

REQUEST FOR PROPOSAL

Formal Hearings Officer

CONTACT

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Sealed Proposals Accepted Until

Tuesday, June 2, 2026 @ 5:00 p.m. Central Time

CHA reserves the right to reject any or all Proposals
and to waive any informalities in the process

***The Housing Authority of the City of Columbia, Missouri
is an Equal Opportunity Agency***

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REQUEST FOR PROPOSALS

Formal Hearings Officer

Sealed Proposals Accepted Until

Tuesday, June 2, 2026 @ 5:00 p.m. Central Time

PROPOSALS RECEIVED AFTER THIS DATE AND TIME WILL NOT BE CONSIDERED

Columbia Housing Authority (CHA) is seeking written proposals from legal professionals to act as a neutral, independent hearings officer to ensure HUD compliance and procedural integrity in formal hearings between CHA and participants/applicants. It is preferred that the hearings officer will have knowledge of HUD regulations and the rules and regulations of the Fair Housing Act as well as Missouri landlord-tenant statutes. Duties will be on a periodic, as-needed basis. Experience in arbitration, mediation, litigation or adjudication with regard to housing is preferred. Please read the Statement of Work for a detailed description of desired services.

Proposals will be reviewed and evaluated on the criteria defined in the "EVALUATION AND SELECTION CRITERIA" section of the Request for Proposals (RFP) packet. A contract will be awarded to the responsive and responsible company or individual that is most advantageous to CHA in fulfilling these services.

CHA reserves the right to reject any and all proposals and to waive any informality in the solicitation. CHA is prohibited from making an award to a company (including their sub-contractors) or individual that is debarred from receiving awards from the U.S. Government.

An RFP packet may be obtained at CHA's Administration Building - 201 Switzler Street / Columbia, MO 65203, or by contacting Danielle Gill @ (573) 443-2556, ext. 1122; Fax (573) 443-0051; e-mail DGill@columbiaha.com

Please register as Participant by submitting a very brief "Letter of Intent" to Danielle Gill via mail, e-mail, or fax stating:

- An interest in submitting a proposal and receiving all RFP updates and modifications;
- The name, title, role in this process, and contact information for all persons who you wish to receive RFP updates and modifications (addenda);
- The last date and time to submit questions/explanations (Friday, May 22, 2026 @ 5:00 p.m. CT);
- The due date and time for submitting proposals (Tuesday, June 2, 2026 @ 5:00 p.m. CT);
- That you are requesting an RFP packet (if applicable).

The Columbia Housing Authority is an equal opportunity employer.

1.0

STATEMENT OF WORK

1.1 Background

Columbia Housing Authority (CHA) is the affordable housing authority for the City of Columbia, Missouri. CHA is an independent municipal corporation organized in 1956 under the Missouri Housing Authorities Law, Chapter 99 RSMO.

CHA provides opportunities for low- and moderate-income families, individuals, seniors, and persons with disabilities. CHA manages 1 public housing property, Downtown (50 family units), which is being converted to Low-Income Housing Tax Credit (LIHTC) property over the next three years. CHA also manages Patriot Place (25 homeless veteran units), Bear Creek (76 family units), Oak Towers (147-unit high-rise), Stuart Parker/Paquin Tower (84 family units and 200-unit high-rise), Bryant Walkway (54 family units), and Bryant Walkway II (36 family units), Kinney Point (34 units), and Park Avenue (79 units). Currently CHA manages six LIHTC properties.

CHA also administers nearly 1,688 housing Vouchers within Boone County, Missouri. CHA is staffed with over 60 full-time and 20 part-time employees.

In addition to providing safe, quality, and affordable housing, the CHA mission and practice is to go beyond the customary demands of a rental property landlord. Through our policies and programs and our collaborations with local social service agencies, CHA strives to address and resolve tenant issues in an attempt to avoid terminations whenever possible. When necessary, CHA terminates tenants' participation in programs in accordance with federal regulations to protect the health and safety of CHA tenants, CHA property and the integrity of the programs.

1.2 Objective (Purpose)

To enter into a contract with a legal professional who has knowledge of Missouri landlord-tenant laws, HUD regulations and the rules and policies of the Fair Housing Act. The selected Formal Hearings Officer will impartially, neutrally and consistently apply applicable CHA lease terms, Missouri law, HUD regulations, the rules and policies of the Fair Housing Act, and CHA policies, in order to come to a determination.

