

Housing Authority of the City of Carrollton
Request for Proposal
Housing Quality Standards Inspections

I. PURPOSE

To solicit proposals/qualifications from organizations interested in performing residential property inspections in accordance with Federal Housing Quality Standards, hereafter referred to as "HQS", for the Housing Authority of the City of Carrollton, hereafter referred to as "CHA" or "Contract Administrator." The CHA is seeking the services of one firm for the HQS inspection services, for a one-year term with an option to extend for an additional two, one-year terms.

II. BACKGROUND

The CHA recently converted 231 former Public Housing units under the U.S. Department of Housing and Urban Development's Rental Assistance Demonstration (RAD) to Project Based Vouchers (PBVs). This RFP is intended to produce a qualified firm who will provide HQS inspections using trained/certified inspectors.

III. SCOPE OF SERVICES

The CHA is seeking proposals from qualified and insured firms, to provide inspections in accordance with Federal HQS. The selected firm shall furnish sufficient organization, personnel, and management staff with the necessary skills and judgment to perform all the duties and responsibilities normally associated with the inspection function (including scheduling, notifications, inspections, quality control, and reporting).

The following is a listing of the required Inspection Services:

Scheduling of Inspections

The firm will be responsible for scheduling all inspections in accordance with industry best practices and the agreed Standard Operating Procedures, hereafter referred to as "SOP" (See Other Duties). The firm will be responsible for the costs of scheduling the inspections (forms, telephone costs, stamps, etc.) and associated notifications.

Initial Inspections

1. The firm will make contact by telephone with landlords or their designee within 48 hours of receipt of a Request for Tenancy Approval (RFTA) from the CHA to schedule the initial inspection.
2. The Firm will complete each Initial Inspection within five (5) business days of receipt of scheduling information from the CHA (excluding observed holidays).
3. Initial Inspections and associated Re-inspections must be scheduled by speaking to the CHA. No inspection or re-inspection may be scheduled by leaving messages on voice mail. No inspections or re-inspections will be scheduled with the tenant.
4. The Firm will complete all initial Re-inspections within three (3) business days of notification by the CHA that the unit is ready for re-inspection. The Firm will be responsible to return a completed inspection form within three (3) business days (excluding observed holidays) from completion of a "pass" inspection. This information will be attached chronologically by date.

Notifications (Pertains to all inspection types)

All notifications, regardless of type, must contain at a minimum, all of the following information:

1. Date notification was printed
2. Name and complete mailing address of landlord/agent
3. Name and complete mailing address of client
4. Type of Inspection/Re-inspection
5. Date of Inspection/Re-inspection
6. Scheduling Timeframe of Inspection/Re-inspection
7. If this is a "Deficiency Notification," provide a complete detailed listing of all deficiencies identified during the inspection.
8. Name of inspector
9. Contact telephone number

Annual Inspections

1. Mail all notices by US First Class mail no less than 21 days prior to the scheduled inspection date.
2. Complete all annual inspections no later than 320 days from the last passing inspection date, unless authorized by the CHA.

Special Inspections

Includes inspections in response to complaints registered with the CHA concerning a covered unit's condition, quality control inspections, or any other inspection the CHA may deem appropriate to conduct.

1. The Firm will make contact by telephone with landlords or their designee within 48 hours of receipt of the Special Inspection Request from the CHA to schedule the inspection.
2. The Firm will complete the first Special Inspection within five (5) business days of receipt of scheduling information from the CHA (excluding observed holidays).
3. Special Inspections and associated Re-inspections must be scheduled by speaking to the landlord or their designee. No inspection or re-inspection may be scheduled by leaving messages on voice mail. No inspections or re-inspections will be scheduled with the tenant.
4. If the unit does not pass at the second scheduled attempt, the Firm will contact the CHA. The Firm will complete all initial Re-inspections within three (3) business days of notification by the CHA that the unit is ready for re-inspection.

Re-inspections

1. Complete all Initial Re-inspections within three (3) business days (excluding observed holidays) of notification by the CHA that the unit is ready for Re-inspection.
2. Complete all non-emergency annual re-inspections within 30 days from the last passing date from the previous year, unless otherwise authorized by the CHA.
3. Complete re-inspections of all life threatening "Fail" items within 24 hours of first inspection.

