Request for Proposals:

2024 HUD ONAP Event Coordination for Regional Training Events

Deadline:

5 p.m. Eastern Daylight Time
Friday, January 26, 2024

National American Indian Housing Council

Request for Proposals: 2024 HUD ONAP Event Coordination for
Regional Training Events

Issued: January 8, 2024

INTRODUCTION AND BACKGROUND.

Purpose of the Request for Proposals (RFP)

The National American Indian Housing Council requests proposals for event management, registration setup and advance registration services for approximately fifty (50) HUD ONAP Regional training events.

About NAIHC

The NAIHC was founded in 1974 and for over four decades, has provided invaluable Training and Technical Assistance (T&TA) to all tribes and tribal housing entities; provided information to Congress regarding the issues and challenges that tribes face in their housing, infrastructure, and community development efforts; and worked with key federal agencies to ensure their effectiveness in native communities. Overall, NAIHC's primary mission is to support tribal housing entities in their efforts to provide safe, decent, affordable, and culturally appropriate housing for Native people.

The membership of NAIHC is comprised of 267 members representing 463 tribes and tribal housing organizations. NAIHC's membership includes tribes and groups throughout the United States, including Alaska and Hawaii. There are 567 federally recognized Indian tribes and Alaska Native villages in the United States, all of which are eligible for membership in NAIHC. Other NAIHC members include state recognized tribes eligible for housing assistance under the 1937 Housing Act and that were subsequently grandfathered in under the Native American Housing Assistance and Self-Determination Act of 1996, and the Department of Hawaiian Home Lands, the state agency that administers the Native Hawaiian Housing Block Grant program. Our Voting Members are Tribal Housing Authorities, Tribally Designated Housing Entities, and Tribal housing departments.

ADMINISTRATIVE.

Any questions concerning the technical Scope of Work below or contractual terms and conditions or proposal format should be directed to:

> Erla Sagg, TTA Program Manager
> 122 C Street NW, Suite 505
> Washington DC 20001-2150
> esagg@naihc.net

Interested subcontractors should submit their proposal to esagg@naihc.net to be received by 5 pm Eastern Daylight Time on Friday, January 26, 2024.

SCHEDULE OF KEY DATES.

RFP Circulated: Monday, January 8, 2024

Proposal Due Date: Friday, January 26, 2024

Anticipated Decision Date: Monday, February 5, 2024

Anticipated Start Date of Project Work: Monday, February 12, 2024

Project Performance End Date: December 31, 2024

GUIDELINES FOR PROPOSAL SUBMISSION.

Award of the contract resulting from this RFP will be based upon the most responsive subcontractor who will be the most advantageous to NAIHC in terms of cost, functionality, and achievement of the project goals.

NAIHC reserves the right and retains full discretion to reject any or all proposals and discontinue the RFP process without obligation or liability to reject any potential subcontractor and accept other than the lowest-priced proposal.

Subcontractor's proposal shall be submitted as set forth below:

- The proposal shall not exceed 25 pages, single-spaced, 11-point font, and 1-inch margins (excluding the cover page and the appendices).
- The subcontractor must clearly state their ability to complete the project within the aforementioned time frame.
- NAIHC will give preference to a subcontractor that can complete the entire scope of work without partners or subcontractors.
- NAIHC will allow proposers to work cooperatively as long as one subcontractor takes full responsibility for all work performance.

Note that the subcontractor's proposal, including the appendices, will be incorporated into the final contract between NAIHC and the selected subcontractor.

DETAILED RESPONSE REQUIREMENTS.

Proposals must address these five areas (which shall not exceed 25 pages) and contain the information required in the Appendices (not subject to any page limitation). NAIHC does not mandate any minimum or maximum number of words in any one section.

1. Include a short description of the approach to the Scope of Work.
2. Include a description of the deliverables and a detailed Work Plan and Timetable, showing each step in your proposed process.
3. Briefly describe your approach used to manage the entire project, from start to finish.
4. Include a complete line-item budget for each item in the aforementioned Work Plan and Timetable (including sufficient detail to enable NAIHC to understand the calculation, *e.g. 20 hours at $100 per hour*). You are required to submit a proposed cost estimate figure based on that budget - and not a range of estimates. Instead of a range of estimates, however, you may but are not required to put in a line item for "Contingency" for unforeseen costs not to exceed 10% of the total proposal.
5. Describe your qualifications to do this work and provide an example of related work.

Appendix I. Provide three references and their contact information.

Appendix II. Include members of the project team assigned to this project and their bios, and include the person authorized to bind your organization contractually.

Appendix III. Provide a company overview or brochure, including a history of your organization.

EVALUATION FACTORS FOR AWARDS

NAIHC will use the following criteria to rate each proposal received:

1. Completion of all the requirements in the RFP.

2. Extent to which the proposal delivers the desired results within the time frame given.

3. Assessment of the subcontractor's ability to deliver the services required to complete the project.

4. Assessment of the subcontractor's competence, stability, experience, and track record.

5. Sensitivity and experience working with Native American populations and/or diverse cultures.

6. Availability of subcontractor personnel to complete the project.

7. Overall cost of the subcontractor's proposal.

8. Experience in managing production.

Awarding of the contract is dependent on both the suitability of proposals received and funds available at NAIHC.