1.3 Scope of Services and Duration of Contract

Services Disclosure: Please note that the following may not be all-inclusive of the Hearings Officer services that CHA may encounter or that the successful proposer may be asked to perform but is intended to be representative of services in which CHA has previously required.

Requirements and Essential Services:

The selected Formal Hearings Officer will be an independent contractor and adjudicator and will be responsible for conducting grievance hearings in accordance with lease terms, Missouri law, HUD regulations, the rules and regulations of the Fair Housing Act and CHA policies.

Core Responsibilities:

- Conduct formal grievance hearings for affordable housing and voucher program participants and applicants.
- Ensure all hearings comply with Missouri law, HUD grievance procedures and due process requirements.
- Maintain impartiality, neutrality, consistency and independence in all proceedings.
- Review case files, evidence, and applicable policies prior to hearings.
- Preside over hearings, including managing testimony, evidence and procedural matters.
- Issue clear, well-reasoned written decisions within established timeframes in CHA's grievance procedures.

- Ensure independent authorship of all hearing decisions.
- Impartially and consistently apply relevant federal regulations, CHA policies (including ACOP and Administrative Plan), and applicable law.
- Maintain proper documentation and records of hearings and decisions.

Additional Expectations:

- Maintain a clear separation between CHA staff roles and the adjudicative function.
- Participate in periodic reviews or updates to ensure alignment with HUD requirements, including updates to CHA’s grievance policy, ACOP and lease language.
- Be available on an as-needed basis for scheduled hearings. CHA typically has 8-12 formal hearings annually.

Contract Duration: The initial agreement will be a three year, fixed rate contract. Thereafter, there will be one-year renewal options. The conditions of each renewal are negotiable, but renewal rates may not exceed 5.0% of the previous contract’s rates. CHA has sole discretion to accept or deny negotiated renewal options. CHA reserves the right, however, to terminate the contract earlier for convenience upon 30 days prior written notice.

2.0 INSTRUCTIONS TO PROPOSERS

2.1 Register as Participant with a “Letter of Intent”

- **Immediately submit a very brief “Letter of Intent”** (to Danielle Gill via mail, e-mail, or fax) stating:
 - An interest in submitting a proposal and receiving all RFP updates and modifications;
 - The name, title, role in this process, and contact information for all persons who you wish to receive RFP updates and modifications (addenda);
 - The last date and time to submit questions/explanations (Friday, May 22, 2026 @ 5:00 p.m. CT);
 - The due date and time for submitting proposals (Tuesday, June 2, 2026 @ 5:00 p.m. CT).

Danielle Gill, Administrative Assistant
 Columbia Housing Authority / 201 Switzler Street / Columbia, MO 65203
 E-mail: DGill@columbiaha.com / Fax: (573) 443-0051

2.2 Preparation of Proposals

The proposer is expected to examine the statement of work, the proposed contract terms and conditions, and all instructions. Failure to do so will be at the proposer’s risk. The proposer shall furnish the information required by the solicitation. Erasures or other changes must be initialed by the person authorized to sign the proposal.

2.3 Pre-Proposal Conference

There will not be a formal pre-proposal conference; although, if desired, meetings and/or site visits are welcome by appointment to be scheduled no later than Tuesday, May 26, 2026.

2.4 Questions / Explanations

Any prospective proposer desiring an explanation or interpretation of the solicitation, statement of work, etc., must request it in writing (mail, e-mail, or fax) by Friday, May 22, 2026 @ 5:00 p.m. Central Time. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective proposer concerning this solicitation will be furnished promptly to all other prospective proposers as an amendment if the

information is necessary in submitting proposals or if the lack of it would be prejudicial to any other prospective proposers. *MUST BE REGISTERED TO RECEIVE ADDENDA*

Address questions / explanations to:

Danielle Gill, Administrative Assistant
Columbia Housing Authority / 201 Switzler Street / Columbia, MO 65203
E-mail: DGill@columbiaha.com / Fax: (573) 443-0051

2.5 Amendments to Solicitation

- If the solicitation is amended, all terms and conditions which are not modified remain unchanged.
- Proposers shall acknowledge receipt of any amendments to this solicitation by:
 - Signing and returning the amendment (e-mail attachment, mail or fax).
 - CHA must receive the signed acknowledgement(s) prior to the proposal deadline.
 - Identifying the amendment number and date in the space provided for this purpose on the “Proposal Agreement” form.

2.6 Proposal Requirements

A proposal must be submitted as prescribed by CHA in this Request for Proposal (RFP). Attachment V, the “Proposal Agreement”, must be signed by the proposer or by an authorized agent of the proposer’s firm and accompanied by evidence of that agent’s authority.

