



Request for Proposals

Housing Quality Standards (HQS) Inspection Services

I. PURPOSE

To solicit proposals/qualifications from organizations interest in performing residential property inspections in accordance with Federal Housing Quality Standards, hereafter referred to as "HQS", for the Muskogee Housing Authority, hereafter referred to as "MHA". The MHA is seeking the services of one firm for the HQS inspections services for a three (3) year term.

II. INSTRUCTIONS

Your proposal must be submitted to the MHA, PO Box 1471, Muskogee, OK 74402, Attn: Erin Hester. An electronic copy may be submitted to erin@mhastaff.org, as well. Proposals must be received no later than 5:00 pm on February 28, 2018.

III. SCOPE OF SERVICES

The MHA 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 procedures outlined below as well as in the MHA Administrative Plan (available at www.muskogeehousing.org). 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 MHA 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 the MHA.
2. The firm will complete the first attempt to complete each initial inspection within 5 business days of receipt of scheduling information from the MHA (excluding observed holidays).
3. Initial inspections and associated re-inspections must be scheduled by speaking to the landlord or designee. No inspection or re-inspection may be scheduled by leaving messages on voicemail. 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 MHA. The firm will complete all initial re-inspections within 5 business days of notification by the MHA that the unit is ready for re-inspection. The firm will be responsible to return a completed inspection form within 5 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 tenant
- 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 MHA.

Special Inspections

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

2. The firm will complete the first attempt to complete each special inspection within 5 business days of receipt of scheduling information from MHA (excluding MHA 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 voicemail. 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 MHA. The firm will complete all initial re-inspections within 3 business days of notification by MHA 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 MHA.
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 15 minutes. Any inspection attempt outside of the designated 15 minute time from 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 MHA.
9. Submit Inspection performance Summary Reports on a monthly basis in format agreed to the MHA. Please provide copies of the reporting that you would suggest.

IV