



360M-25-IFQ-999
Invitation for Quotes

Hearing Officer

Issue Date: March 5, 2025

**Shenae Draughn
President**



Table of Contents

Part I. Cover Page	3
A. Overview	3
B. Important Due Dates/ Locations/ Time.....	3
C. Preparation of Submission:.....	4
Part II. Bid Protest	6
Part III. Index of Submittal Documents	9
Part IV. Scope of Services	10
Part V. Procurement Process	13
1. Bid Evaluation/Contract Award.....	13



Part I. Cover Page

A. Overview

The Housing Authority of New Haven (ECC/HANH) and 360 Management Group need an independent Hearing Officer to conduct informal hearings for participants in their LIHTC (with PBV), HCV, and LIPH programs. The Hearing Officer must follow HUD regulations, ECC/HANH policies, and the provisions of the RAD PBV program.

B. Important Due Dates/ Locations/ Time

Schedule	
Event	Date
IFQ Issued	March 5, 2025, at 3:00 PM
Pre-Bid Conference	N/A
Questions Due	March 12, 2025, at 12:00PM
IFQ Submittal Deadline	March 19, 2025, at 3:00 PM

All questions concerning this IFQ must be submitted in writing no later than March 12, 2025, 12:00PM EST and submitted via 360 Management's Vendor/Contractor Collaboration Portal, <https://newhavenhousing.cobblestonesystems.com/gateway>.

Answers to questions will be responded to after the close of the questions period and answered via an Addendum posted on 360 Management's Vendor/Contractor Collaboration Portal. Prior to submission of bid, please check the Vendor/ Client Collaboration Portal for any addendums posted. All Addenda's must be acknowledged with a signature and timely submitted as part of this solicitation. Bids will be rejected if the addendum is not timely submitted as stated.



C. Preparation of Submission:

The bids must substantially conform to the IFQ checklist.

Sealed Quotes must be uploaded via 360 Management's Collaboration Portal website:
<https://newhavenhousing.cobblestonesystems.com/gateway>.

YOU MUST BE A REGISTER VENDOR TO SUBMIT A BID

Caution: Late Proposal submission will be handled in accordance with the provisions contained in HUD Form HUD 5369-B Titled "LATE SUBMISSIONS, MODIFICATIONS, AND WITHDRAWALS OF OFFERS".

By submission of a bid, the bidder agrees, if its bid is accepted, to enter into a contract with 360 Management in the form included in the contract documents to complete all work specified or indicated in the contract documents for the contract price and within the contract time indicated in the attached IFQ.

The bid shall remain valid for the period specified in the IFQ, must be independently arrived at, and shall be prepared in accordance with the Instructions to Bidders (HUD Form HUD-5369). Additionally, all required certifications and other applicable documents, as shown on the "Index of Submittal Documents," must be completed and submitted as part of the bid.

The bid prices shall be included as provided for in the attached IFQ. Unless otherwise specified in the IFQ, all prices shall be on a firm-fixed-price basis and are not subject to adjustment based on costs incurred.

Unless indicated otherwise, Bidders must submit a lump sum firm-fixed-price bid consistent with a cost/price analysis prepared by 360 Management. Price bids that are inconsistent with the 360 Management cost/price analysis may be deemed non-responsive.

Bidders must provide 360 Management with the appropriate discount percentage that would apply, if applicable, to prompt payments and the number of days 360 Management must make those prompt payments to be able to take advantage of the discount.

360 Management reserves the right to negotiate bid prices with the lowest bidder.

360 Management reserves the right to reject any and all submitted bids or to waive any informality in the solicitation process.

No bid shall be withdrawn for a period of **One Hundred and Twenty (120) calendar days** subsequent to the opening of the submittals without the consent of 360 Management. Bidders should be advised that, prior to the award of any contract, 360 Management



reserves the right to conduct a pre-award survey for the purpose of determining the bidder's responsibility and capacity to perform the contract. This survey may include review of subcontracting agreements, financial capacity, and quality of work performed on other contracts.

