

LEGAL NOTICE

REQUEST FOR PROPOSALS

HQS INSPECTION SERVICES

RFP # 15-004

The Sanford Housing Authority (SHA), North Carolina is requesting proposals (RFP# 150-004) from qualified and experienced firms in performing residential property inspections. Sealed proposals will be received until 4:00 p.m. EDT; on April 30, 2015 at SHA, 1000 Carthage St., Sanford, North Carolina 27330.

Proposed contract documents and specifications, are available beginning March 26, 2015 at www.shanc.org.

Shannon McLean

Executive Director

Publication Date: March 26, 2015 and April 3, 2015



Request for Proposal

RFP # 15-2004 Re-advertisement

Housing Quality Standards (HQS) Inspection Services

The Sanford Housing Authority

Shannon McLean, Executive Director

1000 Carthage Street

Sanford, North Carolina 27330

Introduction/ Background Information

Housing Quality Standards Inspection Services

The Sanford Housing Authority (SHA) is requesting proposals from qualified and experienced firms who have a demonstrated track record in successfully performing residential property inspections in accordance with 24 CFR 982.401 et al - Housing Quality Standards (HQS). These inspections will be for Housing Choice Voucher participants occupying units owned by SHA and/or the Sanford Affordable Housing Development Corporation.

As a Public Housing Agency (PHA), SHA is required to inspect assisted dwelling units for compliance with HUD's Housing Quality Standards, and other related standards to ensure each subsidized unit remains in decent, safe and sanitary condition.

SHA currently administers subsidy to multiple residential housing units under various components of the Tenant Based Rental Housing Assistance Programs, including the Housing Choice Voucher Program.

For the purpose of this proposal, we expect a utilization of approximately **41 units in the Housing Choice Voucher Program, and to provide clear, concise and meaningful reporting related to any deficiencies identified during the inspection.**

HUD has designated the Housing Choice Voucher (HCV) program as a standard program. SHA desires to become a high performing agency. SHA's continued success will, in part, be contingent upon the successful operation of its Section 8 Housing Assistance Programs and its ability to quickly place its Section 8 participants into safe, decent and sanitary housing units.

SHA will enter into one or more contracts with the successful Respondent(s) and negotiate a one year contract with an option to extend for an additional year for the inspection of housing units assisted under the various Tenant Based Assistance Programs as described further in this RFP.

1. PROPOSAL DEADLINE

Proposals shall be received until **4:00 P.M., EST, on Thursday, March 12, 2015** at the Sanford Housing Authority, 1000 Carthage Street, Sanford, North Carolina 27330. Proposals may be submitted prior to the deadline, but no proposal shall be evaluated until after this deadline. No proposals will be accepted after the deadline. This will be an electronic RFP and will only be available on www.shanc.org. All modifications to this RFP will be posted on the Sanford Housing Authority web sites and will not be e-mailed or sent via mail. It is the firm's responsibility to ensure that the entire RFP package has been reviewed prior to the firm's submittal of a proposal.

2. PURPOSE OF PROPOSAL

The objective of the solicitation is to allow the Sanford Housing Authority, Sanford, NC (hereinafter referred to as "SHA") to select a firm(s) or individual(s) who will provide the required **Housing Quality Standards (HQS) Inspection Services** at a fair and reasonable cost. The solicitation will provide the best value to the SHA, and not

necessarily the lowest price. Respondents will be evaluated on relevant experience, project staffing, corporate management support, past performance and price. The solicitation will provide the specific requirements for submission.

3. SUBMISSION PACKAGE

Bidders shall provide one (1) unbound original and three (3) copies of their complete submission package in a **sealed** envelope or box, three hole-punched. The Bidder shall also provide **one PDF version** to be submitted on a CD. **The COST proposal for services to be rendered pursuant to this solicitation MUST BE placed in a separate, sealed envelope which is to then be placed within the submission package.** On the outside of the submission package should be the bidder's name, address and the due date along with the following information:

Housing Quality Standards (HQS) Inspection Services

Request for Proposals (RFP)

The proposal should be delivered or mailed to the following address:

Sanford Housing Authority
Attn: Shannon McLean, Executive Director
1000 Carthage St
Sanford, North Carolina 27330

The submission package shall be signed by an officer of the respondent who is legally authorized to enter into a contractual relationship on behalf of the respondent, and the respondent shall affix the organization's corporate seal to these documents. In the absence of a corporate seal, the submission package shall be notarized.

