



# Request for Proposals

Website platform migration and redesign of kcha.org for the King County Housing Authority.

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## Introduction & Background

The King County Housing Authority (KCHA) is seeking proposals from qualified agencies and organizations to support a redesign of the kcha.org website, and to work with the KCHA Information Technology (IT) department on an associated migration from the DotNetNuke (DNN) platform to a different platform that supports the redesign and functionality needs.

The current website does not convey the personality and mission of KCHA as a people-centered public service organization, the site is difficult for users to navigate, it looks and feels overcrowded and bureaucratic, language is often in jargon, and information is difficult to find. The DNN back-end interface is not intuitive, and it is difficult to make updates.

### **Proposals must be received by January 29, 2025**

All information submitted to KCHA will become a public record under Washington’s Public Records Act, RCW 42.56.

The initial term of the contract will be for two (2) years, to include both redesign and ongoing support, with the option to extend at KCHA’s discretion.

<b>PROPOSAL INFORMATION</b>	
Proposal Name	Website Redesign
RFP Opens	December 10, 2024
Questions for KCHA due by	January 10, 2024
Submission Deadline	January 29, 2025
Evaluations Completed	February 19, 2025
Vendor Selection	February 28, 2025
Primary Contact	Anne Martens, SVP of Communications <a href="mailto:annem@kcha.org">annem@kcha.org</a> , 206-902-7181
Submit Proposals by Email	<a href="mailto:annem@kcha.org">annem@kcha.org</a>

Dates are subject to change at KCHA’s discretion. If dates change, an addendum RFP will be published.

## Summary of Current Website

KCHA's existing website was developed in 2011 and went live in 2013 on the DNN platform, hosted by Managed.com. While there have been piecemeal updates, it has not undergone a significant redesign since launch.

The existing website features are broken down into four tiers, based on the estimated difficulty level associated with moving each type of content or feature to a new platform. A table with details on these tiers is below. Some of these content pages may not be necessary or may be combined and revised through the redesign process.

**Tier 1** – Consists of approximately 115 static content pages.

**Tier 2** – Consists of approximately 43 dynamic content pages reading from a database and providing the capability of simple email forms.

**Tier 3 and 4** – Consists of approximately 17 dynamic content pages reading and writing content from a database.

See table on page 4.

The website solution must include the common software features of a modern content management system (CMS) for the majority of KCHA's content. The solution must also be configurable to address most of the web scenarios unique to KCHA. It is preferable if the end solution includes connectors or interfaces to Microsoft Entra ID and Yardi.

