



Berkeley Housing Authority

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REQUEST FOR PROPOSALS (RFP) 19-01
HOUSING QUALITY STANDARDS (HQS) INSPECTION SERVICES
FOR HOUSING AUTHORITY SECTION 8 PROGRAMS:
Tenant-based, Project-based and Moderate Rehab.

April 3, 2019

Dear Proposer:

The Berkeley Housing Authority (BHA) is soliciting written proposals from qualified firms to provide Housing Quality Standards (HQS) inspection services. We intend to contract for two years, with three one-year renewal options.

The project scope, content of proposal, and vendor selection process are summarized in the RFP (attached).
Proposals must be received via email no later than 12:00 noon, Friday, April 19, 2019.

EMail responses to: Rachel Gonzales-Levine, Management Analyst, rgonzales-levine@ci.berkeley.ca.us

All responses must be emailed with subject line “**HQS INSPECTION SERVICES**”

An incomplete proposal or proposals that do not conform to the requirements specified will not be considered. Issuance of the RFP does not obligate BHA to award a contract, nor is BHA liable for any costs incurred by the proposer in the preparation and submittal of proposals for the subject work. BHA retains the right to award all or parts of this contract to several bidders, to not select any bidders, and/or to re-solicit proposals. The act of submitting a proposal is a declaration that the proposer has read the RFP and understands all the requirements and conditions.

We look forward to receiving and reviewing your response.

Sincerely,

Rachel Gonzales-Levine
Management Analyst

I. INTRODUCTION

The Berkeley Housing Authority (BHA) is primarily funded by the Federal Government and is subject to the rules and guidelines of the United States Department of Housing and Urban Development (HUD). The purpose is to provide decent, safe, and sanitary housing for low-income families and individuals in the City of Berkeley, California. BHA currently has one dedicated staff member for inspections, who schedules, handles customer service, reporting (certifications), and a supervisor.

The Berkeley Housing Authority's programs include:

- **Section 8 Housing Choice Voucher (HCV) & Project-based Section 8 Programs**
Under Section 8 Housing Choice Voucher program, BHA provides assistance to low income families in renting privately owned dwelling units in decent, safe, and sanitary condition. BHA is authorized to allocate up to 1,935 vouchers under the HCV program, with approximately 300 Project-based units throughout Berkeley.
- **Section 8 Moderate Rehab (Mod Rehab) Single Room Occupancy**
Under Section 8 Moderate Rehabilitation program, BHA provides assistance to low income individuals renting Single Room Occupancy (SRO) units, with supportive services. There are 98 SRO units in the Mod Rehab program.

BHA is requesting proposals from qualified and experienced firms who have a demonstrated track record in successfully performing residential property inspections in accordance with Federal Housing Quality Standards (HQS). Currently inspections are conducted utilizing a handheld device/tablet for all inspections except for RTA (move in) inspections, so that thorough details can be provided regarding the unit, including amenities and quality.

BHA is seeking inspection services, for a two-year term with an option to extend for three additional one-year terms (2 year term + 1 optional year term + 1 optional year term + 1 optional year term).

Following are the key dates associated with this Request for Proposals:

- | | |
|---|---------------------------------|
| a. Posting/E-mailing of RFPs | April 3, 2019 |
| b. Deadline for submitting proposals | April 19, 2019, Noon (12:00 PM) |
| c. Recommendation to Board for Contract | May 9, 2019* |
| d. Start date of the new contract | July 1, 2019** |

**Staff may request in-person interview during the week of April 22 prior to making recommendation to the Board.*

***Staff and contractor will meet at least once after award and prior to start, to ensure understanding of procedure.*

II. SCOPE OF SERVICES

BHA is seeking proposals from one or more highly qualified and insured firms, to provide inspections for the BHA Section 8 HCV (1,935) and Mod Rehab (98) programs using Federal Housing Quality Standards (HQS).

BHA has moved to biennial inspections, per HUD's Cost-savings Implementation Guidance. Under the biennial program, units that have passed inspection on the first attempt in 2018 will not be inspected again until 2020, unless a special inspection is requested. At this time it appears 65% of the 1590 units

inspected will be in this category, and not to be inspected until 2020, while 35% of the 1590 units failed on first attempt in 2018, and will be inspected in 2019.

