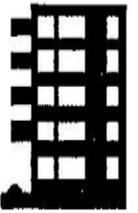




# Housing Authority City of Kennewick

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## **Request for Proposals**

For Public Housing Authority  
Interpretation and/or Translation Services

RFP Submission Deadline: November 21, 2016;  
5:30 p.m.

1915 West 4<sup>th</sup> Place  
Kennewick, WA 99336  
509-586-8576 ext. 103  
[lhammer@kennewickha.org](mailto:lhammer@kennewickha.org)

**A. GENERAL AGENCY INFORMATION:**

The Housing Authority City of Kennewick (KHA) is seeking proposals for experienced translation and/or interpretation services in a number of different languages. The contract will cover an initial one-year period with the opportunity for two one-year renewals based on acceptable performance and available funding. KHA may or may not utilize services on an ongoing basis. Utilization will be dependent upon Authority needs each month. No monthly retainer will be provided. Responses to this RFP can be in brief, in a letter form, but must address all major elements set forth in the RFP.

The purpose of KHA is to engage in the development, acquisition, leasing and administration of low-rent housing programs. KHA was incorporated as a public housing authority by the City of Kennewick in 1946. As a Public Housing Authority, many of our families are limited English proficient and in need of interpretation and/or translation services. Authority-owned properties and programs are as follows:

- 190 units of conventional public housing at two sites; Sunnyslope Homes, a family development comprised of 124 duplex units and Keewaydin Plaza, a 66 unit, seven-story high rise building for seniors and persons with disabilities
- Mitchell Manor, 6 units of affordable housing for persons with disabilities; six project-based vouchers are assigned to these units to enhance affordability for families
- D House; 2 units of affordable, permanent housing for families at or below 50% area median income with a preference for families who have been victims of domestic violence.
- Nueva Vista, Phase I, 32 units of affordable housing. KHA is the general partner in the limited liability limited partnership, Kennewick Affordable Housing, LLLP. This project was completed in December of 2015 and is managed by Cascade Management. A second phase of this project is in the planning stages.

KHA administers a number of other programs which include:

- An allocation of 975 Housing Choice Vouchers (Section 8) for tenant-based rental assistance throughout the Richland-Kennewick-Pasco MSA
- A 138 unit HUD Moderate Rehabilitation Program Housing Assistance Payments (HAP) contract for units located at Columbia Park Apartments in Richland, WA

KHA's administrative offices are located at 1915 West 4<sup>th</sup> Place, Kennewick, WA. Twenty (20) full-time employees are employed by the Housing Authority City of Kennewick.

**B. GENERAL PROPOSAL REQUIREMENTS:**

KHA is requesting proposals for Calendar Year 2017, with services beginning on January 1, 2017, with renewal options for the two subsequent years based on acceptable performance and available funding.

To be considered, copies of a proposal must be received via e-mail, mail service or hand-delivered to the KHA Administrative Offices, located at 1915 West 4<sup>th</sup> Place, Kennewick, WA by **5:30 p.m., Monday, November 21, 2016**. Email submissions must arrive into the KHA in-box by 5:30 p.m. and must be sent directly to [lhammer@kennewickha.org](mailto:lhammer@kennewickha.org) Email submissions limited in size to 10MB; supplemental information may be submitted in a second e-mail send, labeled "Attachment to Interpretation and/or Translation Services RFP Response" in subject line of the email. Mail submissions must arrive at KHA by the time/date deadline noted above. Late proposals will not be accepted.

The Evaluation Committee will review the proposals received and, based on evaluation criteria as outlined below, make a decision. Firms responding to this RFP will be notified of the decision on or before December 15, 2016. The selected firm(s) will interface with the KHA Compliance Director who will provide authorization for services and monitor contract performance.

**C. SCOPE OF WORK:**

Translation and/or interpretation services in multiple languages which potentially could include: Somali, Arabic, Bosnian, Chinese (Simplified), Czech, French, German, Haitian, Creole, Italian, Japanese, Korean, Persian, Polish, Portuguese, Russian, Spanish, Thai, Vietnamese and others. Proposers are required to provide a full listing of languages available through their service.

Specific services will likely include: in-person assistance, by appointment, in interpreting housing authority and Department of Housing and Urban Development documents during a housing appointment or group briefing; on an as-needed basis, translation of critical documents into specific languages; translation and/or interpretation services for public hearings or other public housing authority events. Telephonic interpretation services during a housing appointment with a Housing Specialist and a limited English proficient family. Other language services that KHA may need from time to time to provide equal access by limited English proficient families to KHA's housing services.

**D. ADDITIONAL REQUIREMENTS AND RESTRICTIONS:**

**1)** Information concerning your firm and the name of the staff person(s) who would likely be assigned to oversee and coordinate this service. Indicate the applicable experience of these persons, specifically including their experience working with the public, other non-profits, public housing authorities and/or tax credit partnerships.

The fee computation should be in the following format (feel free to add additional categories or expand on the matrix). Rate narrative should also address any minimum rate requirements in addition to hourly rate. If rates are different for different languages, specify rates for each language.

