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chfa request for proposal

Colorado Housing and Finance Authority Request for Proposal (RFP)

Colorado Housing and Finance Authority
1981 Blake Street
Denver, CO 80202

Request for Proposal:

Multifamily Voice of Customer Research

POSTED: April 19, 2021
PROPOSALS DUE: May 10, 2021

Colorado Housing and Finance Authority (CHFA) is a body corporate and political subdivision of the State of Colorado, established by the Colorado General Assembly for the purpose of increasing the supply of decent, safe, and sanitary housing for low- and moderate-income families; and to promote sound economic development by supporting business enterprises.

CHFA strongly values diversity and inclusion among our customers, employees, vendors, and partners. Further information about CHFA can be found at <http://www.chfainfo.com/>.

Scope of Services

Affordable housing is critical to CHFA's mission. To further that mission, CHFA desires to enhance our knowledge of affordable housing residents living in properties that are a part of CHFA's multifamily portfolio. This includes gaining a better understanding of current residents' needs, challenges, and future goals. Properties in this multifamily portfolio have received either Low Income Housing Tax Credits, grants, or loans to ensure their affordability for income-eligible households.

The purpose of this RFP is to select an organization to create, distribute, and collect data for a survey of CHFA's statewide multifamily residents and to consult with CHFA regarding the data analysis and results. In addition, CHFA would like to pursue a sample of follow-up interviews, with resident agreement. Follow-up interviews would be based on themes from the survey.

- A sample of residents will be surveyed for this research. The sample will be stratified by type of housing (senior, family); geography (urban, rural); race/ethnicity; and age of property.
- The survey will need to be translated to multiple languages, including Spanish. Specific languages will be determined based on the resident languages in selected developments. The selected vendor ("Vendor") will work with the property managers of selected sample properties to determine the languages needed for the property.
- The Vendor is expected to provide a survey platform and a method for collecting responses from residents who do not have access to technology.
- The Vendor will provide an electronic data set including survey results to CHFA in a standard format (example:

.xlsx, csv) with a data dictionary/code sheet.

- CHFA’s Low Income Housing Tax Credit properties may be found here: [CHFA low-income housing tax credit map](#)

This research may address the following:

- What factors influenced the residents’ decision to live in that community?
- How has living in that community impacted the life of the resident?
- What unmet needs do people living in communities in the CHFA portfolio have?
- What barriers and challenges to high quality of life and financial stability are residents in our multifamily portfolio facing?
- Are we building affordable housing which address the needs of residents and include the characteristics residents want?
- How has COVID impacted residents?

The Vendor will collaborate with the project team to create they survey and advise on participant incentives. The Vendor will be responsible for distributing the survey in multiple formats (e.g., electronic, and hard copy), and compiling the data. The Vendor will deliver the data in an agreed upon format (e.g., csv, xlsx).

CHFA will perform the survey analysis and write the final report, and the Vendor will collaborate with CHFA in a review of the findings.

Proposal Requirements

All proposals must include responses to the information found on Appendix A.

CHFA will consider all of the following criteria in evaluating the proposals:

- Years of experience conducting research projects
- Demonstrated commitment to diversity, equity, and inclusion practices
- Number of similar consulting and project engagements
- Experience with and knowledge of affordable housing and the population affordable housing serves
- Dedicated team resources
- Sample work product(s)
- Methodology (including survey platform and collection of data for residents without access to technology) and approach in working collaboratively with CHFA
- References
- Cost and timing -- please provide separate estimates for the survey/data compilation work and an hourly charge for performing the interviews. CHFA will complete the data analysis for the interviews.

Submission Requirements

Process Timeline

Posting of Request for Proposal:	April 19,2021
Questions on RFP to CHFA:	April 30, 2021, by 5:00pm MT
CHFA Responses to Questions Posted:	May 3, 2021, by 5:00pm MT
Deadline for Proposal Submission:	May 10, 2021, by 5:00pm MT
Interviews with Finalists:	May 17-21, 2021
Anticipated Decision Date:	May 26-30, 2021



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Requests for additional information and/or questions and requests for clarification may be sent, via email, to Margaret Miller at mmiller@chfainfo.com **All such communications must be received by 5:00pm, Mountain Time, on April 30, 2021**

All questions, as well as responses, will be posted in the Requests for Proposal section of CHFA's website, <http://www.chfainfo.com/Pages/rfps.aspx>.

Electronic responses to this request for proposal must be received by CHFA no later than 5:00pm, Mountain Time, on May 10, 2021 to Margaret Miller at the following email address: mmiller@chfainfo.com

Note: Please use the email subject line be "Multifamily research project."

