



Massachusetts Housing Finance Agency
One Beacon Street, Boston, MA 02108

TEL: 617.854.1000 |
FAX: 617.854.1091 | www.masshousing.com

Videophone: 857.366.4157 or Relay: 711

REQUEST FOR QUALIFICATIONS

TRAINING AND INSTRUCTIONAL SERVICES

Issued by: MassHousing

Date: January 15, 2020

I. PURPOSE AND SUMMARY

The purpose of this Request for Qualifications (RFQ) is to re-establish a list of qualified individuals committed to providing professional services to MassHousing's Community Services Department (CSD). Respondents who qualify under this RFQ will be placed on a master vendor list eligible to provide services on a fee for service basis as requested by MassHousing beginning January 15, 2020. Inclusion on this list means MassHousing will consider utilizing vendors for specific tasks at agreed upon rates as a need arises. Inclusion on this list does not guarantee any assigned work or compensation.

The *Type of Services* may include, but are not limited to:

- Professional Instruction for property management staff and community and direct service providers and associated materials.
- Instructional Design for existing/new topics and live/online training.
- Content Development for annual conference.

The *Areas of Expertise* may include, but are not limited to:

- Fair Housing
- Domestic Violence
- Behavioral Health
- Professional Development
- Affordable Housing
- Supporting Positive Community
- Older Adults

Responses may be submitted immediately on an open and rolling basis. Successful respondents will remain on this master list of qualified vendors through June 30, 2023 and extended annually as determined by MassHousing.

II. BACKGROUND

MassHousing (The Massachusetts Housing Finance Agency)

MassHousing is an independent, quasi-public agency created in 1966 and charged with providing financing for affordable housing in Massachusetts. The Agency raises capital by selling bonds and lends the proceeds to low- and moderate-income homebuyers and homeowners, and to developers who build or preserve affordable and/or mixed-income rental housing. MassHousing does not use taxpayer dollars to sustain its operations, although it administers some publicly funded programs on behalf of the Commonwealth. Since its inception, MassHousing has provided more than \$22 billion for affordable housing. For more information, visit the MassHousing website at www.masshousing.com.

MassHousing has long believed that creating strong and healthy housing communities requires a commitment beyond bricks and mortar, dollars and cents. Accordingly, the **Community Services Department** funds and administers programming that promotes housing stability, builds knowledge and capacity at the intersection of housing and various social issues, and

strengthens families and communities through youth engagement, public safety, and community-based initiatives.

MassHousing's Partner Learning and Training Initiatives (including TAP Management Training and Community Services Conference)

Working as a thought leader to provide high quality learning opportunities focusing on the intersection of affordable housing and social issues for affordable and public housing property management staff and service providers working with residents and applicants. Trainings directly support MassHousing's mission of confronting the housing challenges of the Commonwealth to improve the lives of its people.

TAP Management trainings are open to the general public; content is relevant for Resident Services Coordinators, Property Managers, Maintenance Professionals, Service Providers and Advocates. MassHousing offers over 40 trainings between September and June at a variety of locations across Massachusetts. MassHousing is committed to offering content that meets each of HUD's required subject areas for HUD RSC Certification at least once per year. Training registration fees for TAP Members are waived. To learn more about TAP Management Training, please go to www.masshousing.com/TAPtraining

III. DESCRIPTION OF SERVICES

The *Type of Services* MassHousing is seeking to secure may include, but are not limited to:

- **Professional Instruction for property management staff and community and direct service providers and associated materials.**

Respondents may conduct training for groups of housing and service professionals in their area of expertise, including topics required by HUD for resident service coordinator certification. Live groups usually range in number from fifteen to fifty and are conducted at a variety of locations statewide from September through June. Training modules can be half or full day sessions. Both basic and advanced courses are offered. Qualified respondents may be required to attend trainings and/or initially co-instruct with long term MassHousing trainers.

- **Instructional Design for existing/new topics and live/online training.**

Respondents may develop and/or revise curricula and materials for constantly evolving training topics and may include alternative formats such as webinars. The developer may or may not be the actual trainer. Content developed specifically for MassHousing may be used by MassHousing in the future

- **Content Development for Annual Conference.**

Respondents may develop content for annual conference including presentations, participation in panels, and/or workshops on the specified conference topic. Conference attendance has historically been between 250 to 350 attendees.

The *Areas of Expertise* for which MassHousing seeks trainers and content may include, but are not limited to:

- Fair Housing (including protected classes, reasonable accommodations, 504/ADA, access for people with disabilities)
- Domestic Violence (including Sexual Assault, stalking, and VAWA regulations)
- Behavioral Health (including Substance Use Disorder, Hoarding, Trauma and Mental Health)
- Professional Development
- Affordable Housing (including Screening and Tenant Selection, rent Calculation and HUD's Occupancy Handbook, lease violations)
- Supporting Positive Community (including Racism, Implicit Bias)
- Older Adults (including Aging, Bullying, Death Loss and Grief, Dementia)

IV. Qualifying Criteria

Submissions will be evaluated in the following areas:

Completeness of Package Submitted

- Exhibit 1: Respondent Information Form
- Exhibit 2: Narrative
- Attachments

General Knowledge and Experience

- Extensive knowledge of housing policies and operations, including MassHousing.
- Demonstrated experience providing services to a housing agency, including MassHousing.
- Extensive knowledge, skills and demonstrated experience in one or more of the identified "areas of expertise", HUD Resident Service Coordinator (RSC) certification or other relevant area.