CONTENT/FEATURE TYPE	AUDIENCE	EST. ANNUAL VIEWS	DESCRIPTION
<b>Tier 1 - Static content pages - content contained solely within the DNN content management system</b>			
Static content pages	External	n/a	kcha.org includes roughly 115 static content pages
<b>Tier 2 - Reading content from the database + simple email forms - low to medium complexity to re-create</b>			
Board member contact forms	External	125	Each board member has their own contact form, linked from the main board page
After-hours emergency phone numbers	External	1,350	Emergency contact info for certain KCHA properties
Approved board resolutions	External	1,600	A list of approved board resolutions, dating back to 2013, in PDF format
Bid/RFP/RFQ detail view	External	17,000	Request details view - used for open, in-review, and awarded contracts
Bid/RFP/RFQ list view - Construction	External	20,500	Open, in-review, and awarded construction contracts
Bid/RFP/RFQ list view - Professional Services	External	2,750	Open, in-review, and awarded professional services contracts
Bid/RFP/RFQ list view - Property Offerings	External	800	Open, in-review, and awarded property offerings contracts
Bid/RFP/RFQ list view - Weatherization	External	2,000	Open, in-review, and awarded weatherization contracts
Bid/RFP/RFQ viewer registration form	External	14,000	Open requests require viewers to submit basic contact info prior to viewing
Board meeting documents list	External	2,000	Board agendas, packets, and meeting minutes
Board meeting schedule	External	1,600	The Meeting Agenda section of the page is tied into a back-end management tool
Energy Assistance Supplements list	External	10,500	The Energy Assistance Supplements sections pull subsidy data from the database
Family Self-Sufficiency Coordinator search	External	2,700	Names, phone numbers, email address for FSS coordinators
For-sale/rent manufactured home detail view	External	1,100	Detail view for manufactured homes available for sale or rent in KCHA's MH community
For-sale/rent manufactured home list view	External	9,500	Lists manufactured homes available for sale or rent in KCHA's MH communities
Housing options by city	External	132,000	List of programs and properties available in the given city
KCHA Housing Search	External	120,000	Determine basic eligibility for all of KCHA's housing programs
Key Facts	External	1,600	Charts are built using a JavaScript-based charting library
Moderate-Income Housing property list	External	31,000	The page's property list pulls from the database
News coverage list view	External	600	Links to news stories in media outlets that talk about KCHA
News release detail view	External	2,500	Public-facing template for KCHA news releases
News release list view	External	1,200	List of all KCHA news releases
Office locations	External	17,500	Contact info for property management offices and KCHA offices
Other Rental Housing property list	External	29,000	The page's property list pulls from the database
Payment standards search	External	38,000	Look up voucher payment standards based on the entered zip code
President/CEO contact form	External	3,600	Sends a message directly to the president/CEO
Property fact sheets	External	304,000	Detailed information for each KCHA property
Property list	External	1,500	Full list of KCHA properties with links to each property's fact sheet
Property map	External	9,000	KCHA properties overlaid on an interactive map with links to each property's fact sheet
Resident Services search	External	4,300	Search for social services available at a given property
Section 8 caseworker search	External	21,000	Search for housing specialist contact info by entering birthdate and last 4 SSN
Section 8 income limits	External	20,000	The income table in the Eligibility section pulls from the database
Section 8 management contact form	External	2,000	Sends a message directly to program managers
Section 8 staff list	External	21,000	Section 8 staff contact info pulls from the database
Section 8 subsidy calculator	External	18,000	Returns voucher subsidy estimates based on data entered by the user
Section 8 voucher jurisdiction map	External	4,700	Interactive map of Section 8 program service area, down to the street level
Section 8 waiting list search	External	58,000	Search for voucher waiting list position - by confirmation # or birthdate/last 4 SSN
Staff directory list	External	18,500	Staff contact details are pulled from the database
Staff directory search	External	6,000	Searches against name, email address, phone number, job title
Subsidized housing property list	External	16,500	All property lists on the page pull from the database
Subsidized housing waiting list search	External	23,000	Search for date associated with the application at the top of each waiting list
Weatherization eligibility calculator	External	3,400	The Eligibility section initiates a series of questions to help determine program eligibility
Website feedback form	External	350	Sends a message directly to the communications director
<b>Tier 3 - Writing content to the database - low to medium complexity to re-create</b>			
Fraud & criminal activity form	External	1,400	Adds form submission data to the database + notifies staff of new submissions
Voucher application change form	External	3,800	Adds form submission data to the database + notifies staff of new submissions
Admin tool: Approved board resolutions	Internal	n/a	Upload approved board resolutions
Admin tool: Bid/RFP/RFQ management	Internal	n/a	Create and edit bids, RFP, RFQs and related documents
Admin tool: Board meetings	Internal	n/a	Manage board meeting dates and documents
Admin tool: Document center	Internal	n/a	Upload documents to kcha.org to generate un-changing URLs
Admin tool: For-sale/rent manufactured homes	Internal	n/a	Manage for-sale and for-rent property listings for manufactured homes
Admin tool: Fraud & criminal activity form results	Internal	n/a	View form submissions
Admin tool: News coverage	Internal	n/a	Create and edit links to news about KCHA posted by news outlets
Admin tool: News releases	Internal	n/a	Create and edit news releases
Admin tool: Property fact sheets	Internal	n/a	Create and edit listings for KCHA properties
Admin tool: Section 8 staff	Internal	n/a	Create and edit detailed contact information for Section 8 staff
Admin tool: Section 8 voucher application changes	Internal	n/a	View form submissions
Admin tool: Section 8 voucher household & income change form results	Internal	n/a	View form submissions
Admin tool: Subsidized application change form results	Internal	n/a	View form submissions
<b>Tier 4 - Writing content to the database - high complexity to re-create</b>			
Subsidized application change form	External	15,000	Adds form submission data to the database + notifies staff of new submissions
Section 8 voucher household & income change form	External	20,000	Adds form submission data to the database + notifies staff of new submissions

## About KCHA

The King County Housing Authority is a mission-driven non-profit municipal corporation that provides quality, affordable rental housing and rental assistance to more than 55,000 people in 33 cities across King County (all cities except Seattle and Renton). The agency owns more than 150 properties with more than 12,700 apartments or homes, administers more than 14,300 federally funded Housing Choice Vouchers (Section 8), and partners with community organizations to provide residents with support services in education, health care, and employment skills. The agency also collaborates with developers to finance affordable housing through tax credits and tax-exempt bonds, and provides weatherization services for low-income homeowners.