SHA reserves the right to reject any or all proposals or to waive any informalities in the bidding, or select the proposal which in its opinion, is in the best interest of SHA. No bid shall be withdrawn for a period of 60 days subsequent to the opening of bids without the consent of SHA.

4. DEADLINE FOR INQUIRIES

Questions concerning this RFP shall be submitted via email only to smclean@shanc.org and the deadline for inquiries is **Wednesday, February 25, 2015 at 5:00 p.m. EST**. No phone calls will be accepted. No verbal requests for clarification or information will be accepted. Responses to emailed questions will be posted on www.shanc.org as an addendum and such Addenda will have the same binding effect as though contained in the original RFP.

5. SCOPE OF WORK

The Contractor shall furnish sufficient personnel with the necessary skill and judgment to perform all the duties and responsibilities normally associated with the inspection function of prospective units and dwelling units currently under Housing Assistance

Payments contracts for the Housing Choice Voucher Programs. The contractor shall perform all services as described below:

a. Scheduling of Inspections

SHA will be responsible for identifying units to be inspected and any respective deadlines. The firm will be responsible for scheduling all inspections in accordance with industry best practices, standard operating procedures, and the parameters provided by SHA.

b. Inspections

The firm will conduct inspections in accordance with HUD Housing Quality Standards as found in 24 CR 982.401, lead based paint regulations found in 24 CFR Part 35, State of North Carolina Carbon Monoxide Detector Act, other HUD documents, Sanford City "Housing Code" and Sanford Housing Authority Housing Choice Voucher Program Administrative Plan.

In general, the respondent will provide the following services to SHA:

(Please review Exhibit A – Scope of Services for a detailed assessment of SHA expectations)

- i. Qualified individuals to evaluate residential dwelling units designated by SHA utilizing federal Housing Quality Standards ("HQS") utilizing the HUD Inspection Form (52580/52580-A) provided by SHA and consistent with HUD rules and regulations.
- ii. Digital photos of each unit inspected. In addition, the respondent shall provide a photo of any extraordinary or questionable conditions.
- iii. Upon completion of each inspection, the firm will submit an Inspection Performance Summary Report on a monthly basis in a format as prescribed by SHA.
- iv. Completion of all data entry into designated software applications is required by SHA. SHA currently utilizes Lindsey software. The successful respondent shall provide data using the same format as was provided to the contractor with 36 hours of performing the inspection activity. The Contractor shall transmit an inspection results letter indicating deficient items/areas attached, if applicable, to the property owner/agent and provide a copy to the family via USPS first class mail or express mail. The Contractor shall provide SHA with a copy of the letter forwarded to the owner and tenant with the HUD 52580, SHA will accept all notices via email and via USPS first class mail.
- v. Submit invoices once monthly on or about the 8th of each month for work performed in the prior month in accordance with Exhibit B.

c. Photo Imaging

For each unit inspected, firm will provide a digital picture of the exterior of the building which houses the unit to be inspected (across the street, front elevation). The firm will also provide viewable digital photos with corresponding inspection data for the inspected unit. Provide all digital inspection photos via email to SHA on a monthly basis for cataloging. Files will be provided using the following Electronic File Identification Format: each filename will be composed of the House Number, Street Name, (Apartment Number if applicable) and zip code for the unit. Attach a digital image of each inspected unit (across the street, front elevation) to the corresponding HUD Form 52580 as the last page. Attached photo must have a minimum viewable area of 8 inches wide by 6 inches high and be printed at a resolution of 600 dpi. The House Number, Street Name, (Apartment Number if applicable) and zip code of the corresponding property must also appear on the page.

d. Hours

On-site services (at units or at the SHA office facilities) must occur between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday, except for holidays as specified by SHA.

