Million (\$1,000,000.00) Dollars** per claim within ten (10) business days of receiving a notice of selection. The insurance policy shall name the VIHFA as Certificate Holder.
- **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 day’s 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.

18.0 SELECTION PROCESS

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

Documentation: Shall be evaluated based on Respondent's adherence to the purpose and scope of the project; the conditions, rules, regulations, and requirements of the Request for Proposal relative to the proposal package content and format and whether all documentation has been provided and completed in its entirety.

10 Points

Professional Qualifications: Shall be evaluated based on the credentials of the Respondent's resources such as the key personnel and management team assigned to perform the services.

25 Points

Specialized Experience: Shall be evaluated based on the Respondent's relevant experience and reputation in Case Management Services and System.

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

18.1 PRESENTATION

Respondents may be invited to make an oral presentation of their proposal 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/highest ranked firm will be selected.

19.0 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.

20.0 TERMS AND CONDITIONS

This RFP is a request for the submission of proposals but is not itself an offer and shall under no circumstances be construed as an offer.

VIHFA reserves the right to reject, without prejudice, any and all proposals submitted in response to this solicitation.

VIHFA reserves the right to modify or withdraw this request at any time.

VIHFA reserves the right to reject any or all companies, or to terminate the RFP process at any time, if deemed to be in its best interest.

VIHFA reserves the right not to award a contract pursuant to the RFP.

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 | 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* Expiration date: ___/___/20___

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

6. ___ DUNS: _____

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
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 | LINE ITEM | FLAT RATE |
|------|-----------|-----------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |
| 6. | | |
| 7. | | |
| 8. | | |
| 9. | | |
| 10. | | |

TOTAL COST OF CONTRACT _____

PLEASE TYPE OR PRINT THEN SIGN WHERE 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

100 Lagoon Complex · Suite 4
St. Croix · U. S. Virgin Islands · 00840
Telephone (340) 772-4432 · Fax (340) 772-4002
www.vihfa.gov

Afisha M. Hillocks
Procurement/Contract Officer
ahillocks@vihfa.gov
(340) 772-4432 ext. 3233
<https://www.vihfa.gov/procurement/solicitation>

 *Unlocking the Door to Affordable Housing*