Responses will be evaluated according to the procedures presented in section 2.10 Evaluation of Proposals and scored according to the criteria in section **3.0 EVALUATION AND SELECTION CRITERIA**. The Selection Committee will use Attachment VI, Proposal Evaluation Forms to score the responses.

Failure to include any of the following information could result in rejection of the proposal:

- **Proposal Cover Letter**: Provide on your letterhead an introduction of yourself and/or your company. Emphasize how your proposal matches our needs (as described in the Scope of Services). Express your unique qualifications that no one else can offer - what makes your organization stand out over the competitors?
- **Qualifications**
 - **Knowledge and Experience**:
 - Give a detailed history of your experience pertaining to landlord-tenant law services by providing a timeline of your advancements in this practice from inception to date, including how many clients you are currently serving or have served.
 - What is your experience with HUD-regulated properties or programs?
 - Demonstrated knowledge of HUD regulations, administrative hearings, or comparable regulatory frameworks:
 - Landlord-tenant issues including evictions, unlawful detainer actions, lease preparation and interpretation and premises liability.
 - Fair housing issues, including claims involving violations of the Fair Housing Act, ADA and Section 504 of the Rehabilitation Act.
 - Compliance with HUD Regulations:
 - Providing legal guidance on landlord leasing forms, as well as other required forms and notices;
 - Affordable Housing leasing and lease enforcement;
 - HUD-required grievance procedures for Affordable Housing;
 - Affordable Housing Admissions and Continued Occupancy Policies (ACOP); and

- Representation of landlords or tenants in both plaintiff-side and defense-side matters.
 - If you have not practiced landlord-tenant law in the capacity of an attorney, then please provide your experience in arbitrating, mediating or adjudicating claims pertaining to the above-referenced types of cases.
- **Fee Proposal:**
 - Provide a comprehensive fee proposal that encompasses every aspect of your proposed services and specify whether the fees are hourly, flat fee per hearing or based on some other measure. The following may not be inclusive of all proposed services, so please use your own format and descriptions in identifying all fixed costs incurred:
 - The preparation for formal hearings.
 - Conducting formal hearings
 - Formulating written determinations of hearings in accordance with HUD standards.
 - Your hourly rates and hourly rates for any other associate counsel or support staff by position to be charged or upon which you are basing a flat fee proposal.
- **References:** Submit references of at least three clients you have recently or are currently serving that best match the scope or services presented in Section 1.3 of this request for proposal. If you have provided such services as an “in-house” attorney, and do not have three client references, then provide one client reference and two other applicable references. If you have not practiced landlord-tenant law in the capacity as an attorney, then submit at least three references that best match said scope or services.
- **Attachments** (must provide the following with the proposal):
 - A completed “**Certifications and Representation of Offerors**” form for prime and all levels of sub-contractors (HUD-5369-C) – Attachment I.
 - A completed “**Certification Regarding Debarment and Suspensions**” form for prime and all levels of sub-contractors (HUD 2992) – Attachment II.
 - A completed “**Non-Collusive Affidavit**” form for Prime Offeror – Attachment III.
 - A completed “**Proposal Agreement**” form for Prime Offeror – Attachment IV.

2.7 Proposal Submission

- To be eligible for consideration, a **sealed proposal packet** [one (1) original, clearly identified as containing documents with original signatures, and three (3) copies, identical to the original] **must be submitted to CHA by Tuesday, June 2, 2026 @ 5:00 p.m. Central Time to the following address:**

Columbia Housing Authority
201 Switzler Street
Columbia, MO 65203
Attn: Danielle Gill

- To assure your proposal is routed properly and to prevent opening by unauthorized individuals, your proposal must be identified on the envelope or package as follows:

REQUEST FOR PROPOSAL
Formal Hearings Officer
Due: 6/2/2026 by 5:00 p.m. CT

2.8 Handling of Proposals

- Proposals received prior to the closing date and time will remain unopened and secured until after the established proposal opening date and time.
- A proposal will not be considered if it is received after the exact date and time specified for receipt. The only acceptable evidence to establish the time of receipt is the CHA stamped time/date on the proposal wrapper or other documentary evidence of receipt maintained by CHA.

2.9 Proposal Modifications

- A modification resulting from CHA's request for "best and final" proposal received after the time and date specified in the request will not be considered unless received before award and the late receipt is due solely to mishandling by CHA after receipt at CHA.
- Notwithstanding this provision, a late modification of an otherwise successful proposal that makes its term more favorable to the CHA will be considered at any time it is received and may be accepted.