e. Yearly Inspections

If the contract is awarded to one contractor, the number of HQS inspections per year would be approximately **41**. This number includes units that are owned and or managed by SHA. All inspections sites will be located in Sanford, NC. Upon completion of any Inspection, print and hand deliver to SHA a complete package of all documents for each inspection within 3 business days (excluding weekends and SHA observed holidays) from the inspection attempt. SHA recognizes there are occasions the inspector may be unable to gain access to a property. This information will be sorted alphabetically by tenant name. These documents are as follows:

- i. A properly completed HUD Inspection Form 52580 (Checklist0;
- ii. Completed SHA Rent Reasonableness and Utility Allowance Form;
- iii. Copies of any deficiency reports and letters;
- iv. Copies of any notes/emails forwarded to agent/owner/tenant;
- v. Copies of any letters sent to contact landlord;
- vi. Copies of door hangers or other form9s) left at unit for inconclusive “no show” inspections;
- vii. Digital photo of inspected unit – see item under Inspections.

SHA shall not be billed for those inspections that receive an inconclusive rating for any reason other than the unit is vacant or the designated family has moved/relocated. The firm selected shall provide SHA with a monthly report identifying those inspections attempted and completed. All reports will be submitted in the format prescribed by SHA.

All dwelling units must be inspected in accordance with HUD’s Housing Quality Standards (24 CFR 982.401), lead based paint regulation (24 CFR Part 35, Parts A, B,

M, and R), HUD's Housing Choice Voucher Program Guidebook, 7420.10, the Housing Inspection Manual: Section 8 Existing Program, and the HUD Inspection Checklist (HUD 52580), SHA Administrative Plan, The City of Sanford "Housing Code" codified by ordinance and the State of North Carolina Carbon Monoxide Alarm Detector Act.

6. LOCATION OF WORK

The current location for these services will be at the Wilrik Apartments which is located at 152 S. Steele Street, Sanford, NC 27330; and Sandhill Manor, which is located at 801 Harkey Road, Sanford, NC 27330.

7. TERM OF CONTRACT

The term of the contract will be for one year commencing on May 1, 2015 and ending on April 30, 2016. The contract will have two (2) one year options and shall not exceed three (3) years.

8. SECTION 3

The purpose of Section 3 of the U. S. Department of Housing and Urban Development (HUD) Act of 1968 is to ensure that employment and other economic opportunities generated by certain HUD financial assistance, shall, to the greatest extent feasible, and consistent with existing federal, state, and local laws, be directed toward low and very low income persons.

Low income is defined as a single person or family whose income does not exceed 80 % of the median income for the area. A very low income person is defined as a family or single persons whose income does not exceed 50% of the median income for the area.

Section 3 is applicable when funds from the U. S. Department of Housing and Urban Development are used on a project and when additional persons (new hires) are employed. A new hire is any person hired after signing the contract or who is not a current employee.

For information regarding our Section 3 program, contact the SHA Section 3 Coordinator.

9. PROPOSAL DOCUMENTS

Responding firms must submit proposals that include the following information:

a. Organization and Personnel Background

Provide an overview of company, emphasizing qualifications and major organization strengths.

b. Experience

Discuss experience of staff to be assigned to the contract, describing in particular experience in serving as a provider of Housing Quality Standards (HQS) inspection services.

1. Discuss the process used to determine rent reasonableness and complete comparability studies for individual units and multi-family developments.

c. Miscellaneous Discussion Questions

Identify the specific individuals who would be assigned to work with the SHA and specify which person would be the primary contact person with SHA.

d. Price

Please provide unit costs for the following types of inspection services:

- Initial,
- Annual,
- Special,
- Quality Control,
- “No Shows”,
- “No Adults”
- “Access Refusal”

Responding firms should also indicate unit costs for any additional reimbursable expenses (if any) such as mileage.