All Inspections

1. All physical inspections will be conducted in accordance with HUD Housing Quality Standards regulations at 24 CFR 982.401; the Lead Safe Housing Regulations at 24 CFR Part 35, Subparts A, B, M, and R; and recorded using the Housing Quality Standards (HQS) Inspection Form.
2. Schedule inspections and prepare and issue all inspection appointment notification letters in accordance with the HQS Procedures Manual.
3. Schedule all inspections, regardless of type, with an inspection appointment window time of no more than three (3) hours. No inspection shall be performed outside of the scheduled appointment window. Any inspection attempt outside the designated 3-hour time frame will be done at contractor's own risk.
4. Assess who is responsible for damages (tenant responsibility or landlord responsibility) for every failed item listed on all deficiency reports or correspondences.
5. Send all notifications and related follow-up correspondence, to both landlord and tenant by *US Postal Service class mail*, including pass or fail notifications, reschedule notifications and no-show notifications. Forward similar copies electronically to the email addresses to the CHA. Include re-inspection dates and times in all inspection results correspondence.
6. Complete one attempt for each no-show inspection prior to issuance of abatement notification to the owner.
7. Complete one attempt for each non-emergency "fail" inspection prior to issuance of abatement notification to the owner.
8. Forward a copy of all abatement notifications issued to the CHA.
9. Submit Inspection Performance Summary Reports on a monthly basis in format agreed to by the CHA. Please provide copies of the reporting that you would suggest.
10. Perform daily electronic "back-up" of all inspection data from the beginning of contract performance period to "present" to prevent loss of data.
11. Develop and implement a quality control program that exceeds the minimum standards required under 24 CFR 985.2, 24 CFR 985.3 (e) and (f) for all inspections conducted on a monthly basis.
12. Provide all required reporting in a mutually agreed upon format.

On-site Maintenance

The firm will perform, at no additional cost to the CHA, the following "on-site" maintenance at inspected units using the firm's supplies: a) Repair/Replace Damaged or Missing Outlet Cover(s) (2 per unit max) b) Repair/Replace Damaged or Missing Light Switch Cover(s) (2 per unit max) c) Repair/Replace Missing Smoke Alarm Battery(s) (9 volt)

1. Perform maintenance only when such would eliminate the need to perform a 24-hour emergency re-Inspection or 30-day re-inspection at the unit.
2. Perform maintenance in units with conventional 8 ft. ceiling height only.
3. Perform no maintenance if other items exist that would require re-inspection of the unit within 24 hours or 30 days.
4. Track and report monthly to the CHA the number of inspections reduced by this on-site maintenance program.

Other Duties

1. Develop and submit to the CHA for approval, within fourteen (14) calendar days of contract execution, Standard Operating Procedures (SOP) for inspection processes described herein, including all forms and form letters to be used. SOP must demonstrate to the CHA's satisfaction the contractor's ability to provide all services as requested.
2. Attend quarterly meetings with the CHA to ensure contract compliance.

Assigned Personnel

The CHA reserves the right to request a change in the firm representative responsible for performing work if at the CHA's discretion, the assigned representative is not adequately meeting the needs of the CHA.

IV. BACKGROUND CHECK REQUIREMENT

The award of this proposal is subject to the employees of the Contractor, as identified by the Contractor, including employees of subcontractors, if any, who shall provide direct services under the terms and conditions of this contract successfully passing a background check. For purposes of conducting the background check, the employer must provide to the CHA the full name, social security number, and date of birth for eligible employees. The term "successful background check" shall be the sole determination of the CHA and shall be predicated upon the specific conditions inherent in providing the services set forth in the proposal. Employees identified through the background check process as not meeting the requirements of the CHA may, at the discretion of the CHA, be replaced by the Contractor with another employee who shall also be subject to the background provisions of this clause.

****SEE NEXT PAGE FOR SUBMITTAL INSTRUCTIONS****

V. SUBMITTAL INSTRUCTIONS

1. Form: Proposers must submit (1) signed original copy by Thursday, July 29, 2021. Proposals must be enclosed in a sealed envelope or package and clearly marked HOUSING QUALITY STANDARDS INSPECTION SERVICES FOR THE CARROLLTON HOUSING AUTHORITY

Proposals shall be submitted to:

Carrollton Housing Authority
ATTN: Charles Griffin
1 Roop Street
Carrollton, GA 30117

2. Due Date: Proposals must be received no later than 5:00 p.m. on Thursday, July 29, 2021. The proposal due date is subject to change. If the proposal due date is changed, all known recipients of the original RFP will be notified of the new date.
3. General Instructions: To receive consideration, proposals shall be made in accordance with the following general instructions:
 - a) The completed proposal shall be without alterations or erasures.
 - b) No oral or telephonic proposals will be considered.
 - c) The submission of a proposal shall be an indication that the proposer has investigated and satisfied him/herself as to the conditions to be encountered, the character, quality and scope of the work to be performed, and the requirements of CHA, including all terms and conditions contained within this RFP.
4. Proposal Format and Contents: For ease of review and to facilitate evaluation, the proposals for this project should be organized and presented in the order requested as follows:

a) **Section I -Organizational Information:**

Provide specific information concerning the firm in this section, including the legal name, address and telephone number of your company, and the type of entity (sole proprietorship, partnership, or corporation and whether public or private). Include the name and telephone number of the person(s) in your company authorized to execute the proposed contract.

b) **Section II - Qualifications and Experience:**

Provide specific information in this section concerning the firm's experience in the services specified in this RFP, preferably within the State of Georgia. Examples of completed projects, as current as possible, should be submitted, as appropriate.