The selected firm will have sufficient organizational, personnel and management staff with necessary skill, judgment, and flexibility to perform all the duties and responsibilities associated with the Inspection functions. Contractor's Inspector(s) conducting annual inspections shall be available to answer questions about the specific inspection findings and cures from owners, families, and BHA staff.

Initial ("Request for Tenancy Approval – RFTA") Inspections

Initial inspections shall be provided using HUD's Housing Quality Standards, with minor revisions required and provided by BHA. Contractor shall perform the inspection of the prospective contract unit after staff is in receipt of the Request for Tenancy Approval (RFTA). Contractor may be asked to provide additional resources, as necessary, last two work days of each month, in order to assist BHA in leasing units on/before the 1st of the following month.

Inspectors will arrive within ten (10) minutes of the schedule appointment time, and shall not be obligated to remain waiting more than fifteen (15) minutes if the owner or his/her agent is not present. Attendance by the prospective tenant is not required. Contractor shall endeavor to make telephone contact with owner and client whenever an inspection cannot take place within the scheduled window.

Contractor shall conduct each RFTA inspection and record results on HUD form 52580 (not on electronic tablet) and note all fail items on a hard copy form, which are to be provided to the owner at the conclusion of the inspection, so owner is aware of what items must be fixed prior to reinspection. The 52580 shall be the official file record, and will include a finding of Pass or Fail; notes to describe the overall quality of the unit and its amenities, for purposes of evaluating rent reasonableness; an overall rating of the unit will be noted, using a scale of terms "excellent, good, modest, fair." Inspector will also document if the subject unit has a single meter for gas, electricity, and water.

Annual Inspections

Annual inspections shall be provided using HUD's Housing Quality Standards, with local additions required and provided by BHA. Inspections will occur generally once or twice a week, except not on Fridays or holidays. Inspections windows are between 9:00 – 12:00 noon and 12:00 pm – 3:00 pm. Inspectors shall not be obligated to stay more than fifteen (15) minutes if the client or owner is not present.

Contractor will attempt to make telephone contact with owner and client whenever an inspection cannot take place within the scheduled window. Contractor shall conduct each inspection and record results using BHA provided inspection tablet or on the HUD Form 52580, in cases where the tablet is not functioning.

For any 24-hour emergency fail items, Contractor will notify Administrative staff so that reinspection can be scheduled and landlord properly notified. Items of egregious danger/fail, or neglect should be photographed and shared with appropriate staff upon completion of inspections and return to the BHA office in order for staff to determine appropriate actions (which may include alerting family members, advocates and owners).

Re-Inspections

Reinspections on Section 8 units shall be provided using HUD's Housing Quality Standards, with local additions required and provided by BHA. These inspections must be conducted within 28 calendar

days from the original inspection date unless a written extension is granted by BHA. Our process allows owner to self certify some fails, which may reduce number of reinspections.

Inspectors shall not be obligated to stay more than fifteen (15) minutes if the client or owner are not present. Contractor will attempt to make telephone contact with owner and client whenever an inspection cannot take place within the scheduled window. Contractor shall conduct each inspection and record results using BHA provided tablet or on the HUD Form 52580, if the tablet is not functioning. Items of egregious danger/fail, or neglect should be photographed and shared with appropriate staff.

Special Inspections

Contractor, at the request of BHA staff, program participants and owners, shall conduct “Special Inspections” (full HQS inspection), paying close attention to specific issues or concerns identified by requestor of such special inspection. Items of egregious danger/fail, or neglect should be photographed and shared with appropriate staff.

III. Fee Proposal

The cost for services will be submitted on a per inspection basis by type of inspection performed (e.g. Initial, Annual, Special, No Show, Reinspection). Costs should be based on the following estimates: 100 initial inspections, 700 annual inspections in the Section 8 HCV program, and 500 reinspections; 100 inspections for the Mod Rehab program (note: these are SRO units in 2 buildings, allowing for more efficient inspections). BHA has an approximate reinspection rate of 25% for Fails and 12% for No Shows.