Please note: the price and unit cost information MUST BE placed in a separate, sealed envelope included with the rest of the submission package.

e. Affirmative Action

SHA requires that each respondent be an Equal Opportunity Employer: Provide a statement indicating the firm’s compliance with all government regulations regarding non-discriminatory employment practices.

f. References

Provide detailed information on references, as well as background and experience with projects of a similar type and scope to include as a minimum:

- i. Brief history of the company
- ii. A listing of three references where similar services were performed. The responder shall include the name of the organization, contact person, address, email, and telephone number.
- iii. Responder shall describe their understanding of the project scope, their proposed approach to performing the services, and submit a proposed schedule.
- iv. A copy of the Housing Quality Standards Certifications for each inspector.

- v. A copy of the Driver's License for each inspector and DMV background check each year of the contract. This information must be forwarded on or before February 1 and prior to renewal of the contract.
- vi. A copy of the criminal background checks performed for each inspector each year of the contract. This information must be forwarded on or before April 1 and prior to the renewal of the contract.

10. SELECTION CRITERIA

The firm determined by the SHA to be the most qualified in terms of actual demonstrable experience, knowledge, and perceived benefit to the SHA's objectives will be selected and contract negotiations with said firm commenced.

11. EVALUATION CRITERIA

Proposals will be evaluated to determine the extent to which the firm's plan meets the needs of the SHA. Evaluation will include review of proposal, reference checks, or other methods sufficient to make a decision in the best interest of the SHA.

The following factors and related point values will be used for evaluation purposes:

Relevant Experience	25 points
Project Staffing	25 points
Corporate Management Support	25 points
Past Performance	15 points
Section 3 Plan	10 points

12. RFP REQUIREMENTS AND CONDITIONS

This RFP sets forth the minimum requirements that all submissions shall meet. Failure to submit proposals in accordance with this request may render the proposal unacceptable.

13. COST OF THE PROPOSAL

Costs incurred by any respondent in the preparation of its response to the RFP are the responsibility of the respondent and will not be reimbursed by SHA. Respondents shall not include any such expenses as part of their proposals.

14. CLARIFICATION TO PROPOSALS

SHA reserves the right to obtain clarifications of any point in a company's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a respondent to respond to such a request for additional information or clarification could result in rejection of the company's response.

15. CANCELLATION OF THE RFP

SHA reserves the right to cancel the RFP at any time, for any reason, and without liability if cancellation is deemed to be in the best interest of the SHA. The respondent assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

Respondent, by submitting a proposal, hereby certifies that no officer, agent or employee of the SHA has a pecuniary interest in this Proposal; that the Proposal is made in good faith without fraud, collusion, or connection of any kind with any other respondent, and that the respondent is competing solely in its own behalf without connection with, or obligation to any undisclosed person or company.

16. INSURANCE REQUIREMENTS

The limits of liability for the insurance required under this contract shall not be less than as follows:

Workman's Compensation	
Employer's Liability	\$1,000,000.00
Contractor's Liability Insurance	
General Aggregate	\$1,000,000.00
Products—completed operations aggregate	\$1,000,000.00
Personal Injury	\$1,000,000.00
Each Occurrence	
(Bodily injury/property damage)	\$1,000,000.00
Excess Liability	
General Aggregate	\$1,000,000.00
Each Occurrence	\$1,000,000.00

Responding firms must submit a Certificate of Liability Insurance with the Sanford Housing Authority named as an additional insured on the policy.

BID FORM QUESTIONNAIRE

HOUSING QUALITY STANDARDS INSPECTIONS SERVICES

Complete each item, attach required documentation, and enclose with the Price Bid Form

Bidder Name: _____

Experience – Each Inspector assigned by the Contractor to perform Housing Quality Standards (“HQS”) Inspections under this Contract shall have at least three years’ experience performing HQS. List below the name and number of years’ experience performing HQS Inspections for each inspector who will perform Inspections for SHA, if awarded.

Attach the resume of each individual documenting this experience. Attach additional pages if more than 3 Inspectors will perform HQS Inspections under this Contract.

Name:	Years HQS Inspection Experience:
Name:	Years HQS Inspection Experience:
Name:	Years HQS Inspection Experience:

Certification – Each Inspector assigned by the Contract to perform HQS Inspections under this contract shall be certified to perform Housing Quality Standards Inspections as outlined in Section 5 of the RFP. List below the names and certification dates for each inspector who will perform HQS inspections for SHA, if awarded. Attach certification documentation for each individual. Attach additional pages, if more than 3 Inspectors will perform HQS Inspections under this Contract.

