



... for the people

818 S. FLORES ST.

SAN ANTONIO, TEXAS 78204

www.saha.org

Procurement Department

REQUEST FOR QUOTATIONS

For

Workflow Mapping and Process Improvement

For

**HOUSING AUTHORITY OF THE
CITY OF SAN ANTONIO, TEXAS
AND
AFFILIATED ENTITIES**

RFQ #: 1007-918-12-3257

Closes September 10, 2010 @ 11:00 AM

Prepared by:

Department of Procurement
of the
San Antonio Housing Authority
818 South Flores Street
San Antonio, Texas 78204

President and CEO..... Lourdes Castro Ramirez

August 2010

Request for Quotes 1007-918-12-3257

- 1.0 **SAN ANTONIO HOUSING AUTHORITY (SAHA) CONTACT:** All questions pertaining to this quotation shall be addressed to Carl Bottoms, Procurement Supervisor, telephone 210-477-6165, fax 210-477-6167 or e-mail at carlton_bottoms@saha.org.
- 2.0 **APPLICABILITY:** By submitting a quote (hereinafter referred to as "bid") to SAHA, the firm or individual doing so (hereinafter, "the bidder") is automatically agreeing to abide by all terms and conditions listed herein, including those terms and conditions within the HUD document, *Table 5.1, Mandatory Contract Clauses for Small Purchases Other Than Construction*, HUD Handbook 7460.8 REV 2, Procurement Handbook for Public Housing Agencies, dated 2/2007, and SAHA General Terms and Conditions. These documents may be obtained by contacting Carl Bottoms, Procurement Supervisor, telephone 210-477-6165, fax 210-477-6167 or e-mail at carlton_bottoms@saha.org.
- 3.0 **SAHA's RESERVATION OF RIGHTS:** SAHA reserves the right to:
 - 3.1 Reject any or all bids, to waive any informalities in the Solicitation process, or to terminate the Solicitation process at any time, if deemed by SAHA to be in the best interest of SAHA.
 - 3.2 Terminate a contract awarded pursuant to this Solicitation at any time for its convenience upon delivery of a 14-day written notice to the apparent or successful bidder.
 - 3.3 Determine the days, hours and locations that the successful bidder shall provide the items or services called for in this Solicitation.
 - 3.4 Reject and not consider any bid that does not, in the opinion of SAHA, meet the requirements of this Solicitation, including but not necessarily limited to incomplete bids and/or bids offering alternate (not including "or equal" items) or non-requested items or services.
 - 3.5 SAHA reserves the right to:
 - 3.5.1 To make an award to the same bidder (aggregate) for all items; or,
 - 3.5.2 To make an award to multiple bidders for the same or different items.
- 4.0 **BIDDER'S RESPONSIBILITY:** Each bidder must carefully review and comply with all instructions provided herein, or provided within any named attachments.
- 5.0 **DEADLINE:** Each bidder shall submit his/her proposed costs, prior to the posted deadline, where provided herein. Whereas this is an informal solicitation process,

SAHA reserves the right to extend the posted deadline at any time prior to the deadline, if, in the opinion of SAHA, it is in the best interests of SAHA.

- 6.0 HOLD PRICES/NON-ESCALATION:** By submitting a bid, each bidder thereby agrees to "hold" or not increase the proposed bid prices for a minimum period of sixty (60) days with no escalation. Quantities listed in this Solicitation are for the purpose of determining best pricing per line item.
- 7.0 PURCHASE ORDER (PO):** SAHA will procure the applicable goods or services by issuance of a PO. PO's will be issued on an as-needed basis only. By submitting a bid, the successful bidder thereby agrees to confirm receipt of the PO in the manner directed by SAHA.
- 8.0 AWARD CRITERIA:** If an award is completed pursuant to this Solicitation, and unless otherwise instructed by SAHA, an award shall be made to the responsive and responsible contractor that submits the best value to SAHA using price and other factors listed below.

Past Experience with workflow mapping
Cost
Past Performance for similar projects
Sample of mapping format

- 9.0 BID COSTS:** There shall be no obligation for SAHA to compensate any bidder or prospective bidder for any costs that he/she may incur in responding to this Solicitation.
- 10.0 ASSIGNMENT OF PERSONNEL:** SAHA shall retain the right to demand and receive a change in personnel assigned by the successful bidder to provide services to SAHA if SAHA believes that such change is in the best interest of SAHA and the completion of the work or provision of the items.
- 11.0 UNAUTHORIZED SUB-CONTRACTING PROHIBITED:** The successful bidder shall not assign any right, nor delegate any duty for the work proposed pursuant to this Solicitation (including, but not limited to, selling or transferring the ensuing PO or contract) without the prior written consent of SAHA. Any purported assignment of interest or delegation of duty, without the prior written consent of SAHA shall be void and may result in the cancellation of the PO or contract with SAHA.
- 12.0 LICENSING REQUIREMENTS:** By submitting a bid the successful bidder thereby certifies that he/she possess and will, prior to issuance of a PO by SAHA, present to SAHA, proof and/or certification of the following:
 - 12.1** If applicable, local business license or permit issued by the City of San Antonio.

12.2 If applicable, a copy of the bidder’s license issued by the State of Texas licensing authority allowing the bidder to provide the services or products as detailed herein.

13.0 SPECIFICATIONS /SCOPE OF WORK FOR THIS SOLICITATION:

13.1 SAHA is seeking independent contractors for Workflow Mapping and Process Improvement.

13.2 SAHA has the goal of achieving the maximum efficiency, productivity, and effectiveness in its management operations (Section 8, Public Housing). SAHA is initially reviewing and assessing how each major workflow is performed in adequate detail for purposes of an “as is” business state assessment and illustrated mapping.

