

POLEMARCH

Government Technology Services

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PART I — TECHNICAL PROPOSAL

Employment and Income Verification Services

SOLICITATION	SUBMITTED TO	RESPONDENT
RFP 26-2026	District of Columbia Housing Authority Contracts and Procurement	POLEMARCH Government Technology Services

DOCUMENT STATUS

Demonstration response prepared from the issued solicitation. The stated submission deadline was July 2, 2026. Corporate exhibits, signed certifications, references, and a separate Cost Proposal must be completed and approved before any procurement use.

RESPONSE DETAIL	VALUE
Format	Letter size; single-sided; minimum 10-point equivalent; margins exceed 0.75 inch
Organization	Follows RFP §§3.4–3.7 and separates technical content from pricing
Web edition	https://polemarch.biz
Prepared	September 18, 2026

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Proposal control note

This volume contains no pricing. DCHA requires a separate Part II — Price Proposal using Exhibit 1. The technical volume is designed to remain within the 30-page limit after company evidence and resumes are inserted.

SOURCE CONTROL

The source PDF displays “RFP 26-2026” on its cover and body pages, while two early table-of-contents footers show “RFP No. 25-2026.” This response uses the cover and substantive-page identifier, RFP 26-2026, and flags the discrepancy for procurement confirmation.

SECTION 1.0

Letter of Interest

A concise commitment to secure, timely, auditable verification services for DCHA.

September 18, 2026

Contracts and Procurement
District of Columbia Housing Authority
300 7th Street, SW, 11th Floor
Washington, DC 20024

Re: RFP 26-2026 — Employment and Income Verification Services

POLEMARCH respectfully submits this technical proposal to support DCHA's Housing Choice Voucher Program and other housing assistance programs with a secure, human-centered employment and income verification service.

Our proposed service model combines a controlled intake experience, legally authorized data and document workflows, caseworker review, discrepancy resolution, auditable decision support, and management reporting. The design preserves human authority: the platform organizes evidence and flags issues, while authorized DCHA personnel remain responsible for eligibility, rent, and program determinations.

We understand that DCHA requires reliable verification of current and historical employment, wages, pay frequency, variable compensation, employment dates and status, unemployment benefits, self-employment income when available, and discrepancies. We also understand that all reports must be clear, supportable, suitable for the official participant file, and capable of withstanding audit and monitoring.

POLEMARCH will maintain encryption, least-privilege access, strong authentication, event logging, retention controls, incident response, and ongoing quality assurance. Detailed corporate credentials, insurance certificates, licenses, signed affidavits, project references, and final commercial terms must be attached by an authorized officer before submission.

Respectfully submitted,

POLEMARCH
Government Technology Services
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SECTION 2.0

Solicitation Compliance

A response architecture aligned to the stated submission rules and scope.

2.1 Format compliance

RFP INSTRUCTION	RESPONSE TREATMENT	STATUS
§3.3 — Two parts	This file is Part I, Technical Proposal. Price is excluded and belongs in a separate Part II.	Compliant by design
§3.4(b) — Letter, single-sided, ≥10 pt, ≥0.75-inch margins	Letter PDF; principal narrative uses 9.4 pt DejaVu Serif with 14.2 pt leading, visually equivalent to standard 10 pt typography; margins are 0.78 inch.	Confirm font acceptance
§3.4(d) — 30-page technical limit	This base volume remains below the limit; excluded exhibits and supporting documentation should be packaged separately.	Compliant
§3.5 — Required order	TOC, Letter of Interest, evaluation criteria, references, certifications and affidavits.	Compliant
§3.2 — E-procurement upload	Final unlocked PDF must be uploaded through DCHA's designated sourcing platform.	Action required
§1.5 — Addenda acknowledgement	Monitor the sourcing portal and include the completed acknowledgement form.	Action required

2.2 Scope acknowledgement

The proposed service covers the minimum verification elements stated in §2.1 and supports initial eligibility, continued participation, annual and interim reexaminations, rent calculations, discrepancy investigation, and audit preparation.

REQUIRED RESULT	PROPOSED OUTPUT
Employer and employment history	Current and previous employer identity, addresses when available, status, position, and employment dates.
Income detail	Rate of pay, gross earnings, annualized income, pay frequency, overtime, bonuses, commissions, tips, and other available compensation.
Related income	Unemployment benefits and other authorized employment-related sources when available.

REQUIRED RESULT	PROPOSED OUTPUT
Discrepancy handling	Source comparison, discrepancy flag, caseworker work queue, resolution notes, and immutable audit events.
Official-file readiness	Clear verification report with source, retrieval date, evidence, reviewer status, and exportable record.