Name:	Date of Certification:
Certifying Organization:	
Name:	Date of Certification:
Certifying Organization:	
Name:	Date of Certification:
Certifying Organization:	

Insurance – Bidders must have Errors and Omissions (E&O) insurance coverage with a limit of not less than \$300,000 per occurrence. Attach a copy of the current E&O Insurance certificate.

Name of Insurance Carrier	
Coverage amount	\$
Effective date of E & O insurance coverage	

Exhibit A

HQS SCOPE OF SERVICES

The Contractor shall furnish sufficient organization, personnel and management staff with the necessary skill and judgment to perform all the duties and responsibilities normally associated with the inspection function of prospective units and dwelling units currently under Housing Assistance Payments contracts for the Housing Choice Voucher Programs. The contractor shall perform all services as described below:

A. Initial Inspections

1. Complete the first attempt to perform each Initial Inspection within 5 business days of receipt of scheduling information from SHA (excluding SHA observed holidays).
2. For Initial Inspections and Initial Re-inspections, call the owner/designee 30 minutes prior to arriving at property. If owner/designee is not at the property at the scheduled time, the inspector shall wait 10 minutes before leaving the property. This will constitute one scheduled attempt in a two scheduled attempt maximum inspection criteria. If the unit does not pass at the second scheduled attempt, the RFTA shall be voided. Notify SHA, in a manner acceptable to SHA, of all voided RFTAs on a daily basis. The notification shall include the reason for voiding each RFTA (i.e. unable to make contact with owner, two failing inspections, etc.),
3. Successful respondent shall photograph the exterior of property, provide SHA, owner and tenant with a result letter for each Initial inspection performed within 48 hours of the inspection. At this time, SHA shall also receive a completed HUD 52580.

B. Notifications

1. All notifications, regardless of type, must at a minimum contain the following information:
 - Date notification was printed
 - Name and complete mailing address of landlord/agent
 - Name and complete mailing address of client and census tract/
 - Type of dwelling and number of bedrooms
 - Type of Inspection/Re-inspection
 - Date of Inspection/Re-inspection and Re-inspection date, if applicable
 -
 -

Scheduling Timeframe of Inspection/Re-inspection (Military Time will not be accepted)

If this is a "Deficiency Notification", provide a complete detailed listing of all deficiencies identified during the inspection. (Vague or general comments will not be accepted)

- Name of the Inspector (List on 52580 Name of Respondent and name of person who performed the Inspection)
- Contact telephone number for contractor

2. Include any SHA provided insert(s) with all Annual Inspection notifications at no additional cost to SHA. Examples of these inserts include, but are not limited to, "Common Fail Items" and any changes to the SHA Administrative Plan that affect the HQS inspection process. SHA provided inserts will not exceed two front and back sheets of paper that equal four pages.

C. Annual Inspections

1. Mail all notices by US 1st class mail (postmarked) no less than 15 days prior to the scheduled inspection date.
2. Provide a type written or computer generated report (minimum 8-1/2 inch x 11 inches) of the inspection deficiencies or inspection result letter (one for the owner/agent and one for the tenant) to the SHA upon completion of the inspection.

D. Re-inspections

1. Conduct all Initial Re-inspections within 5 business days (excluding SHA observed holidays) of notification by the owner the unit is ready for Re-inspection.
2. Schedule all non-emergency annual re-inspections within 365 calendar days from the date of the last inspection. In the case of a failed annual, schedule follow-up within 30 days of the date of the failed inspection
3. Conduct re-inspection of all life threatening fail items within 24 hours of first inspection, for annual inspections only.
4. Any additional failing items identified during a re-inspection that are not considered life threatening 24-hour emergencies must be immediately approved by the contractor's site manager. For each occurrence, the site manager must provide SHA with a written report outlining the additional items and the reason for omission from the initial inspection.

