



BREAKOUT 3 **GENERAL VENDOR SERVICES**

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GENERAL VENDOR SERVICES

**BREAKOUT 1
DEVELOPER &
RELATED
SERVICES**

Fenton Room - Upstairs

**BREAKOUT 2
OWNER &
RELATED
SERVICES**

Spring Room - First Floor

**BREAKOUT 3
GENERAL
VENDOR
SERVICES**

Great Room - First Floor

PUBLIC HOUSING AUTHORITY

HOC is a Public Housing Authority (PHA) chartered by the state to provide affordable housing to Montgomery County residents. As a PHA, HOC owns and operates rental properties and administers the HUD Housing Choice Voucher (HCV) program among other federally funded rental programs.

- HOC manages approximately **8,707 rental** assistance vouchers and **9,416 housing units**
 - Currently 96% utilization (98% goal)
- Program size funded is \$113,800,000 for current fiscal year or one-third of annual budget
- **Opportunities/Procurement Types:**
 - **Inspection Services:** Federally mandated Housing Quality Standard inspections (HUD Regulations)
 - **Market Analysis:** Rental comparables for rent reasonableness
 - **Training:** Certification and continuing compliance with changing federal regulations

RESIDENT SERVICES

The Resident Services component of HOC's operations supports customers in remaining stably housed and reaching their fullest potential.

- Some of our services and programs include:
 - **Financial Literacy Services:** Helps individuals manage their finances and improve their credit score through group workshops and one-on-one coaching.
 - **HOC Academy:** Education, training and enrichment services/programs for HOC customers.
 - **Youth Enrichment Services:** Focuses on STEM and STEAM programming for HOC youth
 - **Adult Education and Workforce Development:** Offers education, job training and job referral/placement opportunities



RESIDENT SERVICES *(Cont.)*

- Some of our services and programs include:
 - **Fatherhood Initiative:** Program promotes the strengthening of fathers and their families by providing parenting education, case management services, financial assistance for educational classes and training, etc.
 - **Opportunities:** Social service programs, financial literacy coaching, career/workforce development, youth enrichment programs, resident counseling, etc.



HOUSING FINANCE AGENCY

HOC is also a Housing Finance Agency that works to raise funds in the capital markets through the **issuance of tax-exempt bonds** for multifamily and single family programs. The financing for our multifamily acquisition and development activities include an affordable housing component.

- HOC's Housing Finance Agency has:
 - Issued approximately \$741.5 million of single family and multifamily bonds to fund mortgages (outstanding as of June 30, 2022)
 - Financed \$30-40 million annually of low-cost mortgages and \$2.5 million in closing cost assistance for moderate-income families
- **Opportunities:** Municipal Financial Advisory, bond law, lending, titles, etc.

FINANCE & ACCOUNTING

HOC has a robust Finance & Accounting Division that is integral to the day-to-day operations of HOC.

- Finance & Procurement – the reason you are gathered here today
- Finance & Accounts Payable – how you are paid
- Finance & Budget – sets forth our annual plan
- Finance & Accounting – reports/accounts for our performance
- Tax and audit services

Opportunities: Tax Services, Audit Services, Development Cost Certification

EXECUTIVE:

Legislative & Public Affairs

The **Legislative & Public Affairs Division (LPA)** is an Executive function made up of the following functions:

- **Legislative & Governmental Affairs:** Pursues a legislative agenda at all levels of government to secure more funding for housing production.
- **Public Affairs and Communications:** Raises the profile of HOC among a range of other stakeholder groups (e.g., media, public, donors, partners, etc.). Public Affairs & Communications is also responsible for HOC's events, web and social media assets, publications, etc.
- **Opportunities:** Marketing, printing, photography, branding, event planning, media, etc.

EXECUTIVE:

Human Resources

Human Resources is an Executive function of HOC with responsibility for all personnel and related support functions of the organization. HR works to:

- HR is responsible for:
 - Maintaining a quality workforce by developing effective and efficient recruitment strategies
 - Ensuring compliance to Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA) and other personnel-related Acts, policies, procedures and guidelines (e.g., FMLA, Reasonable Accommodation)
 - Making continuous improvements and ensure operational efficiency of HOC
 - Expanding, developing and coordinating in-service training
- **Opportunities:** Training and development, Recruitment, HR Consulting, Family Medical Leave Act Provider

EXECUTIVE:

Information Technology

IT is an Executive function responsible for the continuously growing and increasingly complicated information technology environment. This Division has to remain nimble to respond to changing technology while safeguarding HOC's intellectual property and clients information

- IT is responsible for the following:
 - Ensuring HOC employees have ready access to technology, appropriate systems, as well as remote access for telework and other hybrid employment options
 - Ensuring data must be available timely and accurately for real time decision-making
 - Protecting HOC from Cyber threats including fast changing technology, complex systems, etc.
- **Opportunities:** IT consulting, software, equipment purchase, etc.

EXECUTIVE:

Facilities & Logistics

HOC operates from four locations: Kensington headquarters, East Deer Park (Gaithersburg), Customer Service Centers (Silver Spring and Gaithersburg), and manages a large portfolio of properties, including ~1700 units scattered across the county

- Facilities & Logistics is responsible for the following:
 - Adequate building facilities and systems
 - Building safety and security for staff and customers
 - HOC fleet program to include all aspects of vehicle management and finance
 - Inventory control and management
 - Optimizing mail services (receipt and delivery) through automation
- Opportunities: Security, cleaning/janitorial, purchase of supplies and equipment

PRIORITIES FOR PROCUREMENT:

Evaluation Criteria (Illustration)

Example: Evaluation criteria for a Request for Proposal (RFP) for Professional Auditing Services to perform HOC's combined financial audit (including Single Audit)

- Expertise and Experience are the most important criteria for this RFP; therefore, the highest point value would be allocated
- Points are allocated for MFD participation to respond to HOC initiative on race, equity, and inclusion in procurement
- Generally, evaluation criteria for RFPs would reflect the services and experience level needed

Evaluation Criteria	Max Points
Expertise & Experience	40
Audit Approach	20
Minority/Female/Disabled Participation	15
Fees for the Audit	25
Total Possible Points	100

PRIORITIES FOR PROCUREMENT:

Other Considerations

- **Small Business:** Independently owned, not dominant in the field of operation, not an affiliate or subsidiary of a business dominant in the field of operation
- **Minority-owned Business:** At least 51% is owned by one or more minority group members or in the case of a publicly-owned business, one in which at least 51% of its voting stock is owned by one or more minority group members (Black, Hispanic, Native, Asian Pacific, Asian Indian, Hasidic Jewish Americans)
- **Women's Business Enterprise:** At least 51% is owned by a woman/women who are US citizens and who control the business
- **Section 3 Business Concern:** More than 51% is owned by Public Housing residents

UPCOMING PROCUREMENTS

- Asset Management Software
- Housing Choice Voucher Compliance Consultants
- Family Medical Leave Act Provider
- Housing Inspections (multifamily)
- Public Affairs and Communications
 - Brand Assessment
 - Digital Strategy and Engagement
 - Media Relations
 - Website Overhaul
- Davis Bacon Compliance Consultants



UPCOMING PROCUREMENTS

- IT Consulting Services
- Budget Preparation Software
- Procurement Software
- Cleaning Services
- Finance
 - Tax Services
 - Audit Services
 - Cost Certification



Q & A | THANK YOU

Procurement Office Contact:

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www.hocmc.org/do-business-with-us.html