



HOUSING

AUTHORITY OF THE  
CITY OF SANTA BARBARA

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January 29, 2019

**SUBJECT: REQUEST FOR PROPOSALS FOR THE HOUSING AUTHORITY OF THE CITY OF  
SANTA BARBARA'S HOUSING CHOICE VOUCHER INSPECTIONS**

Dear Interested Party:

The Housing Authority of the City of Santa Barbara (HACSB) invites proposals from qualified applicants to conduct Housing Quality Standards (HQS) inspections for its Housing Choice Voucher (HCV) Program.

According to Housing and Urban Development (HUD) regulations, a periodic HOME VISIT must be completed to check Housing Quality Standards to ensure that all 2,566 units are safe, decent and sanitary. HACSB schedules inspections of all HCV subsidized units on an annual or biennial basis to satisfy HUD regulations.

HACSB is seeking proposals from local entities, or other qualified applicants, to conduct all initial, annual/biennial inspections and re-inspections using HQS protocol. Interested persons or organizations shall submit proposals that demonstrate their ability to provide the above mentioned service, further described herein. The selected vendor will agree to enter into a twelve (12) month contract with HACSB for the services proposed.

Proposals shall be prepared in accordance with the attached instructions and will be evaluated by HACSB as specified in the Evaluation of Proposals portion of the Request for Proposals. Proposals are due no later than **4:00 PM, Friday, March 15, 2019**. Please contact the undersigned at (805) 897-1049 or [jmorales@hacsb.org](mailto:jmorales@hacsb.org) if you have any questions.

Sincerely,

HOUSING AUTHORITY OF THE  
CITY OF SANTA BARBARA

JERRY MORALES  
Leasing Agent



**Housing Authority of the City of Santa Barbara**  
808 Laguna Street, Santa Barbara, CA 93101  
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## **Request for Proposals**

**Housing Quality Standards Inspection Services**  
**Housing Choice Voucher Program**

**Proposals due no later than**  
**4:00 PM, Friday, March 15, 2019**

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## **ADDENDA**

ATTACHMENT A – HUD FORM 5369-B INSTRUCTIONS TO OFFERORS NON-CONSTRUCTION

ATTACHMENT B – SECTION 3 BID COMPLIANCE PACKET

**REQUEST FOR PROPOSALS  
STATEMENT OF WORK****1. GENERAL INFORMATION****1.1. Introduction**

The Housing Authority of the City of Santa Barbara (HACSB) is a local public agency that provides safe, decent, quality affordable housing and supportive services to eligible persons with limited incomes, through a variety of federal, state, local and private resources. The primary task of HACSB is to create affordable rental housing for low-income families, elderly and disabled persons. HACSB provides housing for qualifying applicants, as well as housing made available through rent subsidies on behalf of eligible applicants who lease privately owned units (Section 8). Since 1969, HACSB has developed and/or secured over 3,500 units of affordable rental housing on the South Coast extending from Carpinteria to Ellwood.

Of the 3,500 units of affordable rental housing HACSB services, approximately 2,566 are units that require periodic Housing Quality Standards inspections. These are the subject units for which HACSB is requesting proposals for inspection services.

**1.2. Proposal Selection Schedule**

The anticipated proposal selection schedule is as follows:

Activity	Date
Advertise RFP	2/17/19 & 2/24/19
Proposal Due Date	3/15/19
Estimated Award Date	4/01/19
Anticipated Contract Date	5/1/19

**1.3. Contact**

Questions pertaining to the RFP should be directed to the following individual:

Jerry Morales, Leasing Agent  
Telephone: 805-897-1049  
Email: [jmorales@hacsb.org](mailto:jmorales@hacsb.org)



## 1.4. Submission of Proposals

To facilitate evaluation, submit six (6) copies of your proposal in a sealed package plainly marked "RFP Housing Quality Standards Inspection Services", including the complete and signed RFP, to the following individual:

Jerry Morales, Leasing Agent  
Housing Authority of the City of Santa Barbara  
808 Laguna Street  
Santa Barbara, CA 93101

All six (6) copies of the proposal must be received at the above address no later than 4:00 PM, on Friday, March 15, 2019. Proposals should include a title page listing a contact person, mailing address, phone and fax numbers, the submission date of the proposal, and agency federal tax I.D. number if applicable. Proposals must include completed HUD Forms:

- 5369-B "Instruction to Offerors Non-Construction" (refer to Attachment A of this RFP).
- Section 3 Compliance Packet
  - Estimated Project Work Force
  - HACSB Section 3 Eligibility Questionnaire
  - HACSB Section 3 Resident/Employee/Applicant Eligibility Certification

Proposals received later than the date and time specified above will not be considered.