The following information is vital to the submission process and should be read through carefully.

RELEVANT AND PAST EXPERIENCE

Bidder(s) must complete the Contractor's Bid Qualification Form, Reference and Past Performance Form, HUD Form HUD-2530 (Previous Participation Certification), and HUD Form HUD 50071 (Certification of Payments to Influence Federal Transactions) if applicable. NOTE: The Contractor's Bid Qualification Form must be notarized.

EMPLOYMENT AND CONTRACTING ACTION PLAN

Bidder(s) should review 360 Management's Bid Conditions For Equal Opportunity in Employment, Section 3 Clause (Qualification Information), Federal Executive Order 11246 Compliance Requirements, and Clause 40 (Employment, Training, and Contracting Opportunities for Low-income Persons, Section 3 of the Housing and Urban Development Act of 1968) of HUD Form HUD-5370-C (General Conditions of the Contract for Non-Construction).

Bidder(s) must complete and sign the following documents:

- 360 Management Section 3 Form of Certification
- 360 Management Section 3 MBE/WBE Plan

REQUIRED CERTIFICATIONS

All Certification documents shown on the "Index of Submittal Documents Required for Sealed Bids" must be prepared and submitted with Bidder's proposal for the bid to be considered responsive to 360 Management's Invitation for Bid (Sealed Bid)/Solicitation requirements. **The minimum amount of time that Bidder's proposal must remain valid is ONE HUNDRED AND TWENTY (120) calendar days from the bid submittal date.**

MANDATORY CLAUSES

HUD FORM HUD-5370-C (General Conditions of the Contract for Non-Construction) and 360 Management's Supplemental Conditions to HUD Form HUD-5370-C and 360 Management's Special Conditions to the HUD General Conditions include all clauses mandated by 24 CFR 85.36.



Part II. Bid Protest

Disagreements over the award of a 360 Management's contract, referred to as protests, may occasionally arise between the PHA and an offeror. Usually, the protestor asserts that he/she should have received the contract award and alleges that 360 Management did not conduct the competition appropriately. (Note: While protests are commonly referred to as bid protests, any type of contract award, including small purchase, competitive proposal, or sealed bid, may be protested by an unsuccessful offeror.) 360 Management, in accordance with sound business judgment, is responsible for the settlement of protests arising from the procurement process.

1. **Designation of Protest Officials.** The Contracting Officer shall be responsible for the receipt of any form bid protest in writing and with conducting the initial bid protest hearing. Bid protest must be submitted within ten (10) days of the award of contract by the Authority.

The Contracting Officer shall render an impartial decision regarding any bid protest.

2. **Appeal of Initial Bid Protest Decision.** If the Contracting Officer denies the bid offeror's bid protest, the protestor must request an appeal of said finding in writing no later than ten (10) days of the date of receipt of the decision of the Contracting Officer. The appeal hearing will be conducted by no less than two (2) members of the Board of Commissioners (i.e., the Service Committee or the Planning and Development Committee.) The request for an appeal hearing shall be directed to the Contracting Officer.

3. **Requirements for Written Protests.** Protestors shall submit a bid protest in writing to the Contracting Officer within ten (10) days of the award of the subject contract by the Authority to the following address. **Protest against terms of the solicitation must be made prior to the due date of solicitation.**

Contracting Officer
360 Orange Street
3rd Floor
New Haven, CT 06511

The bid protest must clearly state the basis for the protest. Protests should include, at a minimum, the following information:

- a. Name, address, and phone number(s) of the protestor;
- b. Solicitation number and project title;
- c. A detailed statement of the basis for the protest;
- d. Supporting evidence or documents to substantiate any arguments; and



e. The form of relief requested (e.g., reconsideration of their offer).

