

TABLE OF CONTENTS

1. INTRODUCTION	2
2. MINIMUM QUALIFICATIONS	2
3. REJECTION OF SUBMISSIONS	2
4. BACKGROUND/DESCRIPTION OF ENVIRONMENT	2
5. AWARD CLAUSE INCLUDING RENEWAL OPTIONS	3
6. OPERATIONAL INFORMATION	3
7. SCOPE OF WORK	3
9. QUALIFICATION EVALUATION CRITERIA	5
10. EVALUATION PROCEDURE	7
11. CONTRACT APPROVAL	7
12. SUBMITTAL INSTRUCTIONS	8
13. PREPARATION OF RESPONSE	8
14. REQUIRED CONTENT	8
15. REQUIRED COST PROPOSAL	10
16. QUESTION DEADLINE	10
17. ECONOMY OF PREPARATION	10
18. PAYMENT	10
19. ORAL PRESENTATION/DEMONSTRATION	10
20. ASSIGNMENT	10
21. MISCELLANEOUS	11
22. MODIFICATION OF SERVICES AFTER CONTRACT APPROVAL	11
23. CHANGES IN FACTS	11
24. CONFIDENTIALITY OF SUBMISSIONS	11
25. NEWS RELEASE	11
26. CHANGES IN REQUIREMENTS	11
27. REJECTIONS, MODIFICATIONS, CANCELLATIONS	11
28. OFFICE OF INSPECTOR GENERAL	12

1. INTRODUCTION

The City of Detroit Office of Contracting and Procurement (OCP) requests a statement of qualifications from nonprofit organizations to provide a range of services to increase the accessibility, efficiency and efficacy of housing counseling activities for person who are residents of the City of Detroit, as part of the City of Detroit's COVID-19 community stabilization response. Services will include the development and maintenance of a single point of entry for housing counseling services; the development and maintenance of a central Client Management System that integrates with housing counseling agencies' existing data management systems; and ongoing technical assistance and support to a network of housing counseling agencies.

2. MINIMUM QUALIFICATIONS

Submissions will only be accepted from those firms demonstrating a minimum of five (5) years of experience providing the services described in this RFQ for projects of similar scope and size.

3. REJECTION OF SUBMISSIONS

The City of Detroit expressly reserves the right to reject any and all submissions, waive any non-conformity, re-advertise for qualifications, withhold the award for any reason the City determines, and/or to take any other appropriate action that is in the best interest of the City.

4. BACKGROUND/DESCRIPTION OF ENVIRONMENT

A period of housing instability is likely to follow the extreme economic disruption caused by the COVID-19 outbreak in Detroit. Data and community feedback during the COVID-19 pandemic demonstrates that the massive spike in unemployment and other effects of the pandemic have resulted in an increase in demand for housing counseling services for housing-unstable residents facing foreclosure, eviction, or other threats to stable housing. After the Great Recession in 2008, the Federal government responded by investing significantly in housing counseling through the National Foreclosure Mitigation Counseling (NFMC) program, which provided housing counseling services to over 2.14 million Americans to help mitigate foreclosures with demonstrated results:

- 64% of counseled homeowners remained out of serious delinquency after 8 months
- Borrowers who received a loan modification through NFMC counseling saved an average of \$267 more each month than if they had not had counseling
- Housing counseled individuals through NFMC were 70 percent less likely to re-default.

The current need for housing counseling in Detroit extends beyond mortgage foreclosure counseling, including significant counseling needs in the areas of tax foreclosure prevention, eviction counseling, and mitigating housing displacement risks posed by health and safety threats related to poor housing conditions. Housing instability was a persistent challenge in Detroit prior to COVID-19 and the increased instability may put unmanageable strain on systems including social services, courts, and homelessness services and on local housing market dynamics if not proactively mitigated with counseling services.



In order to mitigate the short and long term negative impact of this economic disruption, the City of Detroit is dedicating CDBG funding to increase the capacity of Detroit housing counseling agencies to provide housing counseling services. As part of an overall strategy to increase the accessibility, efficiency, and efficacy of housing counseling in Detroit, the City of Detroit is making complimentary investments to improve the intake, client management, and data management infrastructure to support increased demand for services delivered by housing counseling agencies serving Detroit residents.