Established in 1939 by the State of Washington, KCHA's operating funds come from a combination of federal funding and rents from residents. The agency receives no operating funds from the State of Washington, King County, or local cities.

The agency employs more than 500 people in various careers including administration, finance, resident services, property management, landscaping, and maintenance.

## Goals & Objectives

The objective is to replace the current software platform used to manage KCHA web content and perform a complete site redesign for user-friendliness.

The website is the “front-door” to the agency and the first place that people turn to for information. An accessible, clean, uncluttered, and easily navigable website is essential to ensure that KCHA's key audiences can find the information they seek quickly and easily.

Audiences:

- People seeking housing, including people who may be in crisis, low-income families, seniors, people with disabilities, immigrants, and people experiencing homelessness
- Residents who currently live in KCHA-owned public housing and people who have a Housing Choice Voucher rent subsidy from KCHA
- Landlords who accept Housing Choice Vouchers
- Housing developers and contractors
- Non-profit community organizations (e.g., youth programs, health care, employment support) who work with KCHA-assisted households
- Government and policymakers, including federal and state legislators and agencies, and local city and county mayors and councils
- Current and prospective KCHA employees

An effective website should:

- Have a clean, visually pleasing design.
  - Use design and language to indicate warmth, caring, partnership, transparency, and accountability.
- Put the most sought-after information up front, make it easy to find and easy to use.

- Anticipate and answer questions, avoiding the need to call or email for customer service.
- Educate key audiences about KCHA’s programs and priorities.
- Have an intuitive back-end interface that makes it easy for staff to update content.

## Scope of Work

A successful scope of work must meet the needs outlined in Goals & Objectives above, and the requirements described below. Scope must include:

- Project management and regular check-ins
- Plan for platform migration, hosting, and maintenance, in collaboration with KCHA’s IT Department
- Strategy to ensure user-friendly design and navigation, with a focus on mobile accessibility, and on key audiences and users who may have limited digital literacy
- User-friendly Content Management System and training for staff
- ADA and WCAG accessibility, and multiple languages
- Design elements, wireframes, and page templates, aligned with KCHA’s branding
- Implementation and site launch
- Ongoing support

## General Requirements

### Project Management

- Designated lead and point of contact
- Timelines and deliverables
- Coordination with conversion to [Yardi](#) housing management software
- Regular check-ins and status reports

### Migration

- Recommend CMS platform
- Provide development environment
- Support migration from test to production
- Support go-live

### Maintenance

- Training for staff
- Functional and quality assurance testing
- Troubleshooting
- Ongoing updates and maintenance, including for security and accessibility

- Maintaining and renewing software and hosting subscriptions
- Data retention, backup, and recovery
- Hosting stability and guaranteed uptime

#### CMS backend interface

- Varied levels of user and editing access
- Workflows that include review
- Automated reminders to regularly review content for accuracy
- Intuitive editing
- Image management with in-site editing
- File management with version control and permission-based access
- Administration can be performed from any device at any time

## Design Requirements

- Creative concepts
- Sitemap and navigation built for end-user experience and interaction
  - Navigation segmented by audience
  - Focus on KCHA's most requested programs and services
  - Make innovative programs easy to find
- Wireframes
  - Clean design
- Branding, feel, tone
  - Align with KCHA branding, messaging, and style guide
  - Person-centered, relational not transactional
  - Highlight service, reliability, and innovation

## Functional Requirements

As part of the RFP response, each respondent must identify how the proposed system supports the functional requirements by noting whether the function is supported within one of the following four categories, supported in a future release, or not supported:

Vendor Technology Supports Requirement				Future Release	Not Supported
Out of the Box	w/ Configuration	w/ Customization	w/ 3rd Party App		

Each requirement is prioritized in the table below by importance:

- **Required (1)** – Systems that cannot support these requirements will not be considered
- **Highly Desired (2)** – Defining the core requirements of the System
- **Preferred (3)** – Defining the non-core requirements of the System
- **Nice to Have (4)** – Not critical, but value-added

In the proposal submission, respondents must indicate, for each individual requirement, whether the proposed solution will deliver on it, and how (select only one):

- **Supported, Out of the Box** – Inherent to the core functionality
- **Supported, with Configuration** – Inherent to core functionality, requires setup
- **Supported, with Customization** – Requires customization of core functionality
- **Supported, with 3rd Party Add-on** – Requires 3rd party software
- **Future Release** – Expected to be supported in future release
- **Not Supported**

Note: any requirements without response will be assumed to be Not Supported

### Functional Requirement List

Category	Software Functional Requirements	Priority	Comments/Scenarios	Sample URLs (if any)
<b>User Management</b>	User Registration and Authentication	1	Allow users to register, log in, and log out securely.	
	Role-Based Access Control	1	Define roles (e.g., admin, editor, author) and assign permissions accordingly.	
	User Profile Management	1	Enable users to update their profile information and change passwords.	



<b>Content Management</b>	Content Editor	1	Provide a WYSIWYG editor for creating and formatting content.	
	Media Management	1	Allow users to upload, organize, and manage images, videos, and other media files.	
	Content Scheduling	1	Enable scheduling of content publication and expiration dates.	
	Document Center	1	Upload documents to generate un-changing URLs.	
	Request Tracking	1	Provide a system for managing and tracking requests submitted on the site.	
	Form Center	1	Provide a system for customizing online forms and collecting information.	
	Content Approvals	1	Enable workflow approvals for content updates.	
	Version Control	1	Maintain a history of content changes and allow rollback to previous versions.	
<b>SEO and Metadata</b>	SEO Tools	1	Include features for optimizing content for search engines, such as meta tags, keywords, and descriptions.	
	URL Management	1	Allow customization of URLs for better SEO and user experience.	
	Sitemap Generation	1	Automatically generate and update XML sitemaps.	
<b>Design and Layout</b>	Template Management	1	Provide a system for managing and applying templates to ensure consistent design.	
	Drag-and-Drop Layout Builder	1	Allow users to design page layouts using a drag-and-drop interface.	
	WCAG 2.2 and ADA Accessibility and Compliance	1	Ensure the website meets ADA accessibility and compliance.	
	Responsive Design	1	Ensure the website is mobile-friendly and adapts to different screen sizes.	
<b>Navigation and Search</b>	Menu Management	1	Enable the creation and management of navigation menus.	

	Search Functionality	1	Provide a robust search feature to help users find content quickly.	
	Breadcrumbs	1	Display breadcrumb navigation to improve user experience.	
<b>Performance and Security</b>	Caching	1	Implement caching mechanisms to improve website performance.	
	SSL Support	1	Ensure the website supports SSL for secure data transmission.	
	Single-Sign On	1	User log in integrates with cloud enabled Microsoft Entra ID.	
	Secure Forms	1	Encrypted forms for capturing and storing sensitive information.	
	Backup and Restore	1	Provide tools for backing up and restoring website data.	
<b>Analytics and Reporting</b>	Analytics Integration	1	Integrate with analytics tools like Google Analytics to track website performance.	
	Reporting	1	Generate reports on user activity, content performance, and other key metrics.	
<b>E-commerce</b>	Product Management	4	Allow the addition, editing, and deletion of products.	
	Shopping Cart	4	Provide a shopping cart feature for users to manage their purchases.	
	Payment Gateway Integration	4	Support multiple payment gateways for processing transactions.	
<b>Multilingual Support</b>	Language Management	1	Enable the creation and management of content in multiple languages.	
	Translation Tools	1	Provide tools for translating content and managing language-specific settings.	
<b>Customization and Extensibility</b>	Plugin/Module System	2	Allow the addition of plugins or modules to extend the functionality of the CMS. Examples include e-payment module for collecting ad-hoc payments via online forms.	