A cost should be provided for each of the two years in the initial contract term, and additional costs for two additional option years for the following:

- RTA inspections [approximately 100]
- Annual inspections – Section 8 [approximately 500 in 2019; double that number for the following year]
- Reinspects – Section 9 [approximately 500 in 2019; double that number for the following year]
- Annual inspections – Moderate rehab [approximately 30 in 2019; double that number for the following year]
- Special inspections – both Section 8 & Moderate Rehab [approximately 50 annually].

Note again: BHA has moved to biennial inspections, per HUD’s Cost-savings Implementation Guidance. So units that have passed inspection on the first attempt in 2018 will not be inspected again until 2020, unless a special inspection is requested. At this time it appears 60% of 1590 units inspected in 2018 will be in this category, and not to be inspected until 2020, while 40% of 1590 units failed on first attempt in 2018, and will be inspected in 2019.

IV. QUALIFICATIONS

The following are the minimum **Firm/Inspector Qualifications** – describe in Narrative section:

1. Please describe these qualifications in proposal narrative:
 - a. Experience conducting HQS
 - b. Understanding of HQS protocols and requirements including biennial inspections

- c. Experience using electronic 52580's (tablet)
- d. Philosophy on flexibility, communication, and teamwork with housing authority staff, clients, and landlords
- e. Incentives/programs that contractor will use to help contain and/or reduce annual costs to BHA
- f. Capability to meet required inspection schedule and allow changes to schedule based on number of inspections as they fluctuate, especially with biennial inspections process
- g. Ability to communicate professionally and courteously with staff, landlords, and assisted households
- h. An identification badge must be worn at all times on premises and visible before entering a dwelling unit
- i. Ability to take photos of issues observed in/around units that are cause for concern to be relayed to BHA staff
- j. All HQS inspectors are required to have Housing Quality Standards Certifications.
- k. Valid CA Drivers' License
- l. Use of an automobile during work hours
- m. Proficient with tablets devices

V. REFERENCES

Proposing firms should also submit a list of no less than three (3) referenced agencies where inspections have been performed. Reference information should include:

1. Name of PHA
2. Contact person
3. Phone number (email optional)
4. HQS Inspections
 - a. Number of units
 - b. Dates of inspections contract

VI. ACCEPTANCE OF PROPOSALS

BHA reserves the right to accept or reject any or all proposals, to take exception to these RFP requirements or to waive any informality and to exclude any proposals for further consideration for failure to fully comply with the requirements of this RFP.

VII. PREPARATION COSTS

All costs incurred in the preparation and presentation of a Proposal shall be completely absorbed by the respondent. All supporting documentation submitted with Proposals will become the property of the BHA. Any material submitted that is to be considered confidential should be clearly marked as such.

VIII. SELECTION CRITERIA

Proposals will be reviewed and ranked using the following selection criteria:

- Narrative
- Costs
- References
- Understanding of HQS protocols and requirements including any experience with biennial inspections
- Incentives/programs that contractor will use to help contain and/or reduce annual costs to BHA
- Capability to meet required inspection schedule and allowances for flexibility as fluctuations occur with number of inspections in a given month/year due to biennial inspections.

IX. ASSIGNED PERSONNEL

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

X. CONTRACT TERMINATION

The Berkeley Housing Authority reserves the right to terminate the contract for services if in the judgment of the Authority, the firm is not performing services satisfactorily under the terms agreed upon.

XI. METHOD OF AWARD

Award will be made to the best Proposer based on cost, quality of the services offered, previous experience, quality of references, and incentives/suggestions for helping to contain and/or reduce annual costs to BHA.

CHECKLIST

- Proposal
 - Cover letter
 - Narrative

- Costs
 - Year 1 (July 1, 2019 – June 30, 2020) and
 - Year 2 (July 1, 2020 – June 30, 2021),
 - Option for Year 3 (July 1, 2021 – June 30, 2022)
 - Option for Year 4 (July 1, 2022 – June 30, 2023) and
 - Option for Year 5 (July 1, 2023 – June 30, 2024).

- Three Client References – Name, Housing Authority, phone, email, # units, dates of contract

ADDITIONAL SUBMITTALS REQUIRED FROM SELECTED VENDOR AFTER BOARD APPROVAL TO AWARD CONTRACT.

- Provide Evidence of Insurance (original-signed in blue ink)
 - Auto
 - Liability
 - Worker’s Compensation

- Commercial General & Automobile Liability Endorsement Form

- W-9

- Berkeley Business License