4. Submission Time Period. Generally, the offeror shall submit bid protest no later than ten (10) days of date the award of subject contract is made by the Board of Commissioners. **Protests against the terms of a solicitation should be considered late if submitted after the due date for offers.**

5. Time Period for Formal Protest Hearing. The Contracting Officer, or his/her designee, shall conduct a protest hearing, if the written request warrants within ten (10) calendar days of receipt of the writing request by the protestor. The Contracting Officer may deem, based upon the evidence presented by the protestor, that a hearing is not warranted, and that an unbiased and impartial initial decision can be rendered without the need of a face-to-face hearing.

6. Remedial Action. If a protest is decided in favor of the protestor, 360 Management may consider, inter alia, the following remedies:

If the contract has not been awarded, the 360 Management may cancel or revise the solicitation or proposed contract award, or

If the contract has been awarded, the contract may be terminated for convenience and awarded to the protestor, or the procurement may be canceled and offers re-solicited.

7. Emergencies or Unusual and Compelling Circumstances. 360 Management may allow a contract to remain in place despite a successful protest in cases of emergency or unusual or compelling need for the supplies or services. However, if the 360 Management determines, based on compelling circumstances such as an emergency or serious disruption of its operations, that termination or re-solicitation would not be in the best interest of 360 Management, then 360 Management may allow the award to stand and pay the successful protestor costs associated with preparing the bid along with the cost of filing and pursuing the protest and other damages determined.

8. Denials. 360 Management shall notify the protestor in writing of its decision and state the basis for the denial. The notification shall apprise the protestor of any appeal rights in accordance with our protest procedures.

9. Appeal Procedures. As stated above, appeal of the Contracting Officer's initial decision shall be heard by no fewer than two members of the Board of Commissioners (i.e., the Service Committee or the Planning and Development Committee). The request for an appeal must be made in writing as stated above and must include, but not be limited to:

1. A statement of the factual and legal grounds on which reversal or modification of the decision is deemed warranted, specifying any errors of law made or information not previously considered.



10. **Documentation.** The Contracting Officer shall fully document the protest decision in writing in the contract file. Documentation shall include but not be limited to:

1. A copy of the subject solicitation and supporting documentation, including the copy of the advertisement of the bid.
2. A copy of the protestor's written protest.
3. A copy of the written finding of the Contracting Officer and that of any appeal officer(s).
4. Copy of documentation used by 360 Management to make its decisions that was protested by the protestor.

11. **Informal Resolution Processes.** Protestor may request an informal review of their protest either in writing or by phone.

EQUAL EMPLOYMENT OPPORTUNITIES REQUIREMENTS

All Equal Employment Opportunities including Section 3 (EEO) forms are provided in this package. The contractor/vendor must review all EEO forms, complete and submit the required EEO forms at the time of submission of bid or proposal. Bids/Contracts at all dollar values are subject to Section 3/MBE/WBE requirements.

After a Contract has been awarded, the contractor must attend a mandatory meeting with 360 Management's Director of Procurement. If there are any questions regarding the completion of the EEO forms please contact the Director of Procurement, at 203-498-8800 ext 1200.

Staff is available at 360 Orange Street, 3rd floor, to assist persons with disabilities. The TTY/TDD number is (203) 497-8434. 360 Management is an equal opportunity housing agency.

360 MANAGEMENT GROUP, CO.



Part III. Index of Submittal Documents

The INDEX OF SUBMITTAL DOCUMENTS shown below is provided to assist all Bidders in correctly preparing and submitting a responsive Bid to 360 Management in accordance with the requirements of the Invitation for Bid (Sealed Bid). The Index contains a listing of all required submittal items.

Please review this index and submit all documents that are checked “**REQUIRED SUBMITTAL**” with your sealed bid. Documents that are checked “**SIGNATURE REQUIRED**” must be properly executed. Documents that are checked “**NOTARY/CORPORATE SEAL REQUIRED**” must be notarized and/or have the Bidder’s corporate seal affixed.

