



**Charleston County Housing and Redevelopment Authority
2106 Mt. Pleasant Street
Charleston, SC 29403**

HUMAN RESOURCE CONSULTING SERVICES

CHARLESTON, SOUTH CAROLINA

PROJECT # 201200
RELEASE DATE: DECEMBER 09, 2020
DUE DATE: JANUARY 06, 2021
Time: 2:00 p.m.

Procurement Department

Eutopia Williams – Procurement/Contracts Specialist
Phone: (843) 628-6235 Fax: (843) 720-3982
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Request for Proposals

Human Resource Consultant Services for Charleston County Housing and Redevelopment Authority

Project No.: 201200
Release Date: December 09, 2020
Due Date: January 06, 2021
Due Time: 2:00 P.M.

Charleston County Housing and Redevelopment Authority (CCHRA) are soliciting a proposal from qualified firm or consultant for professional and technical services to provide human resource consulting services to CCHRA.

Proposals must be received no later than 2:00 p.m. on Wednesday, January 06, 2021. After this deadline, no other proposals or modifications will be accepted. One electronic copy of the proposal package must be delivered by email to ewilliams@cchra.net. One bound copy must be mailed to Eutopia Williams, Procurement Contracts Specialist, and 2106 Mt. Pleasant St. Suite 3, Charleston, SC 29403

Questions concerning the RFP submittal requirements should be directed to Eutopia Williams, CCHRA Procurement/Contracts Specialist, at ewilliams@cchra.net or (843) 628-6235. The deadline for questions is Tuesday, December 29, 2020. A copy of the proposal documents may be obtained by contacting Eutopia Williams, CCHRA Procurement/Contracts Specialist via email ewilliams@cchra.net

Proposal packages submitted will be evaluated by an evaluation committee selected by CCHRA and ranked by the evaluation factors: Qualification of Entity and Key Personnel 20%; Approach to Providing the Requested Scope of Work 20%; Cost 30%; Innovating and/or creative approaches to providing the services that provide additional efficiencies or increased performance capabilities 10%; Prior Experience-20%

This project is federally assisted and will obligate the ultimate awardee not to discriminate in employment practices; adhere to Department of Labor requirements and otherwise to adhere to applicable federal requirements. Minority and women owned business are encouraged to respond. CCHRA reserves the rights to retain all proposal packages submitted and use any idea in a package regardless of whether the package is selected. CCHRA reserves the right to waive irregularities and to reject any and all proposals.

Erica Bryant, Interim Executive Director

Intent

Charleston County Housing & Redevelopment Authority is requesting proposals from qualified organizations for a Human Resources Consultant Firm. The firm must be familiar with the management structure of Public Housing Authorities and capable of developing policies, programs and practices to ensure compliance with federal and state laws. The Firm must be located in the State of South Carolina.

The Housing Authority is likely to select one consultant firm from this process to meet its needs over the next year, with possible additional years. By submission of a proposal the offeror agrees, if its proposal is accepted, it will enter into a contract with the CCHRA. The offeror further agrees to complete all work as specified or indicated in the contract documents for the contract price and, within the contract time as indicated in the attached (RFP).

The CCHRA encourages proposals from Minority and Women Business Enterprises (MBE and WBE). The Housing Authority also encourages proposals from persons that may qualify as low income or who are otherwise economically disadvantaged.

Description of Entity

On the Public Housing side, Charleston County Housing & Redevelopment Authority (CCHRA) manages 399 apartment and housing units for low income, elderly, and disabled citizens in Charleston County. The Housing Choice Voucher Program (HCVP) office manages 1,032 tenants. There are a total of 20 employees, 18 hourly and 2 salaried, who work within the Authority. The primary goal of the Housing Authority is to provide decent, safe, and sanitary housing for families that cannot afford standard private housing. The Housing Authority's programs are administered at the local level, in accordance with state law.

General RFP Specifications

All proposals submitted in response to this solicitation must conform to all of the requirements and specifications outlined within this document and any designated attachment in its entirety. The instructions below provide guidance on what the proposal should contain and how it should be organized.