Proposal Response Format

1.01	Company name	
1.02	Company website	
1.03	Company address	
1.04	Company contact name and contact information, include name, title, address, email, and phone	
1.05	Company size	
1.06	Company longevity	
1.07	Summarize your consulting and research experience (# of years/projects), including survey and data collection experience and experience working in affordable housing and nonprofit, private, or public entities. Please include how your experience reflects your commitment to diversity, inclusion, and equity.	
1.08	Please describe your process (methodology) and estimated timeline for completion of this project	
1.09	Please estimate a total cost or provide a cost range. Provide a cost breakdown for each component. For hourly work, please provide an hourly rate per staff person proposed for the project or a blended hourly rate, and the time expected to complete the task(s). Note that all indirect costs should be included in the cost estimate; a separate line item for indirect costs is not needed.	
1.10	Please provide at least three (3) professional references. Please include the company name, contact name, title, phone, and email address.	
1.11	Please provide at least (2) two samples/summaries of similar work product as examples.	
1.12	Other comments vendor may deem relevant	

Additional Conditions

1. CHFA and the selected entity will enter into a contract, describing the terms and conditions of the services to be performed, including vendor compensation.
2. All submitted proposals become the sole and exclusive property of CHFA.
3. As a political subdivision of the State of Colorado, CHFA is subject to the Colorado Open Records Act (CORA) C.R.S. §§ 24-72-201, et seq., which requires CHFA to permit inspection and copying of certain public records. Responders to this RFP (each a "Respondent") acknowledge and agree that, notwithstanding anything contained therein or in any transmittal, all documents submitted to CHFA pursuant to this RFP are not considered confidential or proprietary in any way and may be subject to inspection by the public. By submitting a proposal, Respondents expressly authorize CHFA to disclose such proposals and any related information at CHFA's sole discretion. Respondents should not include any information deemed privileged or confidential in their responses.
4. CHFA is subject to C.R.S. 8-17.5-102, which provides that, unless there is an applicable exclusion, Colorado state agencies and political subdivisions may not enter into, or renew, a contract for services (labor, time or effort, not involving a specific product) with a contractor who knowingly employs or contracts with an illegal alien to perform work under the contract or who knowingly contracts with a subcontractor who knowingly employs or contracts with an illegal alien. Therefore, if a contract is a public contract for services, the vendor must certify that the vendor does not knowingly employ or contract with an illegal alien; and that the vendor participates in either the Department of Homeland Security/Social Security Administration E-Verify Program or the State of Colorado Department of Labor and Employment Program. Further, there are required contract provisions relating to the vendor's agreement to not knowingly employ or contract with any illegal aliens.
5. Additional information that is reasonably necessary for CHFA to fairly and comprehensively evaluate proposals may be enclosed with a proposal, as long as such information clarifies or substantiates written responses.
6. During the evaluation and decision process, CHFA may request additional information or clarifications from responders. At its discretion, CHFA may request certain responders to make oral presentations.
7. CHFA shall not be liable for any expenses, including travel expenses related to preparation of the proposal, any due diligence by the responder and/or CHFA, and the contract negotiation process.
8. CHFA reserves the right to reject any or all proposals after reviewing all responses to this RFP. CHFA is not required by law to conduct this RFP and reserves the right to cancel or withdraw this RFP at any time and for any reason and to accept or reject any item or combination of items in any proposal. CHFA reserves the right to reissue a new RFP for the same or similar services or to postpone proposal deadlines for its own convenience. Any proposal received by CHFA must be valid and binding for a period of thirty (30) days beyond the submission deadline.



9. CHFA is committed to diversity, equity, and inclusion with its suppliers to meet the growing needs of its customer base. CHFA staff understands that the purchasing decisions that we, and our vendors make, can impact the community we serve through people, planet, and price. People - CHFA is dedicated to a strong procurement diversity program and strives to create business relationships with vendors and contractors that develop a culture where diversity is an ingrained way of doing business. Planet - CHFA recognizes our employees can make a difference in favor of environmental quality by purchasing environmentally preferable products. CHFA supports the purchase of recycled and environmentally preferred products wherever feasible in order to minimize environmental impact. Price - CHFA seeks to obtain quality products and services at a cost that represents the best possible value. The Responsible Party may also take into consideration other factors, such as the importance of local purchases and local servicing availability.
10. This RFP and the resulting contract shall be governed by the laws of the State of Colorado and venues for any actions shall lie exclusively in Denver, Colorado. By submitting a response to this RFP, Respondent irrevocably submits to the exclusive personal jurisdiction of the courts located in the City and County of Denver.
11. Written approval from CHFA must be obtained for any media releases regarding an award of the contract by CHFA.
12. By submitting a proposal, Respondent agrees to waive any claim(s) it has or may have against CHFA and/or any of the current or former CHFA directors, officers, board members, employees, or agents arising out of or in connection with (1) the administration, evaluation, disclosure, or recommendation of any proposal (2) waiver of any requirement under this RFP, (3) acceptance or rejection of any proposal, and (4) award of the contract.