E. All Inspections

2. Conduct physical inspections in accordance with Federal Housing Quality Standards, the Lead Safe Housing Regulations, Sanford City "Housing Code" and SHA Administrative Plan. The contractor may use paper inspection forms or handheld data collection devices, as approved by SHA.
3. Schedule inspections and prepare and issue all inspection appointment notification letters in accordance with a required inspections report provided by SHA.
4. Schedule all inspections by speaking only to or corresponding with the owner or their designee and tenant. No inspections may be scheduled by leaving messages on voice mail. No inspections may be scheduled with the tenant independent of the owner/agent. The contractor must provide notice to all parties, SHA, owner/agent and tenant.
5. Schedule all inspections, regardless of type, with an inspection appointment window time 9AM to 4PM. No inspection shall be performed outside of the scheduled appointment window. Any inspection attempted outside the designated time frame, will be done at the contractor's own risk.
6. The contractor shall not bill SHA for those inspections that receive an inconclusive rating for any reason other than the unit is vacant or the designated family has moved. The contractor will also provide to SHA a monthly report identifying those inspections attempted outside the designated time frame that received an inconclusive rating.
7. Assess who is responsible for damages (tenant responsibility or landlord responsibility) for every failed item listed on all deficiency reports or correspondence. Any deficiency not designating who is responsible will not be considered a failing item at any re-inspection if the deficiency has not been repaired by either the tenant or landlord.
8. Send all notifications and related follow-up correspondence, to both landlord and tenant by *US postal service 1st class mail, postmarked within 48 hours of completion of the inspection* appointment, including pass/fail notifications, reschedule notifications and 'no-show notifications. Forward similar copies electronically to the email addresses of both landlord and tenant. Include re-inspection date/time and deficiency notice in all inspection results correspondence. If owner repairs a portion of the items listed, note the date of final approval on the deficiency notice.
9. Complete one attempt for each no-show inspection prior to issuance of "intent to terminate assistance" notice to the tenant. If the tenant resides in a multi-family development with on-site management. Visit the management office to obtain an escort to gain entry to the unit.

10. Complete one attempt for each non-emergency "fail" inspection prior to issuance of abatement notification to the owner.
11. Complete the last inspection, regardless of the type, by 5:00 p.m. each day, unless another time is agreed upon by the contractor and the Tenant/Landlord.
12. Upon completion of initial inspections, collect and report Rent Reasonableness and Utility Allowance information utilizing SHA's Form.
13. Submit Inspection Performance Summary Reports on a monthly basis in format as prescribed by SHA. (MS Excel Workbook)
14. Complete all data entry, using SHA software, as required under the MIS system prescribed and provide data using the same format as was provided to the contractor by the 8th day of each month. (SHA currently uses Lindsey)
15. Complete and deliver to SHA all reporting requirements for inspections under the Section Eight Management Assessment Program (SEMAP) by the close of business of the 8th day of each month.

G. Other Duties

1. Develop and submit to SHA for approval, within 14 calendar days of contract execution, Standard Operating Procedures for all inspection processes described herein, including all forms and form letters to be used. SOP must demonstrate to SHA's satisfaction the contractor's ability to provide all services as requested.
2. Develop and submit to SHA for approval, within 30 days of contract award training and support plan for SHA employees who will coordinate the services of the contractor selected. Provide on-site training for staff including training materials, hands-on operations and protocol for Inspections staff members of at la minimum 20 hours using visual aides and manuscripts. Provide on-going telephone and/or email support to resolve owner and staff concerns.

Sample transmittal memo when submitting invoices by your office. (To be typed on the respondent's letterhead stationary)

Date:

TO: Heather Hooper, Director of Operations
 Sanford Housing Authority
 1000 Carthage Street
 Sanford, NC 27330

RE: HQS Inspection Services
 SHA Bid Ref. Number (15-004)

No of Inspections Past Invoice:		Dollars Paid Past Invoice	\$
Inspections Performed This Invoice		Dollars This Invoice	\$
Total Inspections Performed To Date (Contract Year)		Total Dollars To Date:	\$

Name, unit address, apt. number(alpha) Zip	Type of Inspection/Result	Price	Inspection Date/Name of Inspector
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