Please view/ download the below listed documents from:

<https://newhavenhousing.cobblestonesystems.com/gateway/DocumentLibrary.aspx>

INDEX OF SUBMITTAL DOCUMENTS				
DOCUMENT	REQUIRED SUBMITTAL	SIGNATURE REQUIRED	NOTARY/ CORPORATE SEAL REQUIRED AS APPLICABLE	FOR YOUR REVIEW
ALL PROJECTS				
Cover Sheet (Attached)	X			
Bid Sheet (Attached)	X	X		
Required Acknowledgements and Certifications:				
<i>HUD-5369-B-Instructions to Offerors Non-Construction</i>				X
<i>HUD-5369-C-Certifications and Representations of Offerors – Non- Construction</i>	X	X		
<i>Non-Collusive Affidavit</i>	X	X	X	
<i>HUD-50071- Certification of Payments to Influence Federal Transactions</i>	X	X		
<i>Reference and Past Performance Form</i>	X			
<i>Acknowledgement of Addenda Form</i>	X	X		
<i>Section 3 Contractor Guide 2021</i>				X
<i>Contractor Highlight Section 3</i>				X
<i>360 Mgmt Bid Conditions for Equal Opportunity in Employment</i>				X
<i>HUD 5370-C – General Conditions for Non-Construction</i>				X
<i>360 Mgmt’s Insurance Requirements</i>				X
<i>360 Mgmt Section 3 Clause</i>				X
<i>Federal Executive Order 11246</i>				X



Part IV. Scope of Services

1. Introduction The Housing Authority of New Haven (ECC/HANH) and 360 Management Group requires the services of an independent Hearing Officer to oversee informal hearings for participants in the Low-Income Housing Tax Credit (LIHTC) Program with Project-Based Voucher (PBV) Assistance, Housing Choice Voucher (HCV) and Low-Income Public Housing (LIPH) programs. The Hearing Officer will be responsible for conducting hearings in compliance with applicable HUD regulations, ECC/HANH policies, and the specific provisions of the Rental Assistance Demonstration (RAD) PBV program.

2. Objectives The primary objective of this contract is to ensure that program participants are afforded due process in disputes involving ECC/HANH and/or 360 Management Group. The Hearing Officer will provide a fair and impartial review of adverse actions affecting tenants' rights, obligations, and continued assistance.

3. Scope of Work The Hearing Officer shall perform the following duties:

A. Conduct Informal Hearings

Preside over informal hearings requested by program applicants and participants/residents disputing ECC/HANH and 360 Management Group decisions related to:

- Denying listing on the ECC/HANH waiting list
- Denying or withdrawing a voucher
- Refusing to enter into a HAP contract or approve a lease
- Refusing to process or provide assistance under portability procedures:
 - Annual or adjusted income determinations and their impact on housing assistance payments.
 - Utility allowance determinations for tenant-paid utilities.
 - Family unit size determinations under subsidy standards.
 - Denials of requests for exceptions to subsidy standards.
 - Termination of assistance due to participant actions, absences, or failure to meet program requirements.
 - Termination of Family Self-Sufficiency (FSS) contracts or escrow forfeitures.
- Terminating housing assistance payments under an outstanding HAP contract

B. Ensure Compliance with HUD Regulations and ECC/HANH Policies



- Conduct hearings in accordance with 24 CFR 982.555 and ECC/HANH's Administrative Plan.
- Ensure procedural fairness and adherence to due process requirements.
- Provide reasonable accommodations for persons with disabilities and language access services where necessary.

C. Review Evidence and Testimony

- Allow both ECC/HANH, 360 Management Group and the participant/resident to present evidence, witnesses, and supporting documentation.
- Ensure all relevant documents are disclosed to both parties prior to the hearing, per HUD's Pre-Hearing Right to Discovery regulations.
- Evaluate the credibility and relevance of presented evidence in making determinations.