## 2. **PROGRAM OVERVIEW AND DESCRIPTION OF SERVICES**

HACSB is seeking to contract with a vendor to conduct initial, annual, and biennial Housing Quality Standards inspections in Housing Choice Voucher subsidized housing for units located on the South Coast (Carpinteria to Ellwood). Inspections will be completed according to the Federal standard that is relevant during the Contract period, and such standard will include, but may not be limited to, Federal Housing Quality Standards ("HQS"), HUD's current standard, as well as any standards adopted by HUD or HACSB in the future, such as the proposed Uniform Physical Condition Standards – Voucher ("UPCS-V"). Inspectors provided by the Vendor must be able to identify potential health and safety hazards to HCV tenants. The successful Proposer will demonstrate qualifications that meet or exceed the requirements specified in this Request for Proposal.



## 2.1. Key elements in completion of annual Housing Quality Standards Inspections:

- a) Inspector(s) must be HQS Certified with ability to enter results into a hand held device.
- b) Inspector(s) must be familiar and comfortable with basic software and applications.
- c) Inspector(s) must be available daily from 8am – 2pm; there will occasionally be a need for late afternoon hours.
- d) Inspector(s) must have access to reliable transportation and a mobile device with the capability to enter inspection results in HACSB software on a daily basis.
- e) Inspector(s) must provide superior customer service to participating Section 8 landlords and participants while also conducting themselves in a professional manner with HACSB staff.
- f) Monthly inspection work-load is based on Voucher Contract renewal dates, participant relocations, and other operational issues. The number of units requiring inspections may range from 2,000 – 3,400 annually.
- g) Inspectors will be responsible for completing inspections on scheduled date during specific times.

## 2.2. Desired Outcomes

- a) The Vendor will perform the above tasks and provide the deliverables outlined above. In doing so, the Vendor will strive to achieve the following outcomes:
  - i. Ensure Section 8 families are living in a healthy and safe home while educating landlords regarding Federal, State and local standards for building maintenance;
  - ii. Provide courteous and prompt service that is respectful to Section 8 families, landlords, and HACSB staff;
  - iii. Minimize 'no-shows' and other unnecessary costs to the HCV program;
  - iv. Utilize technology to reduce the need for data entry and improve the overall customer experience;
  - v. Conduct work in compliance with the current HACSB Administrative Plan and ensure HACSB's continued compliance with all applicable Federal rules and requirements; and
  - vi. Report violations and incidents involving suspected self-neglect, abuse or extreme unsafe or unsanitary conditions to appropriate HACSB Staff within 24 hours.

## 2.3. Costs

- a) The Vendor will be paid strictly on a per inspection basis when conducting inspections for HACSB. For purposes of this RFP, the types of inspections include:
  - i. Annual/Initial Inspections;
  - ii. Re-inspections for units that fail annual/initial inspections;
  - iii. Emergency inspections to respond to complaints within 24 hours; and



- iv. “No-show” inspections where the tenant or landlord previously agreed to be present but was not available and did not cancel the appointment.
- b) The Vendor may establish a single fee for each type of inspection. In the case of no-shows, the Contractor may not charge HACSB if the tenant, landlord or HACSB made a reasonable attempt to cancel prior to the appointment.
- c) The fee for each type of inspection must be inclusive of ***all direct and indirect costs*** associated with performing an inspection which includes:
  - i. Staffing costs for the inspectors and their supervisors;
  - ii. Equipment and software for any digital system used to collect inspection data;
  - iii. Any other equipment and vehicles required;
  - iv. All travel costs, including mileage, tolls, etc.;
  - v. All required insurance;
  - vi. Facility and overhead; and
  - vii. Ongoing training

## 2.4. Introductory Meeting

HACSB requires an introductory meeting to introduce staff, review roles and responsibilities, and confirm expectations. This meeting will also be utilized to outline contract management forms and procedures such as:

- a) Review current inspection forms, tenant/landlord letter format, HQS 24 hour emergency item reporting to client staff, unit failure processing, and client personnel responsibilities.
- b) Vendor will complete the HQS Inspections using HACSB’s current software.
- c) Delivery of daily inspections schedules (physical delivery, email, fax, web, or other).
- d) Dates and times of HACSB Holidays and 9/80 work schedule.

