

REQUEST FOR PROPOSALS (RFP)

Tenant Payment Portal



Due Date: Sunday, Dec. 10th @ 12AM Midnight (Central)

Housing Authority of the Cherokee Nation

Department: IT, Tenant Finance, Housing Management

Mailing Address: PO BOX 1007 • Tahlequah OK 74464-1007

Contact: 918-456-5482 | Hannah Foreman

Contact Email: ITReports@hacn.org

Fax: N/A

REQUEST FOR PROPOSALS (RFP)

Introduction:

The Housing Authority of the Cherokee Nation (HACN) was created in 1966 to provide decent, safe, and sanitary housing within the Cherokee Nation. Today, HACN continues that original mission of providing housing assistance through several diverse programs (www.hacn.org).

HACN is an entity of the Cherokee Nation and functions independently from the Cherokee Nation federal government. HACN operates on a separate infrastructure in all aspects. HACN has approximately 250 staff and covers the same 14-county reservation area of the Cherokee Nation in Northeastern Oklahoma.

General Provisions

Purpose of the REQUEST FOR PROPOSALS (RFP): HACN is soliciting detailed proposals from interested parties with qualifications, credentials, and previous experience providing services for organizations similar in size and scope. The complete scope of work and specifications are included in this REQUEST FOR PROPOSALS (RFP).

Other Licenses and Registrations Requirement: All consultants are required to hold any and all necessary applicable professional licenses and registrations required by law. Proof of professional licenses are required with the proposal. Obtaining and ensuring compliance with all licensing and registering requirements is the complete responsibility of the contractor.

Cherokee and Indian Preference: HACN will be accepting proposals from Indian and Non-Indian parties. Indian preference will be given only to Vendors who provide proof of current certification from the Cherokee Nation Tribal Employment Rights Office (TERO) located in Tahlequah, OK. Proof of TERO certification must be included with the submission. The awarded contract is subject to Section 7(b) of the Indian Self-Determination and Education Assistance Act, which requires in part that to the greatest extent feasible, preference in the award of contracts and subcontracts shall be given to Indian Organizations and Indian Owned Economic Enterprises.

Conflict of Interest and Restrictions: If any contractor, contractor's employee, subcontractor, or any individual working on the proposed contract may have a possible conflict of interest that may affect the objectivity, analysis, and/or performance of the contract, it shall be declared in writing upon discovery, via contact information posted in this REQUEST FOR PROPOSALS (RFP). HACN will determine in writing if the conflict is significant and material and if so, may eliminate the contractor from submitting a proposal.

Verbal Instructions: Interested parties shall not initiate or execute any negotiation, decision, or action arising from any verbal discussion with any HACN employee. Only written communications from the designated Contact Person at HACN may be considered a duly authorized expression on behalf of HACN regarding this REQUEST FOR PROPOSALS (RFP). Additionally, only written communications from interested parties are recognized as duly authorized expressions on behalf of the vendor. The same instructions shall apply to any subsequent award and agreement communications.

Binding Contract: This REQUEST FOR PROPOSALS (RFP) does not obligate HACN or the selected contractor until a contract is signed and approved by both parties. If approved, it is effective from the date of final approval. HACN shall not be responsible for work done, even in good faith, prior to final approval of the proposed contract. Any and all costs incurred by contractor's preparing and submitting a proposal are the contractor's responsibility and shall not be charged to the HACN or reflected as an expense of a resulting contract.

Cancellation of the REQUEST FOR PROPOSALS (RFP): HACN retains the right to cancel, modify, amend, or withdraw, the REQUEST FOR PROPOSALS (RFP) process at any time, at HACN's sole discretion. HACN shall not be responsible for costs incurred by contractors for proposal preparation.

Disclosure of Proposal Contents: HACN will not disclose the list of vendors that have responded to the posted REQUEST FOR PROPOSALS (RFP), or any content from a submission, throughout the review process. Once a contract has been awarded, the winning vendor will be listed with the original post online (cherokeebids.org).

Acceptance

Submissions will be accepted from Indian and Non-Indian Vendors. HACN reserves the right to determine if the submission meets stated requirements, in the best interest of the HACN, to further the discussion with scheduled demonstrations and interviews. To be considered, submissions must be received by the specified date and time. HACN reserves the right to reject any and all submissions.

Method of Award: After reviewing all submissions received and HACN has determined the ability to move forward, a purchase order will be awarded to the responsible Vendor whose submission is determined to be the lowest, in the best interest, and most responsive in accordance with the HACN Procurement Policy.

Non-Appropriation Termination Clause: Must be agreed to with multi-year contracts. The HACN's obligation for payment under any contract/agreement is contingent upon the availability of appropriated funds from which payment for services can be made. Funds are available for the Fiscal year budget only when appropriated or authorized by the Tribal Council of the Cherokee Nation and/or the Board of Commissioners of the Housing Authority of the Cherokee Nation. The HACN's designated officer shall use their best efforts to obtain the annual appropriations of the Base Payments throughout the Lease/Contract Term.

