

CONNECTICUT HOUSING FINANCE AUTHORITY
SCOPE OF SERVICES: INTERNAL COMMUNICATIONS PLAN

The Connecticut Housing Finance Authority (“CHFA”) is seeking quotes from qualified firms to provide assistance with an internal communications plan.

CHFA, a body politic and corporate constituting a public instrumentality and political subdivision of the State of Connecticut, was created in 1969 and operates pursuant to Chapter 134 of the Connecticut General Statutes, as amended. CHFA’s purpose is to help alleviate the shortage of affordable housing for low- and moderate-income families and persons in Connecticut by providing single family mortgages, financing for rental housing, and mortgages for the purchase, development and construction of housing. For additional information about CHFA, please reference CHFA’s website at www.chfa.org.

Scope of Work:

CHFA is seeking quotes from qualified firms to provide the following services:

- 1) Develop an internal communications plan
 - a. Best practices around the flow of communication (from whom, to whom, via what channel, with what frequency) for human resource communications, executive communications, departmental communications, and peer-peer communications.
 - b. Developing the roadmap that will help CHFA span the gap from CHFA’s current fractured approach to a structured plan that reflects CHFA’s values and strategy, incorporates the employee voice, improves employee engagement, and supports Diversity, Equity and Inclusion efforts.
 - c. Creating a final plan approved by CHFA leadership that can be shared internally and/or with CHFA’s Board of Directors.
 - d. To consider:
 - i. CHFA is a team of about 130.
 - ii. CHFA has one physical location in Rocky Hill, CT.
 - iii. CHFA staff is currently working a hybrid schedule (in office/work from home).
- 2) Intranet design consultation
 - a. Best practices around intranet design: purpose, goals, vision
 - b. Ability to easily share and find important company documents (policies, handbooks, etc.)
 - c. Increase communication around events (internal and external)
 - d. Encourage peer-peer interactions and disrupt silos
 - e. To consider:
 - i. Likely to use SharePoint as CHFA’s intranet
 - ii. CHFA has the ability to manage most of the build in-house platform for the intranet
- 3) Ongoing support – hourly rates for technical issues, routine questions, and/or advisory on special projects related to internal communications

Requirements:

- 1) Provide a brief overview of your firm and the qualifications of the individuals who would be working with CHFA.
- 2) Please provide as references, a minimum of three clients for whom your firm has performed similar and substantial services. Please include the name of the person to contact, their phone number and email address. Please include as references any other State of Connecticut agencies or departments that have engaged your firm to perform services.
- 3) Break out pricing for each of the services listed herein: 1) internal communications plan (**lump sum**); 2) consultation on intranet design (**hourly rate**); and 3) ongoing support for internal communications consultation (**hourly rate**).
- 4) Firm should supply, if applicable Small/Minority Business Enterprise Certificate.
- 5) Firm must supply a copy of W-9 form.
- 6) Please submit any questions to RFP.RFQ@chfa.org no later than **Tuesday, September 20, 2022**, Questions and answers will be posted on CHFA's Website.
- 7) Selected firm(s) will be required to execute a contract satisfactory to CHFA and will agree that it will comply with the provisions of Connecticut General Statutes applicable to contracts with CHFA including, but not limited to, nondiscrimination and affirmative action provisions.
- 8) Firm(s) will be required to provide documentation regarding professional liability, in limits identified in "CHFA Insurance Requirements" attached.

All quotes and required documentation must be submitted to RFP.RFQ@chfa.org by **12:00 noon EDT on Tuesday, September 27, 2022**.

CHFA is an Affirmative Action/Equal Opportunity Employer.

Instructions: CHFA Insurance Requirements

All contractors and vendors are required to provide proof of the required insurance coverage before entering the premises or commencing any work at any CHFA facility. Contractors and vendors must obtain, at their own expense, all the insurance required here, and acceptable evidence of such insurance must be properly furnished to, and approved by, CHFA.

All subcontractors are subject to the same requirements. It is the responsibility of the primary contractor or vendor to obtain acceptable evidence of insurance from subcontractors.

CHFA also requires that they be named as an additional insured on your general liability policy(ies). Your general liability policy must be endorsed with ISO Endorsement CG 20 10 (or equivalent) *or* ISO Endorsement CG 20 26 (or equivalent), *and* ISO Endorsement CG 20 37 (or equivalent) if so required. These form numbers must be specifically referenced on the certificate of insurance. If your insurance company uses a different form to provide CHFA with additional insured status on your policies, copies of those forms must be provided in advance with the insurance certificate for review and approval by CHFA. All coverage must be primary as to CHFA.

The proper name for the entity to be named as additional insured is: "Connecticut Housing Finance Authority, and/or related or affiliated entities."

Evidence of compliance with these requirements is with the ACCORD form 25, "Certificate of Liability Insurance", with 30 day notice of cancellation, plus copies of any required additional insured endorsements. Certificates should be sent to: Connecticut Housing Finance Authority, Attention: Legal Dept., 999 West St., Rocky Hill, CT 06067. Tel.: (860) 721-9501, Fax: (860) 721-0527.