SECTION 3.0

Experience & Qualifications

Evaluation Factor A — 30 points

3.1 Organization, mission, and vision

Organization. POLEMARCH is a government technology services practice focused on turning complex public-program requirements into usable, controlled digital services. The delivery model integrates service design, workflow engineering, information governance, analytics, and implementation support.

Mission. Help public agencies deliver faster, clearer, more accountable services while protecting residents and preserving staff judgment.

Vision. Public technology should make the compliant path the easiest path—for residents, caseworkers, supervisors, auditors, and procurement teams.

3.2 Immediate mobilization approach

WORKSTREAM	FIRST 30 DAYS	CONTROLLED OUTCOME
Governance	Confirm owners, escalation paths, source authority, retention, and incident protocols.	Approved operating model and responsibility matrix.
Service configuration	Map DCHA request types, data fields, evidence rules, turnaround targets, and report templates.	Configured verification workflow and acceptance criteria.
Security and privacy	Validate access roles, encryption, logging, data minimization, and breach notification process.	Security control register and test evidence.
Pilot readiness	Train pilot users, seed fictional test cases, run acceptance scenarios, and resolve defects.	Go/no-go report with documented approvals.

3.3 Coordination and reporting

- Weekly implementation stand-up with decision and risk log.
- Named contract manager for issue ownership, reporting, and service reviews.
- Monthly operating report covering volume, turnaround, exception rate, aging, incidents, and corrective actions.

- Quarterly governance review covering performance trends, privacy, security, accessibility, and roadmap decisions.

3.4 Evidence required before submission

NO UNVERIFIED CLAIMS

The source requests three relevant projects, testimonials, references, licenses, certifications, and supporting evidence. None were supplied with the source package. These items are intentionally not invented and must be inserted from verified corporate records.

3.5 Proposed solution architecture

The proposed architecture separates resident interaction, casework, evidence services, policy controls, and reporting so that each can be governed and tested independently.

LAYER	FUNCTION	KEY CONTROL
Resident experience	Mobile-first request intake, consent, document capture, status, and bilingual support.	Data minimization; clear purpose and consent language.
Caseworker workspace	Request orchestration, evidence review, discrepancy resolution, notes, and export.	Role-based access; separation of duties; human decision authority.
Verification services	Authorized employer, payroll, benefit, and document verification paths.	Permitted-purpose checks; source provenance; retry and exception handling.
Evidence ledger	Time-stamped source details, result history, reviewer actions, and report versions.	Append-only audit events; retention and legal-hold rules.
Operations control center	Queues, turnaround, quality sampling, service-level trends, and incident tracking.	Supervisory review; alert thresholds; exportable reports.

3.6 Privacy and security controls

- Encryption in transit and at rest using agency-approved standards.
- Least-privilege access with multifactor authentication and periodic access review.
- Purpose limitation and minimum-necessary data collection for each request.
- Documented retention, disposal, backup, recovery, and breach notification procedures.
- Periodic vulnerability assessment, dependency review, event monitoring, and incident exercises.
- No complete Social Security numbers in demonstrations, screenshots, training environments, or analytics.

3.7 Regulatory alignment

The implementation will maintain a control crosswalk for applicable HUD requirements, federal and District privacy obligations, FCRA requirements when applicable, DCHA policy, records obligations, and contract-specific security terms. Final legal applicability and policy interpretation remain subject to DCHA and counsel review.

SECTION 4.0

Past Performance

Evaluation Factor B — 20 points

4.1 Evidence-based response posture

DCHA requests a minimum of ten years of comparable experience and substantiating project evidence. Because the supplied source package did not include verified POLEMARCH contracts, customer names, performance ratings, or completion records, this proposal does not manufacture them.

INSERT VERIFIED EVIDENCE

Add three validated project sheets with customer approval, contract period, scope, contract value where releasable, outcomes, reference permission, and documentary support. Every name, date, metric, and image should match the underlying evidence.

4.2 Required project-sheet format

FIELD	REQUIRED VERIFIED CONTENT
Engagement	Customer, contract or purchase-order identifier, period of performance, and role.
Relevance	Comparable verification, public-benefit administration, housing, compliance, data security, or resident-service work.
Scope	Services delivered, volume, integrations, staffing, and operational responsibility.
Performance	Accepted deliverables, service levels, quality results, audit outcome, and corrective actions if any.
Evidence	Signed acceptance, performance evaluation, testimonial, reference consent, or other authoritative record.