CCHRA reserves the right to modify this RFP, including critical dates, at its discretion. Notification of changes in connection with the RFP as well as answers to questions posed by consultants will be made available to all interested parties via CCHRA website.

CCHRA reserves the right to take the following actions, to:

- + Require a consultant to submit additional data, discuss the proposal, or to make a presentation of the proposal.
- + Solicit information from any available source concerning any aspect of the proposal.
- + Conduct interviews via phone, zoom or in person.
- + Check references and to contact any current or past users of the consultant's services.
- + Waive any or all minor informalities.
- + Reject any proposal that is incomplete, conditional, obscure, or which contains irregularities.
- + Reject the proposal from any consultant that the CCHRA previously determined failed to perform in accordance with a contract.
- + Reject all proposals
- + Terminate this RFP
- + Negotiate with all qualified and approved consultants, which might result in revisions to proposals.
- + Award a contract based solely on the proposal received without further discussion with the consultant. Proposals submitted, therefore, should reflect the most favorable terms from a cost/benefit standpoint.

The CCHRA will reject the proposal of any individual or firm who is disbarred by the U.S. Department of Housing and Urban Development (HUD) from providing services to public housing agencies and other HUD grantees. Proposals must disclose any proposed sub-contractors.

General Performance Requirements

All work is to be performed in accordance with professional standards, HUD regulations, requirements and criteria and local codes, regulations, ordinances, and statues. The selected individual or firm will perform only work which is authorized by the Executive Director(ED), or designee. All request will relayed by a written document via email or verbal command via phone. No individual or firm shall act on its own, unless given previous directive from the Executive Director to do so.

All documents produced under contract to the CCHRA must be submitted in a format to which both parties agree. All documents and products created by the selected individual/firm and any sub-contractors shall become the exclusive property of the CCHRA.

The CCHRA is committed to affirmatively furthering fair housing for all persons regardless of age, race, color, national origin or ancestry, citizenship, religion, sex, sexual orientation, gender identity, gender expression, physical or mental disability, medical condition, genetic information, marital status, familial status, or any other basis protected by state, federal, or local law. All contractors are required to promote fair housing and comply with the Fair Housing Act and fair housing laws and regulations.

CCHRA, HUD, and the Comptroller General of the United States shall at all times have access to any books, documents, papers, and records of the selected individual/firm which are directly pertinent to the specific contract for the purpose of audit, examination, or for excerpts or transcripts.

Scope of Work

CCHRA is seeking a proposer who is highly skilled and fully knowledgeable in the human resource field and can take a proactive approach in completing the work below and advising the Housing Authority on all aspects of its current practices, while making recommendations for continuous improvement. HR consultant must be able to meet in person, by phone and online to assist CCHRA with the following services:

- + Recruitment services to various positions to be filled as needed. Goal is, generally to have an offer employment made by the end of 12 weeks after initial meeting with CCHRA staff.
- + Completion of a procedure evaluation of current practices as required under South Carolina Employment Law.
- + Hiring, on-boarding, promotion, demotion, performance improvement, and separation of employees and appropriate documentation of the same.
- + Ensure an appropriate job description exists for each job position and recommend revisions for each job description as needed for compliance with the FLSA and the Americans with Disabilities Act as well as other applicable laws and HUD regulations.
- + Review and update of employee labor classifications, as necessary
- + Compensation and benefit package reviews in relation to industry standards
- + Create, manage and maintain employee records in accordance with applicable laws and HUD regulations.
- + Review and recommend revision of policies to ensure compliance with federal, state and local standards and regulations
- + Develop and implement recruitment and advertisement strategy, develop job flyer
- + Advertise in appropriate locations, including social media and specialized job boards
- + Conduct initial screening and ranking of candidates
- + Review of draft employee handbook/policy and recommendations for changes as required under South Carolina Employment Law
- + Review employee and manager complaints and recommend an appropriate response or process to respond to said complaint. Conduct investigations and prepare investigative reports necessary to inform management's