	API Access	2	Provide APIs for integrating with other systems and services. Examples include YARDI Property Management Software and Microsoft Entra ID.	
<b>Documentation and Support</b>	User Documentation	1	Offer comprehensive documentation to help users understand and use the CMS.	
	Support Channels	1	Provide support through forums, chat, email, or other channels.	
<b>KCHA Specific</b>	Contact Form	1	Board, CEO, Section 8 Management, Webmaster contact forms.	<a href="https://www.kcha.org/about/board/barnes">https://www.kcha.org/about/board/barnes</a> , <a href="https://www.kcha.org/contact/section-8/management">https://www.kcha.org/contact/section-8/management</a> , <a href="https://www.kcha.org/contact/website">https://www.kcha.org/contact/website</a>
	Property Manager	1	All property lists on the page pull from the database. Emergency contact info for certain KCHA properties. Details of KCHA Properties	<a href="https://www.kcha.org/contact/emergency">https://www.kcha.org/contact/emergency</a> , <a href="https://www.kcha.org/housing/property.aspx?PropertyID=148">https://www.kcha.org/housing/property.aspx?PropertyID=148</a> , <a href="https://www.kcha.org/about/properties/list">https://www.kcha.org/about/properties/list</a> , <a href="https://www.kcha.org/housing/subsidized/types">https://www.kcha.org/housing/subsidized/types</a>
	Agenda Center	1	A list of approved board resolutions, dating back to 2013, in PDF format. Board agendas, packets, and meeting minutes.	<a href="https://www.kcha.org/about/board/resolutions">https://www.kcha.org/about/board/resolutions</a>
	Bid/RFP/RFQ Management	3	Create and edit bids, RFP, RFQs and related documents. Request details view - used for open, in-review, and awarded contracts.	<a href="https://www.kcha.org/business/construction/request.aspx?RequestID=3853">https://www.kcha.org/business/construction/request.aspx?RequestID=3853</a>
	Energy Assistance Supplements List	2	The Energy Assistance Supplements sections by zip code based on payment standards.	<a href="https://www.kcha.org/landlords/rent-utilities">https://www.kcha.org/landlords/rent-utilities</a>

Family Self-Sufficiency Coordinator Search	2	Names, phone numbers, email address for FSS coordinators by zip code	<a href="https://www.kcha.org/residents/self-sufficiency">https://www.kcha.org/residents/self-sufficiency</a>
Housing Option List	1	List of programs and properties available in the given city	<a href="https://www.kcha.org/housing/city.aspx?city=bellevue">https://www.kcha.org/housing/city.aspx?city=bellevue</a>
Housing Search	2	Determine basic eligibility for all KCHA housing programs	<a href="https://www.kcha.org/housing/search">https://www.kcha.org/housing/search</a>
Press/News Release Management	1	Links to news stories in media outlets that talk about KCHA, List of all KCHA news releases	<a href="https://www.kcha.org/about/news/coverage">https://www.kcha.org/about/news/coverage</a>
Office Locations and Contact Information	1	Contact info for property management offices and KCHA offices	<a href="https://www.kcha.org/contact/offices">https://www.kcha.org/contact/offices</a>
Voucher Payment Standards	2	Look up voucher payment standards based on the entered zip code	<a href="https://www.kcha.org/housing/vouchers/standards">https://www.kcha.org/housing/vouchers/standards</a>
Property Map	2	KCHA properties overlaid on an interactive map with links to each property's fact sheet	<a href="https://www.kcha.org/housing/map">https://www.kcha.org/housing/map</a>
Section 8 Subsidy Calculator	2	Returns voucher subsidy estimates based on data entered by the user	<a href="https://www.kcha.org/housing/vouchers/calculator">https://www.kcha.org/housing/vouchers/calculator</a>
Section 8 Voucher Jurisdiction Map	4	Interactive map of Section 8 program service area, down to the street level	<a href="https://www.kcha.org/housing/vouchers/areas">https://www.kcha.org/housing/vouchers/areas</a>
Staff Directory	1	Staff contact details are pulled from the database and visitors can search against name, email address, phone number, job title	<a href="https://www.kcha.org/contact/staff">https://www.kcha.org/contact/staff</a>
Weatherization Eligibility Calculator	4	The Eligibility section initiates a series of questions to help determine program eligibility	<a href="https://www.kcha.org/wx">https://www.kcha.org/wx</a>
Fraud & Criminal Activity Form	1	Adds form submission data to the database + notifies staff of new submissions	<a href="https://www.kcha.org/forms/fraud">https://www.kcha.org/forms/fraud</a>
Voucher Application Change Form	1	Adds form submission data to the database + notifies staff of new submissions	<a href="https://www.kcha.org/forms/voucher-change">https://www.kcha.org/forms/voucher-change</a>