5. AWARD CLAUSE INCLUDING RENEWAL OPTIONS

If a contractual relationship is established as a result of this RFQ it will be a City of Detroit Subrecipient Agreement for Community Development Block Grant (CDBG) funds. Any renewal option exercised under this agreement is effective only after the approval of the Detroit City Council and the Chief Procurement Officer. The City anticipates one (1) award as a result of the RFQ.

6. OPERATIONAL INFORMATION

The respondent is expected to provide service in accordance with the terms of the executed agreement and under the rules, regulations, and supervision of the City.

7. SCOPE OF WORK

To mitigate housing instability and reduce the strain on housing and social service systems related to housing stability during and following the COVID-19 pandemic, the Subrecipient will use funds awarded through this RFP to (1) increase Detroit residents' ability to find, access, and enroll in housing counseling services and (2) improve housing counseling agencies' ability to manage counseling relationships, make referrals to housing programs and services identified as needs through the counseling activities, and support quality data management to support reporting and performance improvement related to housing counseling services as described by 24 CFR 5.100:

"Housing Counseling is independent, expert advice customized to the need of the consumer to address the consumer's housing barriers and to help achieve their housing goals and must include the following processes: intake; financial and housing affordability analysis; an action plan, except for reverse mortgage counseling; and a reasonable effort to have follow-up communication with the client when possible. The content and process of housing counseling must meet the standards outlined in 24 CFR part 214. Homeownership counseling and rental counseling are types of Housing Counseling."

The Subrecipient shall support the City of Detroit and the City of Detroit's CDBG-funded housing counseling agencies in the provision of housing counseling activities. Those residents targeted for housing counseling services are low income residents of the City of Detroit who are facing housing instability. In order to best support these areas of housing counseling services, funding for housing counseling client intake and



management will include the following activities (subject to scope/budget negotiations):

a. Develop, implement, and manage a web-based housing counseling information and intake tool.

- i. Facilitate the creation and maintenance of a website to serve as a source for information about housing counseling services. The website's branding, content, and functionalities shall be approved by the City of Detroit through the Housing & Revitalization Dept.
- ii. The website shall include an intake form that enables residents in need of housing counseling services to input information and upload documents to streamline the intake and counseling experience.
- iii. The website shall connect to a centralized Client Management System (see "section b" below) as part of a workflow process that initiates the scheduling of housing counseling services with the agency best positioned to provide timely, effective services.
- iv. The website shall include a phone number to enable residents who are not able to submit information via the web intake form. The selected Subrecipient shall manage incoming phone calls and assist callers with accessing housing counseling services.

b. Develop, implement and manage a housing counseling Client Management System in support of CDBG-funded housing counseling agencies

- i. Identify, design, implement, and maintain a Client Management System that shall serve as a centralized system to track and monitor housing counseling activities across all City of Detroit housing counseling agency partners. The Client Management System shall be built on a reputable software platform such as Salesforce or a comparable platform, as approved by the City of Detroit through its Housing & Revitalization Dept.
- ii. Identify, implement, and manage the integration of software tools into the centralized Client Management System. Software to be integrated should include HUD-approved housing counseling software and GIS mapping software.
- iii. Provide support and technical assistance to housing counseling agencies receiving CDBG support from the City of Detroit to assist agencies utilize the Client Management System and software integrations.
- iv. Work with City of Detroit departments and City of Detroit-approved housing program providers to manage the integration of housing programs into Client Management System workflows and data tracking.
- v. Manage subgrants to housing counseling agencies receiving City of Detroit CDBG funds to fund software and/or subscription fees related to the adoption and utilization of a shared Client Management System.
- vi. Generate regular reports on housing counseling activities for the City of Detroit and other stakeholders. Reports shall be designed in collaboration with the City of Detroit through its Housing & Revitalization Dept. to inform resource allocation, policy, and other



program needs to improve housing counseling outcomes.