Current insurance certificates must be furnished to CHFA at all times. Replacement certificates must be furnished *prior to the expiration or replacement* of referenced policies.

Required (if checked)	Type of Insurance	Standard Requirement
	<p>Commercial General Liability</p> <p>Contractors or service vendors:</p>	<p>\$1,000,000 per occurrence/ \$2,000,000 aggregate bodily injury/property damage.</p> <p>The CGL policy must include coverage for:</p> <ul style="list-style-type: none"> • liability from premises and operations. • liability from products or completed operations. • liability from actions of independent contractors. • liability assumed by contract. <p>All coverage provided to CHFA under this section must be primary.</p> <p>CHFA must be named as “additional insured” on your CGL policy with ISO form CG 20 10 or CG 20 26 or equivalent</p> <p>CHFA must <i>also</i> be named as “additional insured” on your CGL policy with form CG 20 37 or equivalent</p> <p>The Aggregate limit must apply per job/project.</p> <p>Products/completed operations must be carried for 2 years after completion of job/acceptance by owner.</p>
	<p>Automobile Liability</p>	<p>\$1,000,000 per accident for bodily injury/property damage, including hired & non-owned vehicles</p>
	<p>Workers' Compensation</p> <p>Employers Liability</p>	<p>Statutory coverage in compliance with compensation laws of the State of Connecticut.</p> <p>\$100,000 each accident, \$500,000 Disease – Policy limit \$100,000 each employee</p>
	<p>Umbrella Liability</p>	<p>\$1,000,000 Excess over underlying limits described above.</p>
<p>√</p>	<p>Professional Liability</p>	<p>\$1,000,000 per occurrence/ \$1,000,000 aggregate</p>
	<p>Cyber Liability</p>	<p>\$1,000,000 per occurrence/\$1,000,000 aggregate</p>

Insurance Requirements

Contractors or vendors working for and/or doing business with the Connecticut Housing Finance Authority (CHFA), or using CHFA facilities, shall agree as a condition of acceptance to furnish and perpetually maintain, at their own expense, for the duration of any project, work, contract or use of CHFA facilities the following policies of insurance covering the following items. Insurance must be primary and endorsed to be noncontributory by CHFA, must be written in an insurance company A.M. Best rated as “A-VII” or better, and CHFA must be endorsed to the policy as an additional insured (except Worker’s Compensation) unless this requirement is specifically waived in writing by CHFA. Contractors further agree that any subcontractor they intend to use on CHFA assigned work will be required to submit to the same indemnity and insurance requirements contained in this schedule. Contractor shall obtain insurance certificates stating that both Contractor and CHFA shall be endorsed to the subcontractor’s insurance policies as additional insured.

Indemnification

The contractor/vendor shall save harmless, indemnify, and in the event of claim, notification or suit will immediately defend CHFA and any related or subsidiary entities, their officers, employees and volunteers, from and against all loss, costs, damage, expense, claims or demands arising out of or caused or alleged to have been caused in any manner by the performance of work or use of facilities herein provided, including all suits, claims or actions of every kind or description brought against the CHFA either individually or jointly with the entity or organization for or on the account of any damage or injury to any person or persons or property, including the entity or organization’s employees or their property, caused or occasioned, or alleged to have been caused or occasioned in whole or in part by the entity or organization, including any subcontractor, their employees or agents.

Certificates of Insurance

Before starting any work, or commencing any use or occupancy of CHFA premises, the contractor or vendor shall furnish to CHFA a certificate of insurance indicating, specifically, the existence of those coverages and limits set forth as follows. CHFA must be named on the insurance certificate as “additional insured” for the coverage’s afforded, and a copy of the actual policy endorsement that adds CHFA as an additional insured must be attached to the certificate (Blanket additional insured endorsements are deemed acceptable). It is also the duty of contractor or vendor to provide renewal or replacement certificates and endorsements to CHFA upon renewal or new placement of any insurance policy which may expire or renew during the term of any project or engagement, and to give CHFA thirty (30) days notice of any cancellation or change in the terms of such policy or policies during the periods of coverage. Upon request of CHFA, the contractor or vendor shall furnish to CHFA for its examination and approval such policies of insurance with all endorsements, or copies thereof, certified by the agent of the insurance company.

The contractor or vendor agrees to forward a signed original of this Insurance Requirement signed by an authorized Officer or Agent for the contractor or vendor, to the care of: Connecticut Housing Finance Authority, **Theresa Caldarone**, General Counsel, 999 West St., Rocky Hill, CT 06067. Tel.: (860) 571-4389, Fax: (860) 721-0527, Email: Theresa.Caldarone@CHFA.org, as an acknowledgement and acceptance to the terms and conditions stated herein and prior to the commencement of any work being performed.

Signed by (contractor or vendor)

(type/print name of contractor or vendor)

Date