- # Response to employee and manager complaints.
- # Review of counseling of other disciplinary actions, memos etc.
- # Review of probationary and annual performance review process, including creating new or improved forms as necessary, and recommendations for improvement and assist with documentation of performance review for employees whose performance is in need of improvement.
- # Assist with the administration of leave policies and with planning for and documentation of communications with employees relating to leave.
- # Recommend strategies and actions to address employee performance deficiencies and other issues affecting the work environment. Recommend management options for corrective actions and assist with planning for and documentation of communications with employees about performance issues and negative impacts on the work environment.
- # Create, update and maintain records of all employment status changes as to each employee, such as new hire, leaves, demotions, promotions, terminations, and more.
- # Assistance with development of staff training programs related to employee conduct and soft skills, as well as monitoring of completed training programs and coaching for supervisors.
- # Regular communication to management of changes affecting employment laws or regulations.
- # Assistance with other task or needs as deemed necessary by the Housing Authority to improve employee performance, supervision or the work environment for employees.
- # Payroll Solutions

Proposal Format Guidelines

Interested proposers are to provide the CCHRA with a thorough proposal using the following guidelines:

Proposal should contain no more than fifty (50) typed pages, including a cover letter and resumes of key people. Emphasis concentrated on conforming to the RFP instructions, responding to the RFP requirements and on providing a complete and clear description of what is being offered.

This section describes the form and/or content of the Offerors' proposals when they respond to this RFP. Offerors are asked to restrict their proposal to fifty (50) pages. This applies to the proposal itself; attachments such as resumes are not included in this proposal length restriction.

Respondents are asked to mail in one bound copy that clearly state on the outside of the package:

➤ **PROCUREMENT DOCUMENT**

Name of Firm:

Proposal for HR Consulting Services

Project# 201200

Due: January 06, 2021 2:00 p.m. EST

Proposals must include a full description of all proposed services. If the Respondent is not proposing to provide all services as listed under the Scope of Services requested in this RFP, please be very specific as to which services are included and which are excluded. All assumptions concerning Charleston County Housing & Redevelopment Authority's (CCHRA's) involvement need to be clearly stated. All exceptions to the RFP must be noted in the cover letter.

Unique services should be clearly defined. The assumption need to be made by all Respondents that their original Proposal will be their only opportunity to present their services and qualifications, and therefore need to be as comprehensive as possible within the proposal length restrictions. It is the PHA's intent to make this RFP part of the contract for services.

The Respondent shall provide one (1) electronic copy via email to: ewilliams@cchra.net and one (1) bound copy mailed to:

- Eutopia Williams, Procurement Contracts Specialist
Charleston County Housing & Redevelopment Authority
2106 Mt. Pleasant Street Suite 3
Charleston, SC 29403

The following should be addressed in the proposer's response:

Cover Letter

Proposal shall be accompanied by a cover letter, which should summarize the key elements of the proposal. An individual authorized to bind the proposer must sign the letter. The letter must stipulate that the proposal shall be valid for a period of at ninety (90) days. Indicate the address and telephone number of the proposer's office located nearest to the Housing Authority and the office from which the project will be managed. The firm name and business address along with the following:

- A brief synopsis of the general capabilities and strengths of the firm.
- A brief overview of the firm's history, including the number of years in business, ownership structure, previous name of business, if any.
- List and describe any joint venture, teaming, subcontracting arrangement, or involvement of other firms in the proposed work.
- Submit a list of and describe any lawsuits filed against the firm during the preceding five (5) years in conjunction with the type of services requested herein.
- Any additional information regarding your firm's experience and capabilities that you feel would be important.
- Include five (5) references, including contact person, company name, phone number, and address on similar installation contracts.
- Submit documentation on the firm's professional liability insurance and disclose any applicable deductible amount.