8. RESPONDENT PERFORMANCE HISTORY

The respondent shall provide the following information:

- a. Identify in detail at least three (3) similar projects by name, subject matter, location, respondent’s services provided and the length of time respondent’s service were provided on each (use attached reference form). Included in this informal shall be the description of services provided and the time period during which the services were provided;
- b. Identify the respondent’s key personnel working on the projects identified in “section a” above;
- c. Identify any projects in which the respondent’s contract was terminated for any reason;
- d. Identify any claims or lawsuits that have been brought against your organization as a result of any services provided within the last ten (10) years;
- e. Attach your organization’s financial statements (CPA Certified) for the previous three years; and
- f. Provide an organization chart indicating the key personnel who will provide services resulting from this RFP. Also provide a resume for each of the key personnel.

9. QUALIFICATION EVALUATION CRITERIA

The total cost of the project will be evaluated based on price and direct experience based on the criteria described below:

CRITERIA	Weight	Max
Experience/expertise in managing a resident portal/application for public services <u>Scoring Criteria</u> <i>3: Respondent demonstrates experience managing 2 or more public-facing digital access points for services with a track record of at least three years.</i> <i>2: Respondent demonstrates experience with at least 1 public-facing digital access points for services with a track record of at least two years.</i> <i>1: Respondent demonstrates a minimum of one year of experience with public-facing digital access points.</i> <i>0: Respondent demonstrates no experience with public-facing digital access points for services. Respondent does not meet minimum threshold for eligibility.</i>	5	15
Experience/expertise in implementing and managing a multi-organization Client Relationship Management system. <u>Scoring Criteria</u> <i>3: Respondent demonstrates experience managing a multi-organization Client Relationship Management system and has internal capacity dedicated to the development and maintenance of CRM functions.</i> <i>2: Respondent demonstrates experience managing a multi-organization Client Relationship Management system.</i>	5	15



<p><i>1: Respondent demonstrates experience managing a CRM system.</i> <i>0: Respondent demonstrates no experience with CRM management. Respondent does not meet minimum threshold for eligibility.</i></p>		
<p>Experience/expertise in delivering training/technical support to community based nonprofit organizations to improve service delivery.</p> <p><u>Scoring Criteria</u> <i>3: Respondent demonstrates experience delivering housing-specific training/technical support to community nonprofit organizations with a track record of at least five years.</i> <i>2: Respondent demonstrates experience delivering housing-specific training/technical support to community nonprofit organizations with a track record of at least two years.</i> <i>1: Respondent demonstrates a minimum of one year of experience delivering housing-specific training/technical support to community nonprofit organizations.</i> <i>0: Respondent demonstrates no experience delivering housing-specific training/technical support. Respondent does not meet minimum threshold for eligibility.</i></p>	4	12
<p>Experience/expertise in administering Community Development Block Grant funds (or other Federal funds).</p> <p><u>Scoring Criteria</u> <i>3: Respondent demonstrates experience administering CDBG funds as a Subrecipient of a Participating Jurisdiction grantee with a track record of at least three years.</i> <i>2: Respondent demonstrates experience administering federal grant dollars other than CDBG with a track record of at least three years.</i> <i>1: Respondent demonstrates some experience administering CDBG or other federal grant dollars.</i> <i>0: Respondent demonstrates no experience administering federal funds. Respondent does not meet minimum threshold for eligibility.</i></p>	3	9
<p>Experience/expertise in delivering housing counseling and other housing stability services to low income populations.</p> <p><u>Scoring Criteria</u> <i>3: Respondent demonstrates experience delivering housing counseling and other housing stability services to low income populations with an annual service volume of at least 10,000 program participant and a track record of at least five years.</i> <i>2: Respondent demonstrates experience delivering housing counseling and other housing stability services to low income populations with an annual service volume of at least 5,000 program participants and a track record of at least two years.</i> <i>1: Respondent demonstrates experience delivering housing counseling and other housing stability services to low income populations with an annual service volume of at least 2,500 program participants and a track record of at least one years</i> <i>0: Respondent does not demonstrate experience delivering housing counseling and other housing stability services to low income</i></p>	4	12



<i>populations to meet the above criteria. Respondent does not meet minimum threshold for eligibility.</i>		
<p>Physical presence and history of providing services in Detroit.</p> <p><i>3: Respondent maintains a functional office and staff in the City of Detroit and has a track record of providing services to Detroiters of at least two years.</i></p> <p><i>2: Respondent has a track record of providing targeted services to Detroiters of at least two years.</i></p> <p><i>1: Respondent has a track record of providing services to Detroiters as part of a regional service coverage area.</i></p> <p><i>0: Respondent demonstrates no experience in Detroit. Respondent does not meet minimum threshold for eligibility</i></p>	3	9
MAX POINT TOTAL:		72
MINIMUM ELIGIBILITY:		50

10. EVALUATION PROCEDURE

After evaluating the proposal, oral presentations may be scheduled with the respondents. A final determination will be made after the oral presentations are complete.