2.10 Proposal Withdrawal

- No proposal shall be withdrawn for a period of Ninety (90) days subsequent to the opening of the proposals without written consent of CHA.

2.11 Evaluation of Proposals

CHA will strive to complete the review and negotiation processes and award a contract within fourteen (14) days after the scheduled opening of proposals. The following procedures will be followed:

- The Selection Committee will perform initial assessments of all proposals to determine which proposers are responsive and qualified to provide the required services, thus creating a "short list" of qualified companies/individuals. The "Initial Evaluation" form will be used for this stage of evaluation.
- The Selection Committee reserves the right to conduct interviews with qualified proposers on the "short list".
- The Selection Committee will use the "Proposal Evaluation" forms to score the qualified proposers (the "short list").
- The "Proposal Evaluation" forms will be combined and the proposers will be collectively ranked according to the summation of the scores. The Selection Committee will discuss the results and proceed as follows:
 - The Selection Committee will invite key personnel from the highest ranked proposers to conduct a comprehensive presentation (or phone conference) with the Committee.
 - If, after the presentation, the Committee continues to agree that this proposer is most qualified to provide the required services, a negotiation process will follow.
 - If negotiations produce results that are advantageous to both parties, CHA will enter into contract with the selected proposer.
 - If mutual terms cannot be established with the proposer of choice, the Selection Committee will reconvene to discuss options.
 - If there is not a significant gap between top-ranking proposers, with the Selection Committee's consensus, more than one proposer may be invited to present comprehensive proposals.

- As a result of these presentations the Selection Committee will determine which proposer is most qualified to provide the required services, and a negotiation process will follow.
 - If negotiations produce results that are advantageous to both parties, CHA will enter into contract with the selected proposer.
 - If mutual terms cannot be established with the proposer of choice, the Selection Committee will reconvene to discuss options.

2.12 Responsibility of Prospective Contractor

CHA shall award a contract only to a responsible prospective proposer who is able to perform successfully under the terms and conditions of the proposed contract. To be determined responsible, a prospective proposer must:

- Be insured, licensed and in good standing with the Missouri Bar, if applicable.
- Have adequate financial resources to perform the contract, or the ability to obtain them.
- Have a satisfactory performance record.
- Not have any conflicts of interest that would impede your ability to remain impartial and unbiased.
- Have a satisfactory record of integrity and business ethics.
- Have a satisfactory record of compliance with public policy (e.g. Equal Employment Opportunity).
- Have not been suspended, debarred, or otherwise determined to be ineligible for award of contracts by the U.S. Government. Current lists of ineligible contractors are available for inspection.

Before a proposal is considered for award, the proposer may be requested by CHA to submit a statement or other documentation regarding any of the foregoing requirements. Failure by the proposer to provide additional information may render the proposer ineligible for award.

2.13 Qualifications

CHA may make such reasonable investigations as deemed proper and necessary to determine the ability of the proposer to perform the services and the proposer shall furnish to CHA all such information and data for this purpose as may be requested. CHA reserves the right to inspect the proposer's physical facilities prior to award to satisfy questions regarding the proposer's capabilities. CHA further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such proposer is not properly qualified to carry out the obligations of the contract and to provide the services described therein.

2.14 Negotiations with Selected Proposer

Once the evaluation process is complete, CHA will negotiate with the highest ranked proposer. The negotiations may include clarifying the specific statement of work, establishing the performance period, and determining the final cost of the statement of work. If CHA and the highest ranked proposer fail to reach an agreement, CHA may negotiate with the next highest ranked proposer, unless CHA determines that it is in their best interest to re-solicit for these services.

2.15 Contract Award

A contract will be awarded to the most responsive and responsible candidate who is most advantageous to this project, provided the proposal complies with all conditions of the RFP. CHA reserves the right to reject any and all proposals and to waive any informality in the solicitation. CHA is prohibited from making an award to a candidate (including any of their sub-contractors) or an individual that is debarred from receiving awards from the U.S. Government.

2.16 Service of Protest

Any protest against the award of a contract pursuant to this solicitation shall be served on the CHA by obtaining written and dated acknowledgement of receipt from CHA at the address shown on the cover of this solicitation. The determination of CHA with regard to such protest or to proceed to award notwithstanding such protest shall be final unless the protestor makes an appeal.