## 2.5. Work Plan

- a) Inspections will be scheduled by HACSB staff according to due date and location of units. The schedule will incorporate required holidays and HACSB’s appropriate work schedule.
- b) Completion of Inspections: Inspections must be completed within the time frame indicated to vendor and must meet or exceed contract requirements and maintain Section Eight Management Assessment Program objectives. Vendor will complete on a daily basis all required data entry to insure contract compliance and maintain current and accurate information for 50058 HUD filings. Vendor inspectors must arrive within ten (10) minutes of their scheduled appointment time and will not be obligated to stay more than fifteen (15) minutes past the scheduled appointment start time if the tenant or owner is not present. Vendor inspectors will provide their contact information to the owner and/or tenant and shall be available to answer questions about specific annual inspection findings





and cures from owners, families or PHA staff. Calls received before 3:00pm must be returned the same day, with calls after 3:00pm being returned no later than the next business morning. Vendor's inspectors will make telephone contact with owner and/or client whenever an inspection cannot take place at the scheduled time. Vendor's inspectors will take all available affirmative action to reduce "No-Show" appointments to less than 5% of total billed charges.

## **2.6. Preparation and Submittal of Monthly Update Reports**

- a) HQS Monthly Reporting and Billing Method
  - i. Vendor will be required to provide a summary report for HACSB to monitor contractor performance under the terms and conditions of the contract, invoicing and billing, and notable issues or concerns.
- b) Performance Review Meeting
  - i. HACSB requires a performance review meeting with vendor, to discuss vendor performance issues, procedures and/or areas needing adjustment or improvement. This quality control and customer service element is essential to maintaining compliance with HUD regulations and communication. HACSB will communicate with vendor any issues that arise during the course of business.

## **2.7. Quality Control Plan Outline**

- a) Work Monitoring – HACSB staff will monitor and randomly sample completed vendor inspections to compare against contract requirements. Staff will evaluate using simple grading system that identifies the key components of the deliverable and performance requirements specific to that project, and also the recommended remedy, timeframe, and technical assistance, if required, to correct the performance.
- b) Field Monitoring – The Lead Field Inspector will make random visits in each geographic area awarded to provide a check and balance to the reports filed by site inspectors. Variances in reports of work completed will be reviewed by the Lead Inspector to identify remedies. The Lead Inspector will inform the Contract Manager of implementation of the remedy upon approval.

## **2.8. Timeliness**

- a) HACSB Leasing Agent and the Administrative Specialist from Property & Development will monitor timeliness of reports and prepare a schedule of anticipated due dates of inspections to be completed. Vendor will commit to having reports completed by the end of the day of scheduled inspections.



### 3. **OVERVIEW OF APPLICATION ELEMENTS AND CRITERIA**

Proposers should outline in detail their service delivery model and should describe the number of staff to be contracted, qualifications and how they will structure and manage the above. The vendor is encouraged to present all qualifications and special skills that will demonstrate their ability to fulfill the needs of this service, including but not limited to past experience in delivering such services. HACSB strives to provide its clients with the best possible services. Accordingly, we welcome proposals from all vendors that will bring the best quality of service and value to our organization.

Proposals will consist of the following parts, which will be subject to the number of scoring points listed for a total of 100.

#### 3.1 **Organization Overview (25 points)**

In this section, please present the characteristics, experience and capacity of your organization that you think would persuade a reader that your organization is one that can effectively fulfill the inspection and reporting needs for the Housing Authority of the City of Santa Barbara. Your organization's distinguishing characteristics, skills and areas of strength should be described here. Describe your organization's experience working with other housing providers or organizations with similar inspection needs.