SCOPE OF WORK

Basis of Event Management

The subcontractor will base their proposal on the following materials and criteria:

The National American Indian Housing Council requests proposals for event management, registration setup and advance registration services for approximately thirty (30) HUD ONAP Regional training events.

Event Logistics:
- Communications with NAIHC:
  - Review expectations and timelines
  - Familiarize self with program
  - Set up regular meetings to update and report progress
  - Monthly/Quarterly reports on registration and website operations
  - Debrief with client post-event
  - Work with the client to ensure deadlines are extended or specials implemented appropriately
- Communications with venue contact:
  - Review expectations and timelines
  - On-going communications during planning process
  - Conduct final pre-event meeting (via conference call if we are not onsite)
- Call in final Guarantees:
  - Accounting/Invoice Payments
  - Review final bill
  - Request corrections if needed
  - Submit bill to NAIHC for payment

Site Services:
- Lodging Management:
  - Obtain group code and reservation procedures from client
  - Set up lodging information in NAIHC's Cvent online registration platform
  - Monitor lodging block – add rooms if needed
  - Send reminder email to attendees prior to deadline
  - Assist with staff and speaker lodging

- ▪ Review final bill for any master rooms billed
- • Audio/visual equipment arrangements:
  - ▪ Produce specifications sheet
  - ▪ Order necessary equipment
  - ▪ Set up payment arrangements
  - ▪ Process bill after event
- • Meeting space arrangements:
  - ▪ Determine set-up and seating arrangements for each event
  - ▪ Review meeting specs and diagrams with venue
  - ▪ Rearrange rooms if capacity issues arise

Virtual (Zoom) Services:
- ▪ Create online zoom meeting with appropriate settings
- ▪ Distribute check-in credentials, agenda, and virtual event materials to attendees
- ▪ Support when technical difficulties arise
- ▪ Obtain event information to familiarize with details of each event
- ▪ Provide day-of-event support
  - o Help speaker(s) kickoff meeting and start recording
  - o Manage online code of conduct (i.e. mute all attendees and turn off sharing of screen, etc.)
  - o Problem solve technical problems
  - o Show client how to run participant report
  - o Identify speaker(s) need for polling question set up
- ▪ Send post-event email to attendees to include post-event survey, thank you note for attending, and other information regarding certification or access to materials
- ▪ Distribute feedback and follow-up questions from attendees/survey to speakers
- ▪ Report successes and challenges to NAIHC

Event Registration Services:
- • Online Registration Set-up:
  - ▪ Outline roles and expectations with client
  - ▪ Obtain all necessary information from client (logo, style guide, and sample registration form, etc.) to assist the design and creation of online registration websites
  - ▪ Build online registration forms, customize emails, and standard reports
  - ▪ Conduct website modifications to meet clients needs
  - ▪ Conduct Pre-approval testing of online registration sites for and by client
  - ▪ Provide final links for client websites
- • Registration Processing:
  - ▪ Train our customer service representatives on all aspects of events so we can knowledgeably respond to all customer queries and efficiently process their registrations
  - ▪ Assist with wait listing sessions if needed
  - ▪ Serve as the event information center for registration questions
  - ▪ Receive and process all advance registrations via phone, fax and mail
  - ▪ Handle data entry of all phone, fax and mail registrations into NAIHC's Cvent registration platform
  - ▪ Prepare and send registration confirmations via email
  - ▪ Process new registration and apply payments (if needed)
  - ▪ Act as liaison with online registration platform being utilized, in terms of online functionality, pricing, discounts, comp codes, Etc. in conformity with the approved event pricing
  - ▪ Create custom reports as needed
  - ▪ Handle proper documentation of cancellations
  - ▪ Send reminder and announcement emails as needed
- • Post-event Billing:

- Ensure all payments are applied correctly and reconcile transactions
- Change statuses in registration system to reflect attendance (i.e. "No Show" or "Attended")
- Service provider will bill client ALL fees for set up, and processing
- Bill for each session/class will be kept separate – and not co-mingled with other session.

NAIHC HUD ONAP Standard Event Site Logistics for Regional Trainings

⇒ Request GSA hotel room rate for Instructor/Instructors and a complimentary block for participants (without attrition requirement) – GSA lodging rate.

⇒ Do not include any language in contract regarding purchase of food and beverage. NAIHC is not allowed to purchase food or beverages for HUD ONAP training sessions.

⇒ Please request AV quote if not provided to NAIHC during training room sourcing.

⇒ Allow 60 days for HUD to approve proposed hotel contract.

⇒ Meeting Room Capacity minimum 40 participants- Set-up - Scattered Rounds

F&B:
8AM-Water
Noon- Lunch on own
Afternoon Break- Water
5:00pm- class is dismissed

Room Set:
(5) rounds of 6 (more or less at time of guarantee)
(1) small table at front center of room for projector and materials
(1) 6ft. table at front right side of room for sign in sheets & materials
(1) head table for at front of the room for presenters
(1) podium
(2) tables for water

AV:
LCD Projector
Screen
(1) flipchart w/ markers at the front of the room for instructor
AV cart w/ cords
Wireless mic if needed