Experience and Skill in *Type of Services* proposed

- Successful and varied curriculum development experience.
- Extensive skill in conducting training at federal, state and/or local levels.
- Authorship and/or publication of relative handbooks or guidebooks, Q+As, case studies or policies and procedures.

Experience and Skill in *Area of Expertise* proposed

- Extensive, significant and successful experience in area of expertise.
- Extensive skill in coordinating interdisciplinary trainings and meetings of a variety of professionals.
- Success as a direct practitioner in area of expertise.

References

- ❑ Name and contact information of two professional references.
- ❑ Additional information or permission to observe instruction in the proposed area of expertise may be requested at any time.

Rate

- ❑ Competitiveness and/or comparability of proposed rate(s).
- ❑ Payment for services provided will be made via the Vendor Automated Clearing House (ACH) direct deposit system.

Education and Licensing

- ❑ Verifiable education and/or licensing or certification relevant to area of expertise.

V. Submission Requirements

Respondents shall submit the following elements:

- Exhibit 1: Respondent Information Form
- Exhibit 2: Narrative (5 pages maximum)
 - General Knowledge and Experience
 - Experience and Skill in *Type of Services* proposed
 - Experience and Skill in *Area of Expertise* proposed
- Attachments:
 - Resume
 - Two references (contact information)
 - Rate information (hourly and/or daily)
 - Other forms:
 - IRS W-9 located at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>
 - 501(c)3 nonprofit organization status (if applicable)
 - MA SDO (Supplier Diversity Office) certification (if applicable):
 - ❑ Certified Minority Business Enterprise (MBE) Vendor
 - ❑ Certified Women Business Enterprise (WBE) Vendor
 - ❑ Certified Minority Women Business Enterprise (M/WBE) Vendor
 - ❑ Certified Disadvantaged Business Enterprise (DBE) Vendor
 - ❑ Certified Disability Owned Business Enterprise (DOBE) Vendor
 - ❑ Certified Disabled Veteran Owned Business Enterprise (SDVOBE) Vendor
 - ❑ Certified Veteran Business Enterprise (VBE) Vendor
 - ❑ Certified Lesbian, Gay, Bi-Sexual, Transgender, Business Enterprise (LGBTE) Vendor

Respondents must meet the following submission requirements:

- All narrative must be double spaced and in 12 point font.

- Please submit one complete package via mail or email to the RFQ contact:

Nichole Mikshenas
Community Services Department
MassHousing
One Beacon Street
Boston, MA 02108
617-854-1081
nmikshenas@masshousing.com

Responses may be submitted immediately on an open and rolling basis. Successful respondents will remain on this master list of qualified vendors through June 30, 2023 and extended annually as determined by MassHousing.

All questions about the RFQ should be directed to the RFQ contact listed above.

MassHousing is soliciting proposals pursuant to a determination that such a process best serves the interests of MassHousing and not because of any legal requirement. MassHousing reserves the right to accept any proposal, to withdraw or cancel this RFQ, to modify or amend any proposal, to waive any informality and otherwise affect any agreement that MassHousing deems in the best interest.

MassHousing does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, sexual orientation, gender identity, age, familial status, children, marital status, veteran status or membership in the armed services, the receiving of public assistance, or physical or mental disability in the access or admission to its programs or employment, or in its programs' activities, functions or services.

Exhibit 1: Respondent Information Form

Respondent Name	
Company Name (if different)	
Address	
Telephone	
Email	
Website (if applicable)	
Employee Identification Number (EIN)	

Type(s) of Service (please check)	
Professional Instruction for property management staff and community and direct service providers and associated materials.	
Instructional Design for existing/new topics and live/online training	
Content Development for Annual Conference	

Area(s) of Expertise (please check)	
Fair Housing	
	Fair Housing Act and Chapter 151B
	Reasonable Accommodations
	504/ADA and Access for People with Disabilities
	Limited English Proficiency
Domestic Violence	
	Violence Against Women Act
	Rape, Sexual Assault and Stalking
	Commercial Sexual Exploitation/Human Trafficking
Behavioral Health	
	Hoarding
	Substance Use Disorder
	Trauma
	Mental Health
	Brain Injury/Cognitive Impairments
	Developmental Disabilities

Professional Development		
	Compassion Fatigue	
	Resiliency & Self-Care	
	Professional Interpersonal Skills and Boundaries	
Affordable Housing Management		
	Housing Literacy/Housing Search	
	Screening and Tenant Selection	
	HUD Occupancy Handbook	
	Determining Rent	
	Pest Control	
	Liability Issues in Resident Services	
	CORI and Criminal Justice Reform/System	
	Basics of the Low-Income Housing Tax Credit Program	
Supporting Positive Community		
	Implicit Bias	
	Racism	
	Sexual Harassment	
	Youth Children and Families	
	Outreach and Resident Engagement	
	Preventing and Responding to Crisis	
	Dispute Resolution	
	Motivational Interviewing	
	Including/Understanding Immigrant and Refugee populations	
	Social Bullying and Resident Harassment	
Older Adults		
	Aging Process	
	Dementia	
	Aging Services/resources	
	Federal and State Health Insurance and entitlement programs	
Other:	please list other relevant training topics for consideration	