Following the receipt of submissions, a City designated Evaluation Committee will evaluate each response. All submissions, which meet the required format of this RFQ, will be evaluated. Any Proposals determined to be non-responsive to the specifications or other requirements, including instructions governing submission and format, will be disqualified unless the City determines, in its sole discretion, that non-compliance is not substantial or that an alternative proposed by the Respondent is acceptable. The City may also at its discretion, request oral presentations, and may request a demonstration of Respondent’s operations. The City may also at its sole discretion, elect to rank order the qualified proposals, and negotiate with some limited number of the highest scored qualified respondents. A final determination would include the cumulative inputs of this evaluation procedure. All decisions reached by the Evaluation Committee will be by consensus.

11. CONTRACT APPROVAL

Upon contract award, the City and the respondent shall execute a Subrecipient Agreement, which shall contain all contractual terms and conditions in a form provided by the City. No contract shall become effective until the contract has been approved by the required City Departments and Detroit City Council and signed by the City of Detroit Chief Procurement Officer. Prior to the completion of this approval process, the respondent shall have no authority to begin work under the contract. The Chief Financial Officer shall not authorize any payments to the respondent prior to such approvals; nor shall the City incur any liability to reimburse the respondent regarding any expenditure for the purchase of materials or the payment of services.



12. SUBMITTAL INSTRUCTIONS

All responses must be submitted through the Oracle system. Each respondent is responsible for ensuring that its proposal is received by the City on a timely basis. **Faxed or mailed proposals will not be accepted.**

Firms shall not distribute their proposals to any other City office or City employee. Proposals received become the property of the City. The City is not responsible for any costs associated with preparation or submission of proposals. All proposals submitted by the due date will be recorded in the Oracle System. Responses received **will not** be available for review. Proposals received will be subject to disclosure under applicable Freedom of Information Act. An officer of the company authorized to bind the company to a contractual obligation with the City must sign the proposals in the Oracle System. The contact person regarding the proposal should also be specified by name, title, and phone number. The successful respondent will receive an award letter. Respondents who are not awarded will receive a notification that the award decision has been made.

13. PREPARATION OF RESPONSE

The response shall include all forms as specified in these instructions. Each response shall show the full legal name and businesses address of the prospective respondent, including street address if different from mailing address, and shall be signed and dated by the person or persons authorized to bind the prospective respondent.

Respondent shall provide notice in its submission to take exception to any requirement of the RFQ. Should a respondent be in doubt as to the true meaning of any portion of this RFQ or find any patent ambiguity, inconsistency, or omission herein, the respondent must make a written request for an official interpretation or correction in accordance with the instructions for submitting questions as specified in this RFQ.

Respondents are advised that no oral interpretation, information or instruction by an officer or employee of the City of Detroit shall be binding upon the City of Detroit.

14. REQUIRED CONTENT

Bid responses must include the following content:

(1) Cover Letter

The prospective respondent's submission shall include a cover letter signed by an individual or individuals authorized to bind the prospective respondent contractually.

- A statement to the effect that your proposal is in response to this RFQ;
- A brief description of your organization and its mission;
- The location of the organization's principal place of business and, if different, the location of the place of performance of the contract;
- The name and contact information of the of the organizations leadership and manager(s) that will be in charge of this project;
- The age of the firm's business and the average number of employees during each of the last three (3) years;
- The firm's current tax status and Federal Employer Identification Number.

