

# Sample Request for Proposal

## Housing Quality Standards Inspections

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### 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 \_\_\_\_\_, hereafter referred to as "\_\_\_\_\_". The \_\_\_\_\_ is seeking the services of one firm for the HQS inspection services, for a \_\_\_\_\_-year term with an option to extend for an additional \_\_\_\_-year term.

### II. BACKGROUND

The \_\_\_\_\_ administers approximately \_\_\_\_\_ vouchers to eligible individuals and families. This RFP is intended to produce a qualified firm who will provide Housing Quality Standards Inspections using trained/certified inspectors.

### III. SCOPE OF SERVICES

The \_\_\_\_\_ is seeking proposals from highly qualified and insured firms, to provide inspections for the Federal Housing Quality Standards (HQS). The selected firm 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 (including scheduling, notification, inspections, quality control, 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 \_\_\_\_\_ to schedule the initial inspection. If the Firm is unable to make contact with the landlord after two documented unsuccessful attempts by phone, the firm will contact \_\_\_\_\_.
2. The Firm will complete the first attempt to complete each Initial Inspection within 5 business days of receipt of scheduling information from \_\_\_\_\_ (excluding observed holidays).
3. Initial 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 Firm will complete all initial Re-inspections within 3 business days of notification by \_\_\_\_\_ that the unit is ready for re-inspection. The Firm will be responsible to return a completed \_\_\_\_\_ inspection form within \_\_\_ 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 the following information:

- a) Date notification was printed
- b) Name and complete mailing address of landlord/agent
- c) Name and complete mailing address of client
- d) Type of Inspection/Re-inspection
- e) Date of Inspection/Re-inspection
- f) Scheduling Timeframe of Inspection/Re-inspection
- g) If this is a "Deficiency Notification," provide a complete detailed listing of all deficiencies identified during the inspection.
- h) Name of inspector
- i) Contact telephone number

#### *Annual Inspections*

1. Mail all notices by US 1st 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 \_\_\_\_\_.

#### *Special Inspections*

Includes inspections in response to complaints registered with the \_\_\_\_\_ concerning a covered unit's condition, quality control inspections, or any other inspection the \_\_\_\_\_ 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 \_\_\_\_\_ to schedule the inspection. If the Firm is unable to make contact with the landlord after two documented unsuccessful attempts by phone, the firm will contact \_\_\_\_\_.
2. The Firm will complete the first attempt to complete each Special Inspection within 5 business days of receipt of scheduling information from \_\_\_\_\_ (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 Firm will complete all initial Re-inspections within 3 business days of notification by \_\_\_\_\_ that the unit is ready for re-inspection.

#### *Re-inspections*

1. Complete all Initial Re-inspections within 3 business days (excluding observed holidays) of notification by the landlord or their designee 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 authorized by the \_\_\_\_\_.
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 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, if provided, of both landlord and tenant. 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 \_\_\_\_\_.
9. Submit Inspection Performance Summary Reports on a monthly basis in format agreed to by the \_\_\_\_\_. 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 \_\_\_\_\_, 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 24hour 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 \_\_\_\_\_ the number of inspections reduced by this on-site maintenance program.

### *Other Duties*

1. Develop and submit to the \_\_\_\_\_ for approval, within 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 \_\_\_\_\_'s satisfaction the contractor's ability to provide all services as requested.
2. Attend quarterly meetings with the \_\_\_\_\_ to ensure contract compliance.

### *Assigned Personnel*

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

## **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 \_\_\_\_\_ 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 \_\_\_\_\_ 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 \_\_\_\_\_ may, at the discretion of the \_\_\_\_\_, be replaced by the Contractor with another employee who shall also be subject to the background provisions of this clause.