No legal liability on the part of the HACN for any payment may arise until funds are made available by the designated officer of the HACN for performance and until the CONTRACTOR/VENDOR receives notice of availability from the HACN's designated officer through issuance of a purchase order (PO).

Communication

Contact for this REQUEST FOR PROPOSALS (RFP): All communication regarding this REQUEST FOR PROPOSALS (RFP), including questions, additional information, notifications, document attachments, etc., must be submitted, by specified deadlines outlined below:

- **Email:** ITReports@hacn.org With email subject line including the “**2024-001-008**” & **Subject Matter**. Replies to email may come from project individuals with @hacn.org domain. ALWAYS include this email contact with ALL communications regarding this RFP to be considered as a valid RFP communication.
- **Phone:** Contact Phone **918-456-5482**, Ask for “**Hannah Foreman**” from the attendant or operator.
- **Fax:** N/A
- **Physical:** Mailing Address:

Housing Authority of the Cherokee Nation
IT, Tenant Finance, Housing Management
PO BOX 1007 • Tahlequah OK 74464-1007

Deadline for Receipt of Proposals & Submission Details: Responses must be submitted to the contact listed. It is the Vendor’s responsibility to ensure delivery of responses by the due date listed. Responses received after the deadline will not be considered.

- ✓ **Email method only** for submissions and communications (ITReports@hacn.org)
- ✓ Questions (Project specific or Provisions listed within) must be submitted no later than end of day **12/1/2023**.
 - HACN will list all questions and answers and Blind Carbon Copy (BCC) all initial inquiries, within 3 business days.
- ✓ Response Submission Deadline no later than **Due Date: Sunday, Dec. 10th @ 12AM Midnight (Central)**

REQUEST FOR PROPOSALS (RFP)

Tenant Payment Portal

The Housing Authority of the Cherokee Nation is seeking a REQUEST FOR PROPOSALS (RFP) from interested parties for **Tenant Payment Portal** as specified below. To be considered a responsive submission, the mandatory response sheet must be fully completed and submitted no later **Sunday, Dec. 10th @ 12AM Midnight (Central)** to ITReports@hacn.org.

HACN is looking for a **Tenant Payment Portal** solution that will allow HACN to accept both online and in-person payments with various payment methods. Online portal where a tenant can setup reoccurring payments and in-person transactions at a (HACN) payment window, by swiping the magnetic strip of a credit card, inserting a chip card and using the tap to pay function of a card.

Infrastructure

The Housing Authority of the Cherokee Nation utilizes 16 offices in various locations to collect rental and homeowner payments. Each location collects payments for seven different housing programs. The receipts collected in each office must be tracked and recorded separately by these programs. Our operating cash account is with BancFirst; however, BancFirst does not have bank branches in every location; therefore, we use four different banks as depositories for the receipts.

Please see table below for the various locations and associated depository banks.

City	Bank
Bartlesville	BancFirst
Catoosa	BancFirst
Claremore	BancFirst
Grove	BancFirst
Hulbert	Local Bank
Jay	Arvest
Locust Grove	First Bank
Nowata	Arvest

City	Bank
Pryor	Arvest
Sallisaw	Arvest
Stilwell	Arvest
Tahlequah	BancFirst
Tsalagi Apt	BancFirst
Vinita	BancFirst
Warner	Arvest
Westville	Arvest

One of our needs is to collect in-office credit card payments with the ability to track by program. Currently, we use daily batches for each program, resulting in seven batches per location. The batches are used for reconciliation purposes by keeping each program on a separate deposit.

We have considered two options for those offices that do not use BancFirst as their depository bank. One option is to create an additional seven batches per day to be used exclusively for credit card payments received and have those credit card payments deposited into the BancFirst Operating account. The cash and checks would be deposited into their usual depository bank. In this case, those offices would be utilizing two bank accounts.

The other option is to have all funds received; cash, checks, and credit card payments to be deposited into the associated depository account that is already being utilized by that office. For example, the offices that use Arvest for their cash and checks deposits will also use Arvest for their credit card deposits. This approach would avoid creating an additional seven batches per day per office.

For all payments received, in-office with card readers, or online, we need solutions/answers for the following:

- How will credit card payments appear on our bank statements? Will the participant payments and the fees be shown separately?
- Will we have the ability to track payments with detailed information, such as Tenant Name, Tenant ID #, Date and Amount?
- How will the fees be processed?
- We have a 3:00 deadline for receipts to be deposited and recorded. Any money received after that time should be processed on the following business day. Is that feature available?

Current Systems:

The seven different housing programs are managed by three separate Housing Management ERP systems. Those vendors are Emphasys Software (Elite), Financial Industry Computer Systems (FICS), and a custom programmed legacy system using flat files for data. The proposed solution would need to move transactions between the various systems. [REDACTED]

Minimum Requirements:

- Ability to take payments both online and individual payments at the office Window.
- Ability to take window payment by swiping the magnetic strip of a credit card, inserting a chip card and using the tap to pay function of a card.
- Ability to deposit to multiple Banks and multiple accounts.
- Detailed transactional reports showing at minimum:
 - Fee transactions to correspond with bank statements for reconciliation.
 - Track payments with detailed information, such as Tenant Name, Tenant ID #, Date and Amount.
 - Track payment into sub-categories
- Ability to move transactions between the various systems.