(2) Narrative Statement of Qualifications



The prospective respondent's submission shall include a narrative that describes the organizations relevant qualifications to perform the described scope of work that specifically speaks to the eligibility criteria. Respondent may structure this narrative using the following prompts:

- Describe organization's experience/expertise in managing a resident portal/application for public services using specific examples, outcomes, and duration of activities.
- Describe organization's experience/expertise in implementing and managing a multi-organization Client Relationship Management system using specific examples, outcomes, and duration of activities.
- Describe organization's experience/expertise in delivering training/technical support to community based nonprofit organizations to improve service delivery using specific examples, outcomes, and duration of activities.
- Describe organization's Experience/expertise in administering Community Development Block Grant funds (or other Federal funds) using specific examples, outcomes, and duration of activities.
- Describe organization's experience/expertise in delivering housing counseling and other housing stability services to low income populations using specific examples, outcomes, and duration of activities.
- Describe organization's experience in Detroit, including the organization's physical office, location of key staff, and track record of providing services to Detroit residents.
- Describe

(3) Attachments

Please include the following attachments to your response:

- Most recent IRS 990 Form
- Three most recent years of audited financial statements
- Provide an organization chart indicating the key personnel who will provide services resulting from this RFP. Also provide a resume for each of the key personnel.

Required Clearances and Affidavits

The following clearances and affidavits are required to do business with the City of Detroit. Approved clearances are not required to submit a response to the RFQ but will be required of the successful respondent prior to City Council approval.

Respondents must submit requests for clearance and affidavits electronically in the Oracle system. If there is documentation that the respondent is required to provide to the City that contains personal identifiable information, the respondent must submit the request for clearance through the Oracle system and send the confidential information to the City separately via email. Do not attach copies of clearance documents or affidavits to the bid response.

Required Clearances	Required Affidavits
Income Tax Revenue Tax	Slavery Era Hiring Compliance Political Contributions Human Rights



Accuracy and Completeness of Information

All information pertaining to the prospective respondent's approach in meeting the requirements of the RFQ shall be organized and presented in the prospective respondent's submission. The instructions contained in this RFQ must be strictly followed.

Accuracy and completeness are essential. Omissions and ambiguous or equivocal statements will be viewed unfavorably and may be considered in the evaluation. Since all or a portion of the successful proposal may be incorporated into any ensuing contract, all prospective respondents are further cautioned not to make any claims or statements that cannot be subsequently included in a legally binding agreement.

15. REQUIRED COST PROPOSAL

Respondents are not requested to make a firm cost proposal to the City of Detroit at this time. If a Subrecipient Agreement is entered into as a result of this RFQ, it will be negotiated with the most qualified respondent to reimburse for eligible costs related to providing all requested services. The City of Detroit reserves the right to negotiate a budget with most responsible respondents. The City reserves the right to select one or more firms to perform all or separate parts of this function.

16. QUESTION DEADLINE

All questions regarding the RFQ shall be submitted through the Oracle System. Respondents shall provide notice to take exception to any requirements of the Request for Proposals. Such exceptions may reflect negatively on the evaluation of the response. The City of Detroit does not guarantee a response to questions not submitted after the question deadline.

17. ECONOMY OF PREPARATION

Responses should be prepared simply and economically providing a straight forward, concise description of the contractor's ability to meet the requirements of the RFQ. Emphasis should be on the completeness and clarity of content.

18. PAYMENT

All properly executed invoices submitted by the successful respondent will be paid in accordance with the City of Detroit Prompt Payment Ordinance.

19. ORAL PRESENTATION/DEMONSTRATION

The City reserves the right, at its own discretion, to request Oral Presentations regarding proposals submitted in response to the RFQ. Failure to make an oral presentation will be grounds for rejection of your submission. Proponents will be notified by the Contracts and Procurement Department of the date, time and location for Oral Presentations if needed.

20. ASSIGNMENT

The services to be performed by the respondent shall not be assigned, sublet, or transferred, nor shall the respondent assign any monies due or to become due to him under any contract entered into with the City pursuant to these specifications, without prior written approval of the City.



21. MISCELLANEOUS

It shall be the responsibility of the respondent to thoroughly familiarize themselves with the provisions of these specifications. After executing the contract, no consideration will be given to any claim of misunderstanding.

The respondent agrees to abide by the rules and regulations as prescribed herein by the City as the same now exists or may hereafter from time-to-time be changed in writing.