4.3 Demonstration capability—clearly separated from past performance

POLEMARCH has prepared an interactive demonstration pattern that illustrates the proposed resident and staff experience: mobile intake, status posts, controlled workflow views, policy crosswalks, guided walkthroughs, and management dashboards. This demonstrates design intent only; it is not presented as evidence of a completed DCHA production deployment.

Demonstration access: <https://polemarch.biz/baltimore> and <https://polemarch.biz/california> provide brand-consistent examples of public-service experience design. Final DCHA content would be configured from approved requirements and would not reuse another jurisdiction's claims, records, or branding.

SECTION 5.0

Staffing Plan / Methodology

Evaluation Factor C — 15 points

5.1 Delivery organization

ROLE	ACCOUNTABILITY	ENGAGEMENT
Executive sponsor	Contract accountability, executive escalation, and resource commitments.	Monthly and as needed.
Contract manager	Single point of contact; schedule, issue, quality, reporting, and change control.	Day-to-day.
Service design lead	Resident/caseworker research, journey design, accessibility, and bilingual content.	Discovery through stabilization.
Solution and security leads	Architecture, integration, identity, privacy, threat controls, and technical assurance.	Design through operations.
Implementation lead	Configuration, data mapping, testing, training, cutover, and adoption.	Build through stabilization.
Operations and QA lead	Queue health, quality sampling, incident response, corrective action, and reporting.	Ongoing service.

RESUMES REQUIRED

Insert named personnel, availability, certifications, and resumes only after identity, role, and experience verification. DCHA retains approval rights over replacement personnel.

5.2 Four-phase methodology

PHASE	ACTIVITIES	EXIT CRITERIA
1 — Discover & govern	Validate scope, stakeholders, sources, legal basis, data fields, volumes, service levels, reporting, and acceptance.	Signed requirements and control baseline.
2 — Configure & integrate	Configure workflows, interfaces, evidence report, roles, queues, notifications, and dashboards.	Design approval and integration test pass.
3 — Pilot & prove	Train users; run fictional and controlled cases; test security, accessibility, load, recovery, and audit evidence.	User acceptance and operational readiness approval.
4 — Operate & improve	Launch in waves; monitor service levels; sample quality; manage incidents; report and improve.	Stable operations and documented service reviews.

5.3 Verification workflow

STEP	CONTROLLED PROCESS	AUDIT EVIDENCE
01 Intake	Authorized request enters through staff workflow or approved interface; required identifiers and purpose are validated.	Requester, purpose, timestamp, consent/authority, input completeness.
02 Source routing	The service selects authorized sources based on request type, availability, and agency rules.	Source attempted, permitted purpose, request identifier, response state.
03 Retrieval	Employment and income elements are returned, normalized, and checked for completeness.	Raw response reference, normalized values, retrieval time, integrity check.
04 Reconciliation	Results are compared with submitted information and prior verified records; discrepancies are flagged.	Comparison rule, variance, supporting evidence, exception category.
05 Human review	Authorized staff review evidence, request clarification, document resolution, and disposition the verification.	Reviewer, notes, actions, approvals, unresolved items.
06 Report & retain	A clear report is exported to the official file under approved retention and access rules.	Version, export time, recipient, retention class, disposition events.

5.4 Quality management

- Completeness checks before a report can move to ready status.
- Configurable aging thresholds and supervisory escalation for unresolved requests.
- Random and risk-based quality sampling with corrective-action tracking.
- Source-availability monitoring and transparent exception codes rather than silent failure.
- Version-controlled policy and report templates with approval history.

5.5 Proposed performance framework

MEASURE	INITIAL TARGET FOR NEGOTIATION	REPORTING
Standard turnaround	Target established after source mix and volume validation; measured by request class.	Weekly trend; monthly contractual report.
Expedited requests	Separate priority queue with documented eligibility and escalation.	Volume, age, outcome, exception cause.
Report completeness	Required fields and evidence checks completed before release.	First-pass yield and rework rate.
Availability	Measured at resident, caseworker, and interface levels; planned maintenance excluded by agreement.	Monthly service availability.
Security response	Triage, containment, notification, and recovery tracked against approved incident plan.	Immediate incident notice plus post-incident review.

Final numeric commitments will be established from validated annual volume, source availability, integrations, operational hours, and DCHA priorities; this avoids unsupported service promises before discovery.

SECTION 6.0

References

Evaluation Factor D — 15 points

6.1 Reference submission standard

DCHA requests references that can verify comparable performance. The following matrix is submission-ready but intentionally blank until reference permission and facts are confirmed.

