

REQUEST FOR PROPOSALS (RFP) HUMAN RESOURCE MANAGEMENT SERVICES FOR READING HOUSING AUTHORITY

Date of Announcement: November 21, 2019

Date of Submission Deadline: January 3, 2020

Overview

Reading Housing Authority (RHA), 400 Hancock Blvd., Reading PA, is seeking proposals from individuals or firms to provide consulting services that will complement the efforts of the organization's Human Resource Department and address areas related to efficiency, technology, employee performance and engagement, and policy/procedure.

Reading Housing Authority (RHA) is a local government agency charged with administering the federal Public Housing and Housing Choice Voucher Programs for the City of Reading while also serving in the capacity of property manager, service provider and partner entity in a variety of other programs. The mission of the agency is to *provide a foundation for people to find a home of hope and achieve their aspirations*. RHA is currently engaged in a strategic planning process with the overriding goal of establishing a long-range vision, and as such, recognizes that its greatest resource for realizing this vision is its employees.

The agency currently employs seventy-nine (79) full-time employees in the primary areas of maintenance and property/ program management, with a complement of personnel who serve in an operations capacity in areas such as administration, finance, procurement and IT. Thirty-four (34) employees are covered under a collective bargaining agreement with the International Union of Painters, Allied Trades, District Council #21.

Interested consultants are expected to have expert knowledge of state and federal labor law, collective bargaining and best practices in human resource management. Candidates shall possess working knowledge of the operations of the U.S. Department of Housing and Urban Development, public housing agencies and local government. The successful candidate shall be awarded a one-year contract, with the opportunity for up to two consecutive 1-year contract extensions as determined by mutual agreement. The day-to-day work performed under this contract shall occur in coordination with the Human Resources Department, with administrative approval related to deliverables residing with the Executive Director. It is anticipated that a reasonable balance shall occur between work that must be performed on-site with work which can be performed off-site or via communications by email or telephone.

Statement of Work/Minimum Deliverables

The contractor shall:

- Perform employee relations tasks, including:
 - Preparation of complex disciplinary documentation and performance improvement plans
 - Facilitate discipline meetings
 - Triage personal issues experienced by the employee and coordinate with EAP
 - Mediate difficult situations
- Provide support to HR staff in ensuring compliance and efficiency in benefits administration; recruitment, hiring & onboarding; union-related tasks; PA State Civil Service issues; and safety & risk management
- Oversee the implementation of a human resource information system (HRIS)
- Review and revise the agency's Personnel Policy
- Conduct an employee engagement survey. Receive, aggregate and interpret results for the Executive Director

- Conduct a salary study for positions not covered by the collective bargaining agreement and develop a Compensation Policy
- Develop a training/staff development plan
- Review and recommend improvements to the agency’s performance review process
- Participate in a monthly “Management Leadership Academy” group (1-2 hours per month @ 3:30 pm; rotation TBD with input from consultant)
- Identify any areas of risk or liability observed during routine work and make unsolicited recommendations to the Executive Director

Submission and Award

At a minimum, the submission shall address the following questions:

- Describe your overall qualifications to deliver the requested services
- Describe your proposed staffing structure
- Describe how you would envision delivering the services (in-person, email, etc.)
- Describe how you would define and ensure a response commensurate with an urgent or emergent situation.
- Propose and describe a fee structure that would guarantee delivery of the above-noted deliverables.

One (1) electronic and four (4) copies of the proposal must be received by the Procurement Office of Reading Housing Authority, Willis Center for Administration, 400 Hancock Blvd., Reading, PA 19611, by Friday, January 3, 2020. Emailed submissions shall be directed to purchasing@readingha.org.

Proposals must contain the following required form(s). Failure to include these form(s) may result in the discarding of the proposal.

- Form HUD-5369-C, Certifications and Representations of Offerors – Non-Construction Contract https://www.hud.gov/sites/documents/DOC_12132.PDF
- Non-Collusive Affidavit <https://www.readingha.org/doing-business-with-rha/>

The following documents are for informational purposes.

- Form HUD-5369-B, Instructions to Offerors – Non-Construction <https://www.hud.gov/sites/documents/5369-B.PDF>
- Form HUD-5370-C, General Conditions for Non-Construction Contracts I & II https://www.hud.gov/sites/documents/DOC_12587.PDF
https://www.hud.gov/sites/documents/DOC_12588.PDF

Proposals will be rated by a selection committee against the following criteria, with the maximum possible points being 195. Each criterion will be given a weight, and proposal will be judged on how well they meet that criteria, with the rating multiplier of Low (1 point), Medium (2 points) and High (3 point). Proposers who fail to address a criterion in their proposal will receive a 0-point score for the item. The criterion areas for this RFP are as follows:

		Multiplier	Weight
1	Experience related to Employee Relations	0, 1, 2, 3	10
2	Experience related to Benefits Administration	0, 1, 2, 3	8
3	Experience and plan for HR policy development	0, 1, 2, 3	8
4	Experience with Human Resource Information Systems	0, 1, 2, 3	10
5	Proposed implementation plan	0, 1, 2, 3	8
6	Proposed staffing structure and qualifications	0, 1, 2, 3	6
7	Experience with public agencies or similar organizations	0, 1, 2, 3	5
8	Proposed fee structure	0, 1, 2, 3	10

Proposers may be invited for oral discussion concerning elements of the proposal, negotiation of pricing and overall costs, and invitation for revision(s) prior to the final selection. RHA reserves the right to award the contract to the proposer who represents the best overall value and likelihood of assisting the agency in meeting its stated goals, and to reject any or all responses to this RFP. RHA anticipates that a contract for the successful proposer will be issued on or around January 22, 2020.

Miscellaneous

RHA is a smoke-free campus. Contractors and vendors are expected to abide by these requirements.

Attachments

None