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MONTGOMERY COUNTY HOUSING AUTHORITY

KIOSK

SCOPE OF WORK

ISSUED 4/18/2022

**Introduction:**

The Montgomery County Housing Authority (MCHA) is the sole housing authority serving Pennsylvania’s third most populous County. Throughout the County, the MCHA serves approximately 2,800 low income households annually through its public housing and housing choice voucher programs. The MCHA currently operates six public housing complexes totaling 526 units located across three municipalities. The MCHA also administers a Housing Choice Voucher Program serving approximately 2,300 families annually including four project based communities. It operates an award-winning homeownership and family self-sufficiency program for voucher recipients as well.

The Montgomery County Housing Authority (MCHA) plans to install up to 5 kiosks at different properties across its portfolio. It plans to use the kiosks to assist visitors and program participants by providing access to waiting lists, applications, forms, and other electronic functions to provide increased customer service and efficiency.

**Scope of Work:**

* Provider:
  + The provider must be experienced in the provision of kiosks pertaining to public housing authorities, the housing choice voucher program and public housing.
* Kiosk:
  + Kiosk must be able to withstand heavy use. It must have the following:
    - Touch Screen Monitor
    - Scanner
    - Printer
    - Indestructible keyboard
    - Branding
    - Wi-Fi and hardwired
    - It must be ADA accessible as well accessible for the visually/auditorily impaired.
* Interface:
  + The interface must be “easy to use” in format. The software must be established in the industry and applicable to the MCHA’s needs and industry.
  + It must be able to provide an emailable receipt for document submission, provide access to MCHA’s website and other portals, allow for application to the MCHA’s waitlists and present contact information for employees and county agencies.
* Warranty:
  + Service warranty is 3 years.
* Provide one-on-one support as needed, virtual is acceptable.

**RFP Schedule:**

RFP Issue Date: \_\_\_\_\_\_4/18/2022\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

RFP Inquiry Deadline:\_\_\_\_\_5/13/2022\_\_\_\_\_\_\_\_\_\_\_\_

RFP Response Submission\_\_\_\_5/18/2022\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Submission Proposal Requirements:**

* Please provide a proposal narrative which addresses your experience with the Scope of Work outlined in this RFP.
* Provide a total fee schedule broken out by:

(1) Per unit purchase price for all required and recommended equipment

(2) Any licensing, support, and maintenance agreement costs for at least five (5) year period

(3) Any additional or recurring costs either recommended or required

* Provide specification, if applicable, of the necessary equipment to support its product. Additionally, provide any specification for installation of kiosk(s). Outline the installation process and requirements.
* Outline your company’s service, warranty and support terms. Provide a draft Service and Maintenance Agreement. State the kiosk’s estimated useful life and what assurances the company can provide that maintenance, support, and repairs for the equipment and any required software will remain available for at least five (5) years.
* Provide 3 references (not the MCHA) for this type of work; preferably housing authorities.
* Please complete, notarize, and include in the RFP, the attached two MCHA forms:
* Certification of Firms Submitting Proposals
* Certification of Section 3 Business Concern
* Please advise in your proposal if the firm is any of the following:
* Disadvantaged Business Enterprise
* Women Business Enterprise
* Minority Business Enterprise
* Section 3 (attached section 3 forms)

If so, please provide the appropriate evidence of such status.

**Ranking:**

The MCHA plans to follow the outline in ranking all proposals submitted:

1. Experience, Approach to Scope of Work, Usability and Suitability of Interface and Hardware 50%
2. Section 3 Business Concerns 20%
3. Price 30%

Any questions or inquiries should be emailed to Lynda Haley [Lhaley@montcoha.org](mailto:Lhaley@montcoha.org).

Montgomery County Housing Authority

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Lynda Haley

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610-247-1501

**List of Attachments:**

1. Certification of Firms Submitting Proposals
2. Form Agreement, General Conditions, Supplemental Conditions
3. Section 3 Documentation including Certification of Section 3 Business Concern

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