Background and Project Summary

Describe your understanding of the Housing Authority, the work to be done and the objectives to be accomplished. Refer to the Scope of Work of this RFP. Also provide the following:

- Organization chart and assignment of responsibilities for key staff.
- Key personnel listing, by labor category, location of staff, and resumes.
- Resumes for all staff proposed for providing services under this contract.
- Detailed statement of background/experience of firm in providing similar services for Public Housing Authority clients.
- Provide a complete firm employment profile.
- Provide a statement describing the firm's present and projected workload, staffing and ability to provide prompt quality accounting services.
- Without breaching client confidentiality, provide a statement indicating whether any clients are currently involved or anticipate being involved in litigation with any CCHRA Board or staff members.
- Without breaching client confidentiality, provide a description of any existing, potential or probable conflict of interest, which exists or that may arise for the firm during the agreement period

Approach

Provide a detailed description of the approach and methodology to be used to accomplish the Scope of Work of this RFP. Included should be a detailed implementation plan with project schedule. Also included should be a detailed description of specific tasks you will require from Housing Authority staff and explain what the respective roles of CCHRA staff and your staff would be to complete the tasks specified in the Scope of Work. Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that maximize efficiency and cost-effectiveness.

Staffing

Provide a list personnel who will be working on this project and indicate the functions that each will perform. Include a resume for each designated individual. Upon award and during the contract period, if different personnel are assigned to the project, those names and qualifications must be submitted to the Housing Authority. The successful proposer shall not employ any subcontractor

to fulfill any of the duties herein specified without express, prior written approval of the Housing Authority.

Qualifications

Describe the qualifications of the proposer and key staff that have performed projects similar in size and scope within the past five years to demonstrate competence to perform these services. Included should be names of key staff that participated on those projects and their specific responsibilities, and a summary of the proposer's demonstrated capability, including the length of time that the services in the Scope of Work have been provided. All proposers should provide at least three references, including name and contract information, which have received similar services. The Housing Authority reserves the right to contact the references listed.

Fee Proposal

Indicate the hourly fee for all services in the Scope of Work. Please also indicate an hourly rate for work outside of the scope of work.

Provide the firm's suggested methods and amounts of compensation. Include the hourly billing rate for all personnel that will provide services during the agreement term.

- Each proposal shall contain a statement of the minimum compensation for which the firm is willing to render services to CCHRA, including the amounts and/or methods of calculation. CCHRA is interested in proposals that will provide top quality service at competitive rates.
- Each proposal should offer at least two methods of determining fees for services rendered: 1) based on hourly rates and 2) fixed firm price per service. Other methods or variations in determining compensation are encouraged and will be considered. The PHA reserves the right, without qualification, to negotiate a fee structure with the selected firm.
- Include in the price proposal the smallest fraction hour delineation for billing (1/12, 1/6, 1/4, 1/2, etc.); retainer requirements, list all reimbursable expenses and charges for copies, telephone, fax and automobile mileage.
- Compensation that is based on hourly rates shall be billed monthly by property, grant or program and shall be based only on actual time spent, without multipliers, add-ons, "unit billing" or other variations that could or

- Would result in payment for more than actual time spent.

Content

The proposal must be submitted using the format as indicated in the Proposal Format Guidelines.

Preparation of Proposal

Each proposal shall be prepared simply and economically, avoiding the use of promotional material beyond those sufficient to provide a complete and accurate presentation. The Housing Authority will not be liable for any costs incurred by a firm in the preparation or submission of proposal.

Number of Proposals

Submit one original via email and 1 bound copy mailed.

Submission of Proposals

Complete typed proposals must be submitted electronically, clearly marked “**201200-RFP Human Resource Consulting Services**” no later than **2:00PM on Wednesday January 06, 2021**. Proposals received after this date and time will be rejected. Please submit proposal to Eutopia Williams, Procurement/Contracts Specialist, via email at ewilliams@cchra.net.

Mailing Address:

Eutopia Williams, Procurement Contracts Specialist
Charleston County Housing and Redevelopment Authority
2106 Mt. Pleasant St. Suite 3
Charleston, SC 29403

CCHRA Documents and HUD Forms

The following forms **MUST** be completed and submitted with the proposal documents. Failure to complete and submit **ALL** the forms required **MAY** render the proposal nonresponsive and subject to disqualification.

