



**FERNDALE HOUSING COMMISSION
REQUEST FOR PROPOSALS
FOR HOUSING QUALITY STANDARDS (HQS)
PROPERTY INSPECTION SERVICES**

POSTED: APRIL 1, 2022

PROPOSALS DUE: APRIL 29, 2022, 4:00 P.M.

PLEASE EMAIL PDF PROPOSALS OR PROVIDE ONE, UNBOUND HARD COPY

jmondy@ferndalehousing.com

FERNDALE HOUSING COMMISSION

ATTN: JENNIFER MONDY

415 WITHINGTON

FERNDALE, MI 48220

OPTIONAL PRE-BID VIRTUAL MEETING:

APRIL 11, 2022, 10:00 A.M.

ZOOM MEETING ID: 847 1290 0653 PASSCODE: 302835

QUESTIONS: jmondy@ferndalehousing.com

NO CALLS PLEASE

BACKGROUND & SCOPE OF WORK

The Ferndale Housing Commission (FHC) requests proposals from qualified contractors to conduct property inspections in accordance with the Department of Housing and Urban Development's (HUD's) Housing Quality Standards ("HQS") regulations and the FHC's Housing Choice Voucher Administrative Plan, FHC mission, and customer-service model.

The Ferndale Housing Commission is customer-focused and seeks to make our programs accessible and convenient to all our program participants and property owners. Inspection services are an important part of our Section 8/Housing Choice Voucher ("HCV") program and have a direct impact on the families we serve and the property owners we partner with.

We seek a partnership with a proven industry leader who can offer high-quality, professional HQS inspection services using streamlined and efficient processes. We seek an inspection partner that shares our commitment to serving our program families with courtesy and respect, and in accordance with our ethics policy and customer-service model, while ensuring their rental units meets HQS rental standards.

The FHC administers 975 Housing Choice Vouchers in Wayne, Oakland, and Macomb Counties in Southeast Michigan. In addition to unit inspections, HQS inspection services will include

property site, shared areas, building exteriors and building systems in accordance with 24CFR 982.401 and all supporting regulations, and FHC policies pertaining to HQS.

FHC has around 920 vouchers currently under lease, and averages around 80 re-certifications per month. FHC conducts annual recertification inspections unless a unit passes without findings two consecutive years. In that case, we perform biennial recertification inspections.

Most of the units under contract in our program were constructed before 1974.

Wayne County is about 673 square miles, of which 143 square miles is the City of Detroit. About 50% of our vouchers are in Detroit/Wayne County. Macomb County is about 570 square miles. About 10% of our vouchers are in Macomb County. Oakland County is about 907 square miles. The remainder of our vouchers are in Oakland County.

CONTRACT TERMS

FHC expects the selected Contractor will accept the following contract terms. If you are unable or unwilling to accept any of these terms, please address in your proposal.

- ✓ The contract term will be for two years, with a third-year option to renew; month-to-month continuation absent renewal.
- ✓ Contract language must include the HUD required contract provisions (HUD 5370-C Section II)
- ✓ The contract will be terminable with a 30-day notice of either party.
- ✓ Selected Contractor is expected to begin servicing the contract within 30 days of execution of contract document.
- ✓ Contractor may invoice as frequently as monthly, and as infrequently as quarterly.
- ✓ Invoices are payable within 30 days of receipt as indicated by FHC received date stamp.
- ✓ Contract will adopt FHC Ethics Policy & Code of Conduct by reference and commit contractors servicing this contract that code.
- ✓ You must disclose if you or your firm is debarred from contracting with a public agency, if you have any conflict of interest, or if you cannot or will not abide by the FHC Ethics policy.

PROPOSAL CONTENT

Please describe your inspection methods, administrative process, and customer-service approach to the work described. Provide an overview of your technical expertise, administrative capacity, and experience with similar organizations and/or similar work performed, including a minimum of three references. Provide a summary of qualifications for anyone who will be assigned to this contract, and address how you will ensure backup coverage during vacations/other leaves so as not to disrupt service under this contract.