Review of Submissions

Acceptance of Conditions Governing the Procurement: Vendors must indicate their acceptance of conditions governing this procurement in their cover letter.

HACN is Tax exempt. Please include acknowledgement of Tax exemption status.

Non-Appropriation Termination Clause: Vendors must indicate their acceptance of the non-appropriations clause with multi-year contracts.

Incurring Cost: Any costs incurred by the vendor in preparation, transmittal, or presentation of any proposal, or material submitted in response to this REQUEST FOR PROPOSALS (RFP) shall be the responsibility of the vendor. The vendor is responsible for all costs associated with travel for on-site demonstrations upon the request of HACN.

Responsiveness: Prior to evaluation, each submission shall be reviewed to determine whether it is responsive. Nonresponsive submissions shall be eliminated and will not be evaluated. Factors that may result in a submission being declared nonresponsive are:

- 1) Not providing evidence of meeting the Minimum Requirements.
- 2) When applicable, Not attending mandatory meetings or site visit.
- 3) Substantive and material conflicts of interest which were not declared and/or were declared and determined to be significant enough that the HACN requested the potential contractor not submit a REQUEST FOR PROPOSALS (RFP).
- 4) Substantive and material noncompliance to requirements listed or adherence to submission guideline.
- 5) Not providing a price or timeline, if applicable.

6) Not meeting established deadlines

Evaluation Process: An evaluation committee consisting of HACN employees shall evaluate responsive submissions. Each member of the evaluation committee shall independently evaluate each submission. The evaluation will be based on the evaluation factors and values stated in this REQUEST FOR PROPOSALS (RFP). Discussions, presentations, and/or site visits, if held, may result in individual evaluation committee members, basis for their scores.

Review Cycle: HACN is aware that a final proposal may require product demonstrations, detail interviews, and further discovery meetings. Here is what to expect during the review process following the submission due date **Sunday, Dec. 10th @ 12AM Midnight (Central)**. HACN reserves the right to extend or alter timelines if deemed necessary or beneficial to the HACN project:

Stage 1: The week following the submission deadline, the review committee will review all proposals and a project coordinator will schedule an introductory call that will allow a time for a detailed discussion and product demonstrations, to further define the scope of the project and allow vendor/contractor to revise proposals and estimated cost.

Stage 2: After deadline for revised proposals and estimates, the review committee will review all submissions and choose the top 3 vendors accepted to continue to stage 3. Notifications will be sent to all contacts.

- Accepted proposals and estimates will be scheduled for a final meeting for the following week, to detail and finalize the scope of work and pricing.

Stage 3: Deadline for FINAL PROPOSALS, QUOTES/BIDS will be announced.

- Final review and vendor selection to be completed on the following week. Notifications will be sent to all contacts at conclusion.

Estimated calendar of events:

11/17 (Fri) Post to cherokeebids.org

12/1 (Fri) Deadline for questions from vendors

- 12/5 (Tues) Questions answered by HACN

12/10 (Sun Midnight) RFP Response Due Date

- 12/11 (Mon) Schedule 1st review (non-demo) for 12/13 (Wed) - 12/15 (Fri)

- 12/15 (Fri) Scoresheet 1 due

12/18 (Mon) Notify successful/unsuccessful proposals.

- Schedule 1-hour demonstrations for 01/03 (wed) - 01/05 (Fri)

- 12/21 (Thur.) HACN to submit details of what to see during demonstration

01/05 (Fri) Final scoresheet due from reviewers

01/08 (Week) Vendor selected, contract negotiations, schedule implementation.

Evaluation Factors: The evaluation factors are listed below and must be clearly addressed in the submission. The Evaluation Factors and the value of each are:

- **Additional features** offered by the vendor above and beyond the minimum requirements of this RFP may be a consideration for scoring purposes.

EVALUATION FACTORS	Points
TERO Certification (certificate must be included)	10
Experience; Qualifications; Accreditations; Company history	20
Required and Minimum Solutions Requirements	40
Additional Features	15
Costs	15
TOTAL	100

MANDATORY RESPONSE SHEET

BASE REQUEST FOR PROPOSALS (RFP) Includes: (Check List)

- _____ Proposed Solution(s)
- _____ Company & Project Team Information (Experience & Qualifications)
- _____ Pre-Interview Estimated Costs
- _____ Contracts/Agreements/Support Assurances
- _____ References (with valid email/phone contacts)
- _____ Acceptance of Conditions Governing the Procurement
- _____ Acceptance of HACN is Tax exemption status
- _____ Acceptance of Non-Appropriation Termination Clause (applicable for multi-year contracts)

INDIAN PREFERENCE

TERO Certified Vendor: _____ Yes _____ No
 (Proof of certification **must** be included) Front & Back

SUBMITTED:

Supplier Name & Phone Number

Supplier Address

Authorized Signature