

Galveston Housing Authority
Quote for Grievance Hearing Officer

The Galveston Housing Authority is in search of an individual or business than can provide a Grievance Hearing Officer.

Quotes must reach the Galveston Housing Authority no later than **3:00 p.m.** on **November 12th, 2026**. Absolutely no quote will be accepted for consideration if received after the deadline date and time specified. The award will be a two-year contract with three (3) one-year renewal options.

Contract will be based on the lowest responsive and responsible bidder.

Galveston Housing Authority is accepting Quotes for a Grievance Hearing Officer. A grievance is any dispute which a tenant may have with respect to GHA action or failure to act in accordance with the individual tenant's lease or GHA regulations which adversely affect the individual tenant's rights, duties, welfare or status. A Hearing Officer is a person selected in accordance with HUD regulations to hear grievances and render a decision with respect thereto. Potential grievances could address most aspects of a GHA's operation. However, there are some situations for which the grievance procedure is not applicable.

The grievance procedure is applicable only to individual tenant issues relating to the GHA. It is not applicable to disputes between tenants not involving the GHA. Class grievances are not subject to the grievance procedure and the grievance procedure is not to be used as a forum for initiating or negotiating policy changes of the GHA.

The Grievance Officer will hear approximately 5-20 cases per month. GHA is seeking a quote for a for a flat fee per hearing.

The scope of services to be performed by Grievance Hearing Officer shall include, but not necessarily limited to the following:

- Appear on an as needed basis one to four times per month, approximately two to five hours. Each appearance, to hear any grievances scheduled that day (approximately three to twelve hearings a day).
- At the hearing, listen to testimony from Grievant and the Authority's representative(s), review materials submitted into evidence. Hearing must be recorded.
- Issue detailed decision letters within 14 days of the hearing. The decision must set forth findings of fact from the hearing, an analysis of facts as they relate to HUD regulations, Housing Authority policies or other law, analysis of any mitigating circumstances and a conclusion of law and reasons in support thereof.

Quote

Company Name _____

Company Address _____

Phone _____

Email _____

How long have you been in business? _____

Does your company have any pending lawsuits? Yes _____ No _____

Are you a Section 3 Business? Yes _____ No _____

Knowledge of HUD Rules Yes _____ No _____

Years of experience with hearings _____

Are you debarred by HUD _____

Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your organization or its officers? _____

Has your organization filed any lawsuits or requested arbitration or mediation with regard to any contracts within the last fifteen years? _____

Quote per hearing: _____