THE FOLLOWING NOTICES ARE PROVIDED FOR YOUR INFORMATION AND DO NOT NEED TO BE RETURNED WITH YOUR PROPOSAL:

- ◆ NOTICE SECTION 3 CLAUSES
- ◆ FORM HUD 5369-B INSTRUCTIONS TO OFFERORS NON CONSTRUCTION
- ◆ FORM HUD 5370-C I GENERAL CONDITIONS NON-CONSTRUCTION

THE FOLLOWING FORMS MUST BE COMPLETED AND SUBMITTED WITH THE PROPOSAL DOCUMENTS. FAILURE TO COMPLETE AND SUBMIT ALL OF THE FORMS MAY RENDER THE PROPOSAL NON-RESPONSIVE AND SUBJECT TO DISQUALIFICATION

- ◆ FORM CCHRA OFFERORS INFORMATION
- ◆ FORM CCHRA SECTION 3 BUSINESS SELF-CERTIFICATION
- ◆ FORM CCHRA SECTION 3 COMPLIANCE REPORT
- ◆ FORM CCHRA SECTION 3 COMPLIANCE AFFIDAVIT
- ◆ FORM CCHRA CRIMINAL ACTIVITY CERTIFICATION
- ◆ FORM CCHRA SENSITIVE INFORMATION POLICY
- ◆ FORM ILLEGAL IMMIGRATION REFORM ACT PROCUREMENT CERTIFICATION
- ◆ FORM CCHRA NO SMOKING FORM

Each item listed above **MUST** be completed and submitted with the proposal. This list does not include other submittals that maybe required. Read the RFP documents fully and carefully.

Information

All qualified candidates interested in submitting a proposal for ‘Human Resource Consulting Services’ should submit a written proposal based upon a firm-fixed price which includes hourly rates. Client will pay the HR Consultant for Services in an amount as established within the cost proposal. Furthermore, Client shall receive monthly billing statements and activity reporting for services rendered or not rendered for the month. All task requirements within the “Scope of Services” should be reviewed carefully.

Proposals must include a dull description of all proposed services. If the Offeror is not proposing complete services as requested in this RFP, be very specific as to what is, and is not included. All assumptions concerning the CCHRA’s involvement should be stated. All exceptions to the RFP should be noted in the proposal. Unique services should be clearly defined. The assumption should be made by all Offerors that, their original proposal maybe their only opportunity to present their services and qualifications, and; therefore, should be as comprehensive as possible.

Proposal received after the deadline date and time will remain unopened.

All proposals, including attachments and supplementary materials will become the property of the CCHRA and will not be returned to the companies responding to this RFP.

The Housing Authority reserves the right to amend or supplement this RFP prior to the proposal due date. The Housing Authority endeavors to answer all written questions in a timely manner, but also reserves the right to not answer all questions.

From the date that this RFP is issued until a firm or entity is selected and the selection is announced, proposers are not allowed to communicate outside the process set forth in this RFP with any Housing Authority employee other than the contracting officer listed above regarding this RFP. The Housing Authority reserves the right to reject any proposal for violation of this provision. No questions other than written will be accepted, and no response other than written will be binding upon the Housing Authority.

EVALUATION CRITERIA

Evaluation of all proposals received by the Housing Authority shall be based on the following criteria:

+ Qualification of Entity and Key Personnel- 20points

Includes the proposer's ability to provide the requested scope of work, recent experience conducting work of similar scope, complexity, and magnitude for other agencies of similar size, references. Familiar with HUD rules and regulations.

+ Approach to Providing the Requested Scope of Work-20 points

Includes an understanding of the RFP and of the project's scope of work; knowledge of applicable laws and regulations related to the scope of work.

+ Price Proposal-30 points

Price proposals will be evaluated on the basis of cost on fee proposal submitted

+ Prior Experience- 20 points

+ Innovating and/or creative approaches to providing the services that provide additional efficiencies or increased performance capabilities-10 points