REFERENCE	ORGANIZATION / CONTACT	COMPARABLE SCOPE	STATUS
Reference 1	To be verified and authorized	Public-sector verification or benefits administration	Required
Reference 2	To be verified and authorized	Secure data and compliance delivery	Required
Reference 3	To be verified and authorized	Resident/caseworker digital service operations	Required

6.2 Reference verification protocol

- Obtain written permission before naming the organization or contact.
- Match organization, person, role, email, telephone, engagement, dates, and outcomes to authoritative records.
- Confirm the reference can discuss timeliness, quality, issue resolution, staff performance, and contract administration.
- Never use generated portraits, invented names, or illustrative metrics as reference evidence.

SUBMISSION GATE

This section is not complete until all required references are verified. The final procurement package should be blocked from release while any reference remains unconfirmed.

SECTION 7.0

Certifications & Affidavits

Required representations, corporate evidence, and submission controls.

7.1 Required package checklist

ITEM	SOURCE / ACTION	PACKAGE
Addenda Acknowledgement Form	Check DCHA sourcing portal immediately before submission; sign all issued addenda.	Prerequisites
Required representations and certifications	Complete all forms listed on the Prerequisites page.	Prerequisites
Clean Hands documentation	Provide current evidence required by §3.1.	Technical exhibits
Debarment certification	Execute authorized certification under §4.3.	Technical exhibits
Licenses and registrations	Attach verified active records applicable to the service.	Technical exhibits
Insurance certificates	Provide coverage meeting §4.7 and name required parties.	Pre-award / exhibit
Vendor registration	Confirm current DCHA vendor registration.	Submission gate
Section 3 documents, if applicable	Complete applicable plans and agreements; do not assume applicability.	Technical exhibits
Cost Proposal — Exhibit 1	Complete and submit separately with no price in the technical volume.	Part II

7.2 Truthfulness and release control

An authorized officer should certify that the final response is accurate, complete, and supported by corporate records. The organization should retain the source file, final PDF, approvals, addenda, attachments, and submission receipt in a controlled proposal record.

	Name: _____	Title: _____
	Signature: _____	Date: _____

SECTION A

Requirement Traceability Matrix

A concise map from solicitation requirement to response and evidence.

RFP SOURCE	REQUIREMENT	RESPONSE LOCATION	EVIDENCE / GATE
§2.1	Comprehensive employment and income verification	§§2.2, 3.5, 5.3	Configured field map and report specimen
§2.1	Secure electronic delivery and official-file-ready report	§§3.5, 5.3	Security design; export acceptance test
§2.1	Administrative, technical, and physical safeguards	§3.6	Control register and test evidence
§2.1	Compliance with HUD, privacy, FCRA when applicable	§3.7	Counsel-approved control crosswalk
§2.1	Capacity and turnaround	§§3.2, 5.5	Volume validation and negotiated SLA
§2.1	Named contract manager	§§3.2, 5.1	Verified resume and commitment letter
§3.7(A)	Experience and qualifications	§3	Three verified project sheets required
§3.7(B)	Past performance	§4	Ten-year evidence and customer documentation required
§3.7(C)	Staffing plan/methodology	§5	Named resumes required
§3.7(D)	References	§6	Three authorized references required
§3.7(E)	Cost Proposal	Separate Part II	Completed Exhibit 1 required

SECTION B

Submission Readiness Checklist

Final quality, factual verification, packaging, and procurement release controls.

B.1 Content and evidence

- Confirm the correct solicitation number with DCHA because the source contains a footer discrepancy.
- Replace every “to be verified,” “required,” and blank signature field with validated evidence or remove the unsupported statement.
- Verify all names, titles, portraits, contacts, project dates, metrics, licenses, and certifications against authoritative records.
- Insert named resumes and three project sheets; secure written approval for every client reference.
- Perform legal, privacy, cybersecurity, accessibility, Section 3, insurance, and records review.

B.2 Packaging and submission

- Keep Part I Technical Proposal free of all pricing information.
- Complete Part II Price Proposal using DCHA Exhibit 1 and upload it separately.
- Check the portal for addenda and include the signed acknowledgement form.
- Confirm the technical narrative remains within 30 pages excluding allowed material.
- Export an unlocked, accessible PDF; test search, copy, reading order, hyperlinks, and page numbering.
- Upload only through DCHA’s designated e-procurement platform and retain the submission receipt.

B.3 Current timing

DEADLINE PASSED

The solicitation states proposals were due July 2, 2026 at 12:00 PM. This document was prepared September 18, 2026 and therefore functions as a realistic demonstration or a negotiation/reissue starting point—not a timely original submission.

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