

**REQUEST FOR PROPOSALS**  
**RFP# 181373/REQ488417**  
**OFFICE OF CONTRACTING**  
**AND PROCUREMENT ON**  
**BEHALF OF**  
**MICHAEL E. DUGGAN, MAYOR**  
**CITY OF DETROIT**  
**HOUSING AND REVITALIZATION DEPARTMENT**

NOTICE OF REQUEST FOR CLIENT MANAGEMENT SYSTEM

The City of Detroit Office of Contracting and Procurement (OCP) requests a statement of qualifications from nonprofit organizations to provide a range of services to increase the accessibility, efficiency, and efficacy of housing counseling activities for person who are residents of the City of Detroit, as part of the City of Detroit's COVID-19 community stabilization response.

Services will include the development and maintenance of a single point of entry for housing counseling services; the development and maintenance of a central Client Management System that integrates with housing counseling agencies' existing data management systems; and ongoing technical assistance and support to a network of housing counseling agencies.

All proposals must be prepared and submitted online using the City's "Oracle" system. Proposal applicants must register on Oracle before a proposal can be submitted. Proposals must be submitted via Oracle by **4:00 p.m. (Eastern Daylight Time) on Wednesday, July 7, 2021**. Paper copies of Proposals will not be accepted. Public Recording of Proposal Submission takes place at 2:00 p.m. (Eastern Daylight Time), Thursday, **July 8, 2021**, via Zoom Meeting. Please go to <https://detroitmi.gov/departments/housing-and-revitalization-department/public-notice> for the meeting link.

To obtain information regarding Oracle, please visit the City of Detroit Office of Contracting and Procurement webpage at <https://detroitmi.gov/supplier>.

**PROPOSAL SELECTION & EVALUATION CRITERIA**

Proposals submitted by the deadline, **Wednesday, July 7, 2021, by 4:00 p.m.**, and meeting the minimum threshold requirements will be reviewed and ranked by a proposal review panel. All applications will go through a selection and ranking process. **Proposals that do not meet the eligibility requirement will be eliminated from consideration.** Your proposal will only be considered for funding if you meet the Threshold Requirements.

The Assessment Criteria is as follows:

- Experience/expertise in managing a resident portal/application for public services: 15 Points
- Experience/expertise in implementing and managing a multi-organization Client Relationship Management system: 15 Points
- Experience/expertise in delivering training/technical support to community-based nonprofit organizations to improve service delivery: 12 Points
- Experience/expertise in administering Community Development Block Grant funds (or other Federal funds): 9 Points
- Experience/expertise in delivering housing counseling and other housing stability services to low income populations: 12 Points
- Physical presence and history of providing services in Detroit: 9 Points

The Client Management System RFQ with the required forms will be available via Oracle on **Wednesday, June 16, 2021**.

Request for Qualifications (RFQ) documents will be posted on the City's procurement webpage listing of federally funded solicitations by close of business on **Wednesday June 16, 2021**, at

<https://detroitmi.gov/departments/office-chief-financial-officer/ocfo-divisions/office-contracting-and-procurement/supplier-portal-information-and-instructions>. Proposals submitted by the **4:00 p.m. on Wednesday July 7, 2021**, deadline will be evaluated by city agencies. Late proposals will not be accepted. Funding approval will be determined by the Mayor and City Council.

RFQ Pre-bid Review Conference to include training on How to use ORACLE: **Wednesday June 23, 2021, at 10:00 a.m. – 11:30 a.m.** Zoom Meeting Details will be made available on the City's procurement RFQ solicitations web page. <https://detroitmi.gov/departments/office-chief-financial-officer/ocfo-divisions/office-contracting-and-procurement/supplier-portal-information-and-instructions>.

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