	Subsidized Application Change Form	1	Adds form submission data to the database + notifies staff of new submissions	<a href="https://www.kcha.org/forms/subsidized-change">https://www.kcha.org/forms/subsidized-change</a>
	Section 8 Voucher Household & Income Change Form	1	Adds form submission data to the database + notifies staff of new submissions	<a href="https://www.kcha.org/forms/voucher-household">https://www.kcha.org/forms/voucher-household</a>

## Current Analytics

Over the course of a year, August 2023 to August 2024, the top viewed pages are:

1. Property fact sheets (e.g., [Greenbridge](#), [Birch Creek](#)) - 259,150 page views - 15.7% of page views
2. [Home page](#) - 145,365 - 8.8%
3. List of properties by city (e.g., [Bellevue](#), [Kent](#)) - 132,193 - 8.0%
4. [Section 8 Vouchers](#) - 46,944 - 2.8%
5. [How to Apply for a Section 8 Voucher](#) - 40,495 - 2.4%
6. [Forms](#) - 39,373 - 2.4%
7. [Section 8 Waiting List & Lottery](#) - 37,645 - 2.3%
8. [Subsidized Housing](#) - 35,556 - 2.2%
9. [Subsidized Housing Eligibility](#) - 32,867 - 2.0%
10. [KCHA Housing Search Results](#) - 31,165 - 1.9%

## General Conditions

- 1) **Basic requirements:** The respondent must meet the requirements of Exhibit C, HUD form #5369-B; and, if applicable, Section 3 business as outlined in Exhibit B.
- 2) **Addenda:** If there are changes or clarifications to this RFP, KCHA shall issue an addendum. Addenda will only be sent to those firms who have registered with KCHA as having received an official copy of the RFP from KCHA. It is the responsibility of the respondent to check with KCHA by calling the KCHA contact named in this RFP prior to submittal deadline to ensure that all addenda issued by KCHA have been received.
- 3) **Rights reserved by KCHA:** KCHA reserves the right to engage other professional services if, at KCHA’s sole discretion, part(s) of the contract could be better fulfilled by another firm. KCHA reserves the right to waive any irregularities or informalities in the RFP and to reject any and/or all Statements of Qualification. KCHA will generally not disclose the number of responses received, the names of the respondents, or the status of negotiations until the CEO (or assignee) has approved the award of the contract.
- 4) **Basic Eligibility:** The successful respondent must be licensed to do business in the State of Washington, must have a state UBI number, be properly authorized, licensed, and in good

standing to perform the services proposed. The successful respondent must not be debarred, suspended or otherwise ineligible to contract with KCHA, and must not be listed on the General Services Administration's (GSA) "List of Parties Excluded From Federal Procurement and Non-procurement Programs" or HUD's "Limited Denial of Participation" list. KCHA expects the respondent to adhere fully and at all times to the ethical standards expressed in the Rules of Professional Conduct.

- 5) **Payment Requirements:** KCHA will make payments on the contract issued under this RFP on a schedule to be determined in contract negotiation, with full payment upon completion, and will pay reimbursable expenses to the Contractor only upon receipt of an invoice for the reimbursable expenses. No advance payments will be made to the awarded Contractor. The respondent must have the capacity to meet all expenses in advance of payments by KCHA.
- 6) **Records Made Public:** All documents submitted to KCHA will become public record under RCW 42.56. Do not submit information as part of this RFP which you think is "confidential" or "proprietary" to your firm. KCHA cannot guarantee that information would be withheld from a public disclosure request.
- 7) **Conflict of Interest:** The respondent must fully advise KCHA of any potential conflicts of interest and seek a written waiver in advance of commencing work.
- 8) **Fair Housing:**

**Subject:** Accessibility Notice: Section 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the Architectural Barriers Act of 1968 and the Fair Housing Act of 1988.

**Purpose:** The purpose of this Notice is to remind recipients of federal funds (in this instance, the Public Housing Authority) of their obligation to comply with pertinent laws and implementing regulations which provide for non-discrimination and accessibility in federally funded housing and non-housing programs for people with disabilities.