13.3 SAHA is seeking a Contractor to assist in mapping the workflow. The selected Contractor shall have subject matter expertise in public housing and Section 8 and other housing programs or an approach to integrate into the process an adequate level of public housing and Section 8 industry subject matter expertise.

13.4 SAHA seeks a Contractor to ensure that the workflow maps are validated from the various points of view of all staff identified in a particular workflow. When the “as is” workflow map is complete for an area, the Contractor shall identify and highlight all areas where process improvement might be undertaken or where areas of concern have arisen regarding inefficiencies, redundancies, etc.

13.5 SAHA seeks the direction that an internal “fit gap: assessment might take, but this scope of work does not include or contemplate a fully developed “fit gap” analysis. The final format mapping would provide the key areas where SAHA has problems in the operational workflow. The problem areas must be fully defined and identified for the SAHA internal subject matter experts. Identification and explanation of areas for improvement on each map is adequate.

13.6 A comprehensive “to be” workflow is not contemplated in this scope for each process or sub-process as might be the case in a “fit gap” analysis. This scope is only to identify and initiate the “to be” workflow and instruct the SAHA internal subject matter experts how to proceed from that point forward.

13.7 The Contractor shall have a strategy to transition all materials produced in a manner to ensure that SAHA personnel can utilize this material on an ongoing basis for further process improvement.

13.8 The Contractor shall provide the identified mapping in one or more commercially available formats such as, Powerpoint, Visio or equal. The Contractor shall identify and include a sample of the format in the proposal.

13.9 The Contractor shall train SAHA personnel on the process of creating “to be” workflow maps and process improvements. The Contractor shall provide a practical and cost effective approach for mapping “to be” process improvements. The Contractor shall provide SAHA the tools to identify and measure improvements in its management operations. The measurements shall include cost savings and time reduction.

13.10 The format for the “to be” maps and any accompanying documentation must be described in adequate detail to provide an assurance that SAHA personnel will be able to use the documents and maps to develop “to be” maps and measure improvements.

13.12 Responses may be hand delivered to:

**San Antonio Housing Authority,
attn. Carl Bottoms, Procurement Supervisor,
818 S. Flores, San Antonio, TX 78204.**

**Faxed to: Attn. Carl Bottoms at 210-477-6167
Emailed to: carlton_bottoms@saha.org**

14.0 INSURANCE: The following table details the standard liability policies with the required limits and waivers of subrogation required by SAHA of all contractors performing work on SAHA property.

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Professional Liability	Required Limits
SAHA and its affiliates must be named as an Additional Insured and be a Certificate Holder. This is required for vendors who render observational services to SAHA such as appraisers, Inspectors, attorneys, engineers or consultants.	\$300,000
Business Automobile Liability	Required Limits
SAHA and its affiliates must be named as an additional insured and as the certificate holder. This is required for any vendor that will be using their vehicle to do work on SAHA properties.	\$500,000 combined sin limit, per occurrence
Workers Compensation and Employer's Liability	Required Limits
Workers' Compensation coverage is Statutory and has no pre-set limits. Employer's Liability limit is \$500,000. Workers' Compensation is required for any vendor made up of more than one person. A Waiver of Subrogation in favor of SAHA must be included in the Workers' Compensation policy. SAHA and its affiliates must be a Certificate Holder.	Statutory \$500,000
Commercial General Liability	Required Limits
This is required for any vendor who will be doing hands on work at SAHA properties. SAHA and its affiliates must be named as an Additional Insured and as the Certificate Holder.	\$1,000,000 per accident \$2,000,000 aggregate

- 15.0 **Invoicing:** Invoices shall be sent to: San Antonio Housing Authority, Accounts Payable, P.O. Box 830428, San Antonio, TX 78283-0428 or may be e-mailed to AccountsPayable@saha.org. Contractor shall invoice SAHA within 60 days after the delivery of the goods or service. If contractor fails to invoice within 60 days SAHA reserves the right to not pay the invoice.
- 16.0 **WARRANTY:** All services and goods provided pursuant to this RFQ and the resulting contract shall be covered by the most favorable commercial warranties given to any customer for same or similar supplies or services, but in any event such goods and services shall be warranted for at least a period of one (1) year.
- 17.0 **Fair Labor Standards Act:** Both parties hereby agree to comply with the provisions of the Fair Labor Standards Act (29 U.S.C. 201, et seq).

Quote Form
RFQ Closes on September 10, 2010 at 11:00AM

1. **Cost for Workflow Mapping, Process Improvement and Training per the scope of work** \$ _____

2. **Sub-Contractors: Proposer shall identify his sub-contractors if any:**

a) _____

b) _____

Non-Collusive Affidavit: The undersigned party submitting this proposal hereby certifies that such bid is genuine and not collusive and that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or of any other bidder, to fix overhead, profit or cost element of said bid price, or that of any other bidder or to secure any advantage against the SAHA or any person interested in the proposed contract; and that all statements in said bid are true. **Initials** _____

In performing this contract, the contractor(s) shall comply with any and all applicable federal, state or local laws including but not limited to: Occupational Safety & Health, Equal Employment Opportunity, Immigration and Naturalization, The Americans with Disabilities Act, State Tax and Insurance Law, and the Fair Housing Act. **Initials** _____

In submitting this bid, it is understood if written notice of the acceptance of this bid is mailed, e-mailed, or delivered to the undersigned within sixty (60) days after the opening thereof, or at any time thereafter before this bid is withdrawn, the undersigned agrees to execute and deliver the products and/or services described herein. By signature hereon the bidder certifies he has the right and authority to bind the company.

Submitted by: _____ Date: _____
(Firm)

(Signature) (Printed name and title)

(Business address,)

(Phone) (E-mail)