Include a fee schedule for each type of inspection service requested, including but not limited to initial, annual, special, and re-inspections of a previously failed inspection. List any costs associated with administrative/customer service functions, scheduling, correspondence record keeping, etc. that is NOT incorporated within the fee schedule.

B. SCHEDULING & CORRESPONDENCE

Inspections may be scheduled between 8:00 AM to 5:00 PM Monday thru Friday. FHC will consider alternative service hours provided the needs of the program are met.

We prefer a vendor that can provide a 2-hour window to program participants for inspection services, but minimally the contractor will schedule appointments for the a.m. or p.m.

We prefer a contractor that can also provide a “call ahead” telephone call or text notification for participants/landlords.

FHC will notify contractor by email of units requiring inspection. Contractor will schedule inspections promptly and within FHC program requirements, providing appropriate notice to the prospective tenant and property owner of their scheduled inspection date and time.

Contractor will create and retain all appropriate documentation for the case file and submit all documents to FHC upon inspection close-out.

C. METHODS

Contractor shall inspect only units as requested by the FHC and will utilize the FHC software PHA-Web. FHC will provide all necessary access to the software.

Contractor will be responsible for:

1. Scheduling and attending inspection appointments with landlords and/or tenants.
2. Documenting missed appointments.
3. Inspecting units, shared areas, exteriors, basements, and other required areas to ascertain compliance with HUD HQS and the FHC’s Administrative Plan.
4. Rescheduling missed appointments and re-inspections.
5. Preparing an inspection checklist and complete inspection report on approved HUD form (*HUD-52580*), and documenting information relating to the unit, deficiencies, failures, and tenant-caused damage or deficiency.
7. Documenting the nature of all fail and inconclusive items and ensuring all passed units are free of fail or inconclusive items.
8. Informing owner/owner representative and/or participants within 10 business days of any non-life-threatening deficiencies and repairs.
9. Immediate notification for tenant and owner of any life-threatening deficiencies; preparing related correspondence and documentation of corrections and remediation.
10. Acquiring a certification signed by the participant and the landlord in lieu of completing a reinspection (for annual and complaint/special inspections ONLY).
11. Providing a “remote re-inspection” for failed annual & special inspections in accordance with *HUD PIH 2012-15 (HA) Streamlining Administrative Practices in the Housing Choice Voucher Program*.
12. Informing FHC of any needed abatements to be effective the first of the month following the expiration of the contractor correction period (including any extension).
13. Re-inspecting abated units within 5 business days of the owner’s notification that the work has been completed.
14. Submitting inspectional reports and all related correspondence and documentation to FHC Section 8/HCV Manager.

15. Maintaining confidentiality of records regarding HCV Program participants.

D. TYPES OF INSPECTIONS:

The FHC will require the Inspection Services Provider to conduct the following types of HQS inspections as needed:

Initial/"Move-In" Inspections: FHC is required to conduct the initial inspections in response from the family to approve a unit for participation into the HCV program. The unit must pass the HQS inspection before the effective date of the HAP Contract. Any failed initial inspections must be re-inspected.

Annual Inspections: FHC conducts annual inspections of units that are NOT eligible for biennial inspection. The inspection must be done 120 days prior to its last inspection date.

Biennial Inspections: FHC conducts biennial inspections of units that pass two consecutive annual inspections without deficiency.

Complaint/Special inspections: A special inspection may be requested by the owner, the family, or a third party when the FHC is notified of deficiencies that may be in violation of HQS.

E. PERFORMANCE STANDARDS AND MEASURES

Contractor will repeat any inspection determined by the FHC to be incomplete or nonconforming with applicable inspection standard(s). Incomplete or non-conforming inspections will not be compensated by the FHC. FHC will conduct regular quality control inspections to monitor the quality and consistency of work completed.