References are required. Please provide names, addresses, and telephone numbers of contact persons within three (3) client agencies for whom similar services have been provided.

Debarment or Other Disqualification

Proposer must disclose any debarment or other disqualification as a vendor for any federal, state, or local entities. Proposer must describe the nature of the debarment/disqualification, including where and how to find such detailed information.

Firm Description

Provide a description of the firm, number of years in business, and its core competencies

c) Section III -Project Approach and Work Schedule:

The proposed scope of services should:

- (a) be based on the information in the RFP
- (b) be clearly defined and specific.

The contractor should also identify any information or data anticipated to be provided by CHA or other agencies to ensure successful completion of the services.

The level of assistance required from CHA staff should be clearly stated.

d) Section IV - Cost of Service:

The proposal shall clearly state ALL of the costs associated with the project, broken down by category of products and services, and all on-going costs for recommended or required products and services, such as maintenance.

The project costs must be broken out and include all expenses that will be charged to CHA, including but not limited to hourly rates for labor, software costs, software maintenance costs, implementation fees, shipping, insurance, communications, documentation reproduction, and all expenses, including travel, meal reimbursement, hotel per diems, taxes, etc. Failure to clearly identify all costs associated with the proposal may be cause for rejection of the Consultant's proposal.

e) Section V-Identification of subcontractors:

Proposers shall identify all subcontractors they intend to use for the proposed scope of work. For each subcontractor listed, proposers shall indicate (1) what products and/or services are to be supplied by that subcontractor and, (2) what percentage of the overall scope of work that subcontractor will perform.

f) **Section VI -Insurance:**

The selected proposer will be required, if selected, to submit and comply with all insurance requirements for contractors, including: General Liability, Automobile, and Workers' Compensation, and Employer's Liability Insurance.

g) **Section VII -Additional Information:**

Include any other information you believe to be pertinent but not required.

Selection Process

1. All proposals received by the specified deadline will be reviewed by CHA for content, including but not limited to fee, related experience, and professional qualifications of the bidding consultants.
2. Proposals may be evaluated using the following criteria (note that there is no value or ranking implied in the order of this list):
 - a) Demonstrated ability to perform the services described;
 - b) Experience, qualifications and expertise;
 - c) Quality of work as verified by references;
 - d) Costs relative to the scope of services;
 - e) A demonstrated history of providing similar services to comparable entities;
 - f) Any other factors the evaluating employees of CHA deem relevant. (When such criteria are used for evaluation purposes, the basis for scoring will be clearly documented and will become part of the public record.)
 - g) The locality of the Proposer;
 - h) Responsiveness of the written proposal to the purpose and understanding of the scope of work;
 - i) Proposed fees per inspection type within written proposal;
 - j) Proposed turn-around time for inspection completion (and scheduling, if applicable);
 - k) Proposed volume pricing scenarios.
 - l) Submission of a completed proposal
3. CHA's Executive Director reserves the right, in his sole discretion, to take any of the following actions at any time before Board approval of an award: waive informalities or minor irregularities in any proposals received, reject any and all proposals, cancel the RFP, or modify and re-issue the RFP. Failure to furnish all information requested or to follow the format requested herein may disqualify the proposer, in the sole discretion of CHA. False, incomplete, misleading or unresponsive statements in a proposal may also be sufficient cause for a proposal's rejection.
4. CHA may, during the evaluation process, request from any proposer additional information which CHA deems necessary to determine the proposer's ability to perform the required services. If such information is requested, the proposer shall be permitted three (3) business days to submit the information requested.

5. An error in the proposal may cause the rejection of that proposal; however, CHA may, in its sole discretion, retain the proposal and make certain corrections. In determining if a correction will be made, CHA will consider the conformance of the proposal to the format and content required by the RFP, and any unusual complexity of the format and content required by the RFP. If the proposer's intent is clearly established based on review of the complete proposal submittal, CHA may, at its sole option, correct an error based on that established content. CHA may also correct obvious clerical errors and request clarification from a proposer on any item in a proposal that CHA believes to be in error.
6. CHA reserves the right to select the proposal which in its sole judgment best meets the needs of the authority. The lowest proposed cost is not the sole criterion for recommending contract award.
7. All firms responding to this RFP will be notified of their selection or non-selection after the evaluation committee has completed the selection process.
8. Generally, the firm selected by CHA will be recommended to the Carrollton Housing Authority's Board of Commissioners, but the Board is not bound to accept the recommendation or award the project to the recommended firm.

Finalist Interviews

After initial screening, CHA may select those firms deemed most qualified for this project for further evaluation. Interviews of these selected firms may be conducted as part of the final selection process. Interviews may or may not have their own separate scoring during the evaluation process.