#### 3.2 **Methodology (25 points)**

The Proposer should describe specifically how they will deliver the tasks and deliverables described in the Scope of Work and achieve the desired outcomes. This description must, at minimum, address the following:

- a) **Customer Service Strategy** - What techniques will be utilized to minimize no-shows and other unnecessary costs? How will your firm ensure that HACSB remains in compliance with annual inspection requirements?
- b) **Conducting Inspections** – How will inspectors travel to and from their inspections? How will inspectors be trained and remain current on HQS and other HUD requirements? What extra steps will inspectors take to clearly communicate inspection results in a courteous but direct manner, ensure health and safety, and educate landlords and tenants?
- b) **Quality Control/Analysis and Follow-up** – How will inspectors be supervised and what steps will be taken to ensure consistency while exceeding HUD requirements?

#### 3.3 **Fee Structure (20 points)**

The RFP must include the Total Project Cost for providing the tasks in the Scope of Work. The Proposer will provide a per unit fee for each type of housing inspection performed within the jurisdiction of the HACSB. This fee will include all direct and indirect costs, including but not limited to staffing, equipment, and travel.



The Proposer may propose different fees for each category of inspection, but the fee will not vary based on location or any other factor within that category. The proposed fee for each category must be one number. Ranges will not be accepted and may disqualify the proposal.

### **3.4 Interviews (20 points)**

HACSB reserves the right to determine whether interviews will be necessary and the number of firms to be interviewed. If HACSB deems interviews necessary, interviews will be held during the dates specified in the "Proposal Selection Schedule" of this RFP. The Proposer's primary staff person who would be responsible for HACSB's relationship with the Vendor, as well as other key personnel proposed to provide services, primary staff person, must be present and participate in the interview. The purpose of the interview is to further document the Proposer's ability to provide the required services, and to impart to HACSB's Review Committee an understanding of how specific services will be furnished. The interview will be evaluated on the basis of whether it substantiates the characteristics and attributes claimed by the Proposer in its written response to this RFP, and any other information requested by HACSB prior to the interview.

### **3.5 Attachments (5 points)**

All proposals shall include the following contents: Work References (up to 3); Organizational Chart, and Insurance Certificates.

### **3.6 Section 3 Requirements (5 points)**

The successful bidder must comply with Section 3 of the Housing and Urban Development Act of 1968 (refer to Attachment B and attached documents for Section 3 of the Housing and Urban Development Act of 1968 requirements, preference for Section 3 businesses, evaluation instructions and documentation requirements). The successful bidder will be required to complete a Section 3 Strategic Plan and Estimated Project Work Force form. Respondents who meet the Section 3 business categories must indicate in this proposal under which category they are qualified and are responsible for providing all documentation or other information which supports the respondent's declared category in order to be granted a preference.

## **4. EVALUATION OF PROPOSALS**

An award will be made to the Proposer whose proposal is most responsive to the needs of HACSB as determined solely by HACSB. Evaluation criteria to be included in HACSB's assessment of proposals will include, in no particular order, the following:

**SUMMARY OF APPLICATION ELEMENTS AND CRITERIA:**

<b>Description</b>	<b>Maximum Points (100 points total)</b>
Organization Overview <ul style="list-style-type: none"><li>• Similar Project Experience</li><li>• Capacity</li><li>• Key Personnel</li></ul>	25
Methodology <ul style="list-style-type: none"><li>• Customer service</li><li>• Conducting inspections</li><li>• Quality Control / follow up</li></ul>	25
Fees Structure <ul style="list-style-type: none"><li>• Single fee per inspection type</li></ul>	20
Interviews <ul style="list-style-type: none"><li>• Substantiate capacity and experience</li><li>• Professionalism</li></ul>	20
Attachments <ul style="list-style-type: none"><li>• Work References</li><li>• Organizational Chart</li><li>• Insurance Certificates</li></ul>	5
<ul style="list-style-type: none"><li>• Section 3 Requirements</li></ul>	5

Proposals will be evaluated by HACSB based upon the above stated criteria. HACSB has the right to accept or deny any or all proposals.

**Minority-Owned and Women-Owned Business Enterprises (MWBE)**

HACSB strongly encourages minority-owned and women-owned businesses, as well as socially and economically disadvantaged business enterprises, and small businesses to respond to this RFP.

**5. INSURANCE REQUIREMENTS**

Proposers shall provide proof of general liability, auto, professional liability/errors and omissions, and workers' compensation insurance with proposals. All liability insurances shall be for an amount not less than one million (\$1,000,000) per occurrence for bodily injury and property damage for each claimant and the HACSB, its Governing Board, each member thereof, and every officer, official, employee, volunteer or agent must be named as "additional insured".