Contractor will receive payment for each completed inspection as documented by a submitted inspection report. Contractor may propose a fee for time spent at "no-show" appointments. Properly documented "no-show" appointments will be compensated according to the terms of the contract.

Inspection Services personnel must be courteous, conduct themselves in a professional manner, and must be bondable. It is imperative that the Inspection Services Provider(s) demonstrates FHC ethics standards and code of conduct, especially pertaining to anti-harassment and anti-discrimination, professionalism, and integrity. FHC will conduct customer satisfaction surveys as needed to monitor the quality of work completed.

By undertaking this contract, Contractor certifies to the FHC that the inspectors and any persons entering the participant family's units and/or prospective units have not been convicted of any crimes against persons or property and/or other criminal acts that would adversely affect the health, safety, or welfare of participants, and that they are trained and certified to complete the work.

Contractor shall be responsible for the actions and negligence of its inspectors and other personnel performing services on this contract and shall indemnify the FHC in the event any claims should arise from the acts or omissions of such inspectors or personnel.

G. GENERAL CONDITIONS

General: It is the intent of these Contract Documents to provide a uniform basis for selecting an HQS Inspection Services Provider to provide the services as outlined in the RFP. The FHC, however, reserves the right to cancel the RFP at any time without cause upon written notice. This RFP and any submission by the Offeror shall become part of the contract documents.

1. HUD REQUIREMENTS: Contract conditions and forms required by HUD for contractors will be required and are incorporated by reference here.

Forms contain HUD-required clauses and certifications for purchases and are required to be accepted and followed by the successful bidder.

2. RESOURCES AND MATERIALS: All resource materials and records reviewed or created by the Inspection Services Provider shall become the property of the FHC, unless they are already public records or owned by private interests in which case a copy should be furnished to the FHC.

3. TIME IS OF THE ESSENCE: Time is of the essence of this contract; however, the Inspection Services Provider shall not be liable for delays or failures due to acts of God, war, fires, strikes, embargo, etc. PROVIDED THAT, within (5) days after such occurrence, the Inspection Services Provider gives written explanation for the cause to the FHC's Section 8/HCV Manager and the Executive Director. The Executive Director shall then ascertain the facts and extent of the delay and/or failure. His/her findings of the facts thereon shall be final and conclusive.

4. PAYMENT: The Inspection Services Provider will invoice FHC on a monthly basis and itemize each completed inspection performed with additional detail as determined by FHC. The Inspection Services Provider shall also provide reports that demonstrate inspection activities, metrics, and milestones, including any difficulties and recommended corrective action plans to be taken for inspections that have not been completed within 30 days of their last inspection date. The Inspection Services Provider may propose a fee for time spent at "no-show" appointments in response to this RFP. However, only properly documented "no-show" appointments will be considered for payment.

5. FIXED PRICE: The contract will be a firm fixed price for each type of inspection identified in this RFP. The Offeror shall be responsible for all other costs associated with said inspection services and shall NOT receive additional reimbursement for such items as mileage allowance, gasoline, postage, or other expenses.

6. INDEPENDENT CONTRACTOR: The Offeror shall be an independent Contractor of the FHC and shall NOT be deemed an employee of the FHC for any purpose whatsoever, including withholding taxes, unemployment or workman's compensation, liability, health insurance, retirement benefits, or vacation or sick leave.

6. SUBSTITUTION OF PERSONNEL: For purposes of this RFP the term personnel shall mean any individual employed by the Inspection Services Provider, whether directly or indirectly. The Inspection Services Provider shall inform the FHC of any substitution of personnel prior to the substitution.

7: TERM: The contract is for a two-year period, with a third-year option to renew; month-to-month continuation absent renewal. Contract may be terminated by either party with or without cause with written thirty-day notice to terminate.

H. EVALUATION OF PROPOSALS

All proposals will be evaluated using a uniform format and consistent methodology. Criteria considered will include the following: Service Approach (30%), Qualifications/Experience/References (30%), Price (40%)