2.17 Notice of Award

All proposers will be notified of CHA's selection. The successful proposer will be issued a Notice of Award. Within five (5) business days and prior to the commencement of any work, the awarded Hearings Officer shall provide the following documentation:

- Proof of general commercial liability insurance with coverage of \$1 million per occurrence and \$2 million in the aggregate (which may be waived or reduced by CHA in its discretion), with CHA named as an additional insured and such coverage to be primary.
- Proof of Professional Liability (Malpractice) Insurance, if applicable, with coverage of \$1 million per occurrence and \$1 million in the aggregate.
- Proof of workers compensation insurance if required by law.
- Evidence of the appropriate professional licenses, if applicable.
- Proof of good standings with the Missouri Bar, if applicable.

If the selected proposer fails to provide the required information, the Notice of Award is invalid. CHA may choose to award a contract to the next highest ranked proposer or CHA may choose to re-solicit for the service.

2.18 Commencement of Work

The selected proposer firm will be expected to begin work within five (5) days of receipt of the Notice to Proceed or a date agreed upon by both CHA and the selected proposer.

2.19 Contract Type & Terms

The resulting contract will be a fixed fee type contract. The contract terms, except those subject to negotiation, will be in accordance with those provided in this solicitation. Changes in the basic terms of the contract are not acceptable.

2.20 Cost of Producing Proposal

The costs of producing the proposal are the responsibility of the proposer. CHA will not reimburse any cost incurred to produce and to respond to this solicitation, to participate in an oral presentation, or to participate in negotiations.

2.21 Public Records

Proposers acknowledge that CHA is a political subdivision of the State of Missouri and is, therefore, required to comply with Missouri's Sunshine Laws. If a proposal includes proprietary data, trade secrets, or information the proposer wishes to exempt from public disclosure, the proposer must specifically label each page containing such data, secrets, or information as follows:

"PRIVILEGED AND CONFIDENTIAL - PROPRIETARY INFORMATION"

To the extent permitted by law, information labeled by the proposer as proprietary will be used by CHA only for purposes related to, or arising out of, the (a) evaluation of proposals, (b) selection of a proposer pursuant to the RFP process, and (c) negotiation and execution of a contract, if any, with the proposer selected.

Neither a proposal in its entirety nor a fee proposal will be considered confidential and/or proprietary. Any proposal marked as such will be deemed non-responsive and eliminated from further consideration.

3.0

EVALUATION AND SELECTION CRITERIA

The evaluation criteria listed below will be used as a mechanism to fairly and thoroughly evaluate the proposals. Proposers are reminded that it is their responsibility to address information related to the evaluation criteria. CHA is under no obligation to solicit such information if it is not included within the proposal. Each proposal shall be evaluated only on the criteria listed below:

Organizational Profiles and Structure, Conflicts, 20 Points

- Does the proposer's decision making demonstrate a commitment to maintaining an independent and impartial hearings function?
- Is the proposer adequately structured to support timely scheduling, administration, and completion of hearings and written decisions?
- If part of an organization, is there clear separation between adjudicative functions and any advocacy or consulting roles?
- Does the proposer have any current or past employments or affiliations, or will the proposer have any employments or affiliations, which might impede or affect your ability to remain impartial and unbiased?

Knowledge and Experience, 25 Points

- Does the proposer have substantial experience conducting administrative hearings, grievance proceedings, or similar adjudicative processes?
- How well versed is the proposer in Missouri landlord-tenant laws?
- How well versed is the proposer in HUD regulations, including affordable housing grievance procedures and Housing Choice Voucher requirements?
- How well-versed is the proposer in Fair Housing Act rules and regulations?
- Does the proposer demonstrate strong knowledge of due process requirements and quasi-judicial procedures?
- Does the proposer have experience applying policies such as ACOP and Administrative Plans in decision-making?
- Has the proposer demonstrated the ability to produce clear, well-reasoned written decisions?

Resource Capacity, 10 Points

- Are their facilities and internal resources sufficient for the operation of these services?
- Does the proposer have sufficient capacity to manage caseload demands and meet required timelines for hearings and decisions?

Application of Proposed Services, 20 Points

- Have they presented a program that (1) satisfies the requirements listed in the "Scope of Services", (2) offers a well-organized and impartial approach, and (3) has a proven and effective track record of compliance with HUD regulations, Fair Housing Act regulations, and Missouri law?
- Is there evidence that the proposed methods offer an apparent advantage over the competition?

Fee Proposal, 20 Points

- Compare costs with other proposals, and using a fairly tight range, assign points according to the most affordable services.

Completeness of responses to Section 2.6, "Proposal Requirements", 5 Points

Total 100 Points