LEVEL OF STAFF/EXPERIENCE	RATE PER HOUR
Owner/Principal Experience:	
Interpretation Services-In person Experience:	
Interpretation Services-Via Phone Experience:	
Document Translation Services	
Other	

2) A description of insurance coverage maintained by your agency. Successful proposer will need to provide a copy of the declaration page from current policies for Worker’s Compensation, General Commercial Liability and Professional Liability, Malpractice and Errors and Omissions insurance coverage.

3) Certification that your firm is in compliance with the Equal Employment Opportunity requirements.

4) Successful proposer will bill KHA once per month, at the end of the month. Each in-person interpreter will provide a form which KHA staff will sign and verify time worked and provide a copy to the KHA Finance Department and interpreter. This form will be compared with month-end invoice to double-check interpretation services provided. KHA staff will complete the same form for telephonic interpretation services which will be provided to the KHA finance Department and interpreter for verification.

5) No member, officer, or delegate to the Congress of the United States of America or Commissioner shall be admitted to any share or part of this contract or to any benefit to arise therefrom; but this provision shall not be construed to extend to this contract if made with a corporation for its general benefit. No members, officers, or employees of the Authority, no member of the governing body of the Authority, and no other public official of such locality or localities who exercise any functions or responsibilities with respect to the

Housing Authority shall during his tenure, or for one year thereafter, have an interest, direct or indirect, in this contract or the proceeds thereof.

6) Consistent with Presidential Executive Orders 11625, 12138, and 12432, and Section 3 of the HUD Act of 1968, all feasible efforts shall be made to ensure that small and minority-owned businesses, women's business enterprises, and other individuals or firms are provided with an opportunity to submit a proposal.

7) A Contract Award cannot be made to parties listed on the government-wide Excluded Parties List System in the System for Award Management (SAM) in accordance with OMB Guidelines and Executive Orders with regard to debarment and suspension. The Excluded Parties List in SAM will be checked and parties who are debarred, suspended, or otherwise excluded or subject to limited participation will not be eligible for award under this RFP.

8) Minority-owned or Women-owned businesses are encouraged to apply. Section 3 hires are also encouraged, when appropriate, to include on team roster.

**E. KHA CONTACT PERSON:**

Lona Hammer, Executive Director, or Amanda Taylor, KHA Director of Compliance, will be the contact person for all questions with regard to this RFP and the agency liaisons during the period of engagement. Phone: 509-586-8576, ext. 103 or 108; email address: [lhammer@kennewickha.org](mailto:lhammer@kennewickha.org) or [ataylor@kennewickha.org](mailto:ataylor@kennewickha.org)

**F. PROPOSAL EVALUATION CRITERIA:**

**1) Mandatory Requirements (20 points)**

- a. The firm is independent and licensed to practice in the state of Washington.
- b. Professional staff members are identified and have translation and/or interpretation experience
- c. Firm is not currently debarred or subject to limited participation by HUD on the SAM System.
- d. References from other non-profits or for-profit entities or letters of support are included within packet.

**2) Technical Requirements (50 points)**

- a. Expertise and experience working directly with Public Housing Authorities or with other non-profit entities in the Tri-Cities area, including KHA
- b. Organization, size and structure of firm
- c. Technical and professional qualifications of staff
- d. Firm's past experience and performance with similar engagements

**3) MBE/WBE/Section 3 (5 points)**

- a. Firms identified as a Minority Owned Business or Women’s Business Enterprise as defined by HUD or firms who can demonstrate that they provide opportunities for training and employment opportunities for low income residents

**4) Fees for Service (25 points)**

The evaluation and selection of an interpretation services firm will be based on the information submitted within the proposal, references obtained, and KHA’s prior experience with the firm. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a proposal. KHA reserves the right to reject any and all proposals. KHA, dependent upon capacity and number of languages available, choose to contract with more than one language services firm.

The request for proposals and the completed response to the request for proposals will be an addendum to the engagement letter.

Proposals may be withdrawn by written request prior to the deadline set for acceptance of proposals. Proposals may not be revoked or withdrawn after November 21, 2016, and shall remain open for acceptance for a period of ninety (90) days following such time.

**G. SUBMISSION REQUIREMENTS:**

Submit your response to KHA’s Request for Proposals by 5:30 p.m., Monday, November 21, 2016, to [lhammer@kennewickha.org](mailto:lhammer@kennewickha.org) or hand deliver on or before this date to:

Lona Hammer, Executive Director  
(for submission to Evaluation Committee)  
Housing Authority City of Kennewick  
1915 West Fourth Place  
Kennewick, WA 99336

All submissions must be received on or before the deadline established above.

**H. APPEALS AND REMEDIES:**

KHA’s policy is to resolve contractual issues informally without litigation. KHA will adopt an informal appeals procedure for contracts anticipated to be \$75,000 or less per year. Any actual or prospective development services provider may protest the award of the contract for good cause. Any protest against the award must be received within ten (10) calendar days after the proposer receives notice of an award. The Executive Director and/or designee will review the appeal protest and issue a written decision on the matter within fifteen (15) calendars of receipt.

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