**Notifications:** Public housing agencies (PHAs) and other recipients of Federal PIH funds are responsible for providing this Notice to all current and future contractors participating in covered programs and activities, or performing work covered under the above subject legislation and implementing regulations.

**To read the full text of the Notice:** Go to [www.kcha.org](http://www.kcha.org), click on "Business" then "Contract and Bid Requirements" and finally click on and read "**Fair Housing Laws.**"

## Insurance and Indemnification

The firm awarded the contract shall procure and maintain for the duration of the contract insurance as described below against claims which may arise from or in connection with the performance of the contracted work by the firm, its partners, members, agents, representatives, or employees. The cost of such insurance shall be borne by the respondent firm.

- A. The Firm, at its sole cost and expense, hereby releases and shall indemnify, defend, and hold harmless KCHA, its affiliates, officers, agents, partners, employees, successors, assigns and authorized representatives of all of the foregoing from and against all suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, attorney fees, costs, and expenses of any kind or nature, including those arising out of injury to or death of the Firm's employees, whether arising before or after completion of the work, and in any manner directly or indirectly caused, occasioned, or contributed to in whole or in part, by reason of any act, omission, fault, or negligence of the Firm, its agents or of anyone acting under its direction or control, or on its behalf in connection with or incidental to the performance of this Contract. The Firm's release, indemnity, and hold harmless obligations, or portions or applications thereof, shall apply even in the event of the fault, negligence, or strict liability of the parties released, indemnified, or held harmless to the fullest extent permitted by law. However, in no event shall the release, indemnity, and hold harmless obligations apply to liability caused by the sole negligence of the parties released, indemnified, or held harmless. The foregoing indemnity is specifically and expressly intended to constitute a waiver of the Firm's immunity under Washington's Industrial Insurance act, RCW Title 51. The parties acknowledge that these provisions were specifically negotiated and agreed upon by them. If any portion of this indemnity clause is invalid or unenforceable, it shall be deemed excised and the remaining portions of the clause shall be given full force and effect.
- B. The Firm hereby agrees to require all sub-contractors or anyone acting under its direction or control or on its behalf in connection with or incidental to the performance of this Contract to execute an indemnity clause identical to the preceding clause, specifically naming the Owner as indemnity, and failure to do so shall constitute a material breach of this Contract by the Firm.

### **Minimum Scope of Insurance**

- A. Firms shall maintain coverages:
1. Insurance Services Office Commercial General Liability coverage.
  2. Insurance Services Office covering Automobile Liability, code 1 (any auto).
  3. Workers' Compensation insurance as required by State law and Employer's Liability Insurance.

### **Minimum Limits of Insurance**

- A. Firm shall maintain with limits not less than:
1. General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit of \$2,000,000.
  2. Automobile Liability: \$1,000,000 per accident combined single limit.

3. Employer's Liability: \$1,000,000 per accident for bodily injury/sickness or disease.

#### **Deductibles and Self-Insured Retentions**

- A. Any deductibles or self-insured retentions must be declared to and approved by the Owner. At the option of the Owner, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Owner, its officers, officials, employees and volunteers; or the Firm shall provide a financial guarantee satisfactory to the Owner guaranteeing payment of losses and related investigations, claim administration and defense expenses.

#### **Other Insurance Provisions**

- A. The policies are to contain, or be endorsed to contain, the following provisions:
  1. The Owner, its officers, officials, agents, partners, employees, and volunteers are to be covered as additional insureds as respects to products and services of the Firm under a "completed operations" type of additional insured endorsement. General liability coverage can be provided in the form of an endorsement to the Firm's insurance, or as a separate owner's policy.
  2. For any claims related to this project, the Firm's insurance coverage shall be primary insurance as respects the Owner, its officers, officials, agents, partners, employees, and volunteers. Any insurance or self-insurance maintained or expired by the Owner, its officers, officials, agents, partners, employees, volunteers, or shall be excess of the Firm's insurance and shall not contribute with it.
  3. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled or materially changed, except after 30 days [ten (10) days for non-payment of premium] prior written notice by certified mail, return receipt requested, has been given to the Owner.
  4. Maintenance of the proper insurance for the duration of the contract is a material element of the contract. Material changes in the required coverage or cancellation of the coverage shall constitute a material breach of the contract.
  5. Course of construction policies shall contain the following provisions:
    - a. The King County Housing Authority shall be named as loss payee.
    - b. The insurer shall waive all rights of subrogation against the Owner and the Property Manager, its officers, officials, employees and volunteers.