The City strongly encourages the hiring of Detroit residents whenever possible by contacting Detroit At Work for your hiring needs. Visit the Detroit At Work website at www.detroitatwork.com for specific contact information regarding these opportunities.

22. MODIFICATION OF SERVICES AFTER CONTRACT APPROVAL

The City reserves the right to modify the services provided by the respondent awarded a contract. Any modification and resulting changes in pricing shall be made by amendment to the contract by the respondent and the City.

23. CHANGES IN FACTS

Proposers shall advise the City during the time the Proposal is open for consideration of any changes in the principal officers, organization, financial ability of, or any other facts presented in the proposal with respect to the proposer or the proposal immediately upon occurrence.

24. CONFIDENTIALITY OF SUBMISSIONS

Proposals shall be opened with reasonable precautions to avoid disclosure of contents to competing offers during the process of evaluation. Once proposals have been publicly recorded they are subject disclosure as per the requirements of the Michigan Freedom of Information Act.

25. NEWS RELEASE

News releases pertaining to these proposal specifications or the provisions to which they relate shall not be made without prior approval of the City and then only in coordination with the City.

26. CHANGES IN REQUIREMENTS

The City may make changes to the requirements of this RFQ, as it deems necessary. Respondents will be notified by email if any changes are made to the RFQ. If changes are made, the City may, at its discretion, extend the time allowed for submission of proposals

27. REJECTIONS, MODIFICATIONS, CANCELLATIONS

The City of Detroit expressly reserves the right to: 1) accept or reject, in whole or in part, any and all proposals received; 2) waive any non-conformity; 3) re-advertise for proposals; 4) withhold the award for any reason the City determines; 5) cancel and/or postpone the request for proposals, in part or in its entirety, and/or, 6) take any other appropriate action that is in the best interest of the City. This RFP does not commit the City of Detroit to award a contract, to pay any cost incurred in the preparation of a proposal under this request, or to procure or contract for services.



28. OFFICE OF INSPECTOR GENERAL

- 28.01 In accordance with Section 2-106.6 of the City Charter, this Contract shall be voidable or rescindable at the discretion of the Mayor or Inspector General at any time if a Public Servant who is a party to the Contract has an interest in the Contract and fails to disclose such interest.
- 28.02 This Contract shall also be voidable or rescindable if a lobbyist or employee of the contracting party offers a prohibited gift, gratuity, honoraria or payment to a Public Servant in relation to the Contract.
- 28.03 A fine shall be assessed to the Contractor in the event of a violation of Section 2-106.6 of the City Charter. If applicable, the actions of the Contractor, and its representative lobbyist or employee, shall be referred to the appropriate prosecuting authorities.
- 28.04 Pursuant to Section 7.5-306 of the City Charter, the Inspector General shall investigate any Public Servant, City agency, program or official act, contractor and subcontractor providing goods and services to the City, business entity seeking contracts or certification of eligibility for City contracts and person seeking certification of eligibility for participation in any City program, either in response to a complaint or on the Inspector General's own initiative in order to detect and prevent waste, abuse, fraud and corruption.
- 28.05 In accordance with Section 7.5-310 of the City Charter, it shall be the duty of every Public Servant, contractor, subcontractor, and licensee of the City, and every applicant for certification of eligibility for a City contract or program, to cooperate with the Inspector General in any investigation pursuant to Article 7.5, Chapter 3 of the City Charter.
- 28.06 Any Public Servant who willfully and without justification or excuse obstructs an investigation of the Inspector General by withholding documents or testimony, is subject to forfeiture of office, discipline, debarment or any other applicable penalty.
- 28.07 As set forth in Section 7.5-308 of the City Charter, the Inspector General has a duty to report illegal acts. If the Inspector General has probable cause to believe that any Public Servant or any person doing or seeking to do business with the City has committed or is committing an illegal act, then the Inspector General shall promptly refer the matter to the appropriate prosecuting authorities.

For purposes of this Article "Public Servant" means the Mayor, members of City Council, City Clerk, appointive officers, any member of a board, commission or other voting body established by either branch of City government or the City Charter, and any appointee, employee or individual who provides services to the City within or outside of its offices or facilities pursuant to a personal services contract.