D. Render Written Decisions

- Issue a written decision within the required timeframe, summarizing the hearing, evidence presented, and rationale for the determination.
- Clearly articulate the basis for upholding, modifying, or overturning ECC/HANH's and 360 Management Group's decision.
- Ensure the decision is in compliance with HUD regulations, ECC/HANH and 360 Management Group's policies.

E. Additional Responsibilities Under RAD PBV Program

- Ensure project owners comply with RAD-specific hearing requirements, including providing tenants an opportunity for hearings on lease-related disputes.
- Oversee cases where a participant disputes an owner's action affecting their rights, obligations, welfare, or status.
- Ensure project owners provide notice of grounds for proposed adverse actions and the tenant's right to request a hearing.

4. Deliverables

- Conduct hearings in a timely manner and ensure compliance with scheduling requirements.
- Provide written decisions within the timeframe specified in ECC/HANH and 360 Management Group policies.
- Maintain proper records of all hearings, ensuring confidentiality and compliance with HUD document retention policies.
- Submit quarterly reports summarizing hearing outcomes, trends, and any procedural concerns.



5. Qualifications and Experience The Hearing Officer must meet the following qualifications:

- Minimum of three (3) years of experience conducting administrative hearings or adjudicating housing-related disputes.
- Knowledge of HUD's Housing Choice Voucher (HCV) program, LIHTC regulations, and RAD PBV policies.
- Familiarity with due process rights, fair housing laws, and procedural fairness principles.
- Excellent written and verbal communication skills.
- Impartial and independent decision-making ability.

6. Term of Contract The contract will be for a period of one (1) year, with an option for renewal for one (1) year based on satisfactory performance and continued need.

7. Compensation Compensation will be provided on a per-hearing basis or as otherwise agreed upon in the contract. Fees shall be inclusive of all administrative costs, including but not limited to, travel, documentation, and recordkeeping.

8. Confidentiality The Hearing Officer shall maintain confidentiality of all case-related materials and comply with ECC/HANH's and 360 Management Group's privacy policies and HUD requirements regarding participant records.

9. Performance Evaluation ECC/HANH and 360 Management Group will assess the Hearing Officer's performance based on:

- Adherence to required timelines for hearings and decisions.
- Compliance with HUD regulations and ECC/HANH policies.
- Quality and clarity of written determinations.
- Fairness and impartiality in decision-making.

10. Submission Requirements Interested candidates must submit:

- A detailed resume highlighting relevant experience.
- A cover letter outlining qualifications and understanding of the scope of work.
- Three (3) professional references.
- Sample decision letter from a prior administrative hearing (if available, with redacted personal details).



Part V. Procurement Process

1. Bid Evaluation/Contract Award

The low bid will be evaluated in accordance with the requirements of the IFQ. The low bid will be evaluated to determine the responsiveness to the requirements of the IFQ. If the bid does not conform to the solicitation, it must be rejected, and bid will be examined for responsiveness.

The contract will be awarded based on the best interest of 360 Management.

360 Management will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to 360 Management, cost or price and other factors, specified elsewhere in this solicitation, considered. 360 Management reserves the right to request additional information which may include an interview.

360 Management may

1. Reject any or all offers if such actions are in 360 Management's interest,
 2. Accept other than the lowest offer,
 3. Waive informalities and minor irregularities in offers received, and
- Award more than one contract for all or part of the requirements stated



Invitation for Quotes

360M-25-IFQ-999
Hearing Officer

Company Name: _____

Address: _____

City, State & Zip Code: _____

Telephone: _____

Fax Number: _____

Contact Person Name: _____

Email Address: _____

Date Submitted: _____

Shenae Draughn
President

Hearing Officer Cost Proposal
 360M-25-IFQ-999



	Anticipated Yearly Volume	Cost Per Service	Year 1 Cost	Year 2 Cost
Flat rate to conduct hearings	50	\$	\$	\$
Onboarding Hearing Officer (per hour)	40	\$	\$	\$
Miscellaneous Administrative (per hour)	40	\$	\$	\$
TOTAL			\$	\$