#### **Acceptability of Insurers**

- A. Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:XIII.

#### **Verification of Coverage**

- A. Firm shall furnish the Owner with original certificates and amendatory endorsements effecting coverage required by this clause. All certificates and endorsements are to be



received and approved by the Owner before work commences in sufficient time to permit the firm to remedy any deficiencies. The Owner reserves the right to require complete, certified copies of all required insurance policies or pertinent parts thereof, including endorsements affecting the coverage required by these specifications at any time.

### **Sub-Contractors and Sub-Firms**

- A. Firm shall include all Sub-Contractors and Sub-Firms as insureds under its policies or shall obtain separate certificates for each before work begins. Firm shall be responsible for Sub-Firm complying with such requirement, and failure to confirm compliance shall constitute breach of contract by the Firm. All coverages for Sub-Contractors and Sub-Firms shall be subject to all of the requirements stated herein.

## **Instructions for Submission of Proposals**

**Submissions must be received by email or mail by January 29, 2025.**

If requested, the Senior Vice President of Communications is available for a pre-submission conference to review goals and scope.

Submissions must include:

1. Cover letter describing interest
2. Statement of qualifications and experience, including a description of the firm, experience with similar projects, and other relevant qualifications
3. Description of your approach to web design, including how design can address inequities and improve user experience
4. Description of your approach to project management
5. Technical proposal, with details on how you will meet the requirements outlined in the Goals & Objectives, Scope of Work, and Requirements sections above
6. Timeline, including milestones and associated costs, with work to begin as soon as possible
7. Biography, experience, and hourly rate of each member of the team that would be assigned to this project, including any potential subcontractors
8. Itemized budget
9. Three references who can speak to your web design and/or migration process and product

KCHA is an equal opportunity employer and encourages proposals from minority-owned and women-owned businesses, and from businesses qualified under [Section 3](#) of the Housing and Urban Development Act of 1968.

Applicants who meet the Section 3 business categories must indicate in the proposal under which category they are qualified and are responsible for providing supporting documentation.

All submissions are public records under the Washington State Public Records Act, RCW 42.56.

## Selection Process

A panel chosen by KCHA will review and evaluate submissions, and will consider:

Criteria	Value
Responsiveness of the proposal to this RFP	25 points
Capability to meet the requirements outlined above, including all functional requirements	40 points
Skills and experience of the firm, any subcontractors, and individual team members	10 points
Demonstrated past performance in similar work, as verified by work product examples and references	15 points
Detailed price list of services	10 points
TOTAL	100 points

The panel may request additional information, clarification, interviews, or presentations prior to making a final decision.

## Contract Negotiation

KCHA will seek to negotiate a professional services contract with the highest ranked bidder, and the contract will include a “not to exceed” budget. If KCHA and the highest ranked bidder are unable to agree on contract terms, KCHA may enter into negotiations with the next highest ranked bidder.

KCHA reserves the right to modify the scope of work during the course of the contract if necessary to meet the Goals & Objectives of the project.

**Doing business with KCHA:** Contractor shall be licensed where applicable and must be current on all Federal & State taxes including industrial insurance payments to L&I, when applicable.

**Non-discrimination:** Contractor shall comply with all applicable equal opportunity and nondiscrimination laws, Federal, State and Local.

**Record keeping:** Contractor shall maintain, for at least six (6) years after the expiration or termination of this Contract, relevant records and information necessary to document all solicitations to sub-contractors and suppliers, all sub-contractor and supplier proposals received, and all sub-contractors and suppliers utilized under this Agreement. KCHA shall have the right to inspect and copy such records.

**Audit:** Contractor shall permit KCHA and any other governmental agency involved in the funding of this contract, to inspect and audit all pertinent books and records of the Contractor, any sub-

contractor, or any other person or entity that performed work in connection with or related to this contract up to six years after the final payment for services rendered.

## Attachments

Required forms from the U.S. Department of Housing & Urban Development, to be returned with proposal submissions.

1. [Disclosure of Lobbying Activities \(hud.gov\)](#)
2. [50071.pdf \(hud.gov\)](#)
3. [DOC\\_12587.PDF \(hud.gov\)](#)
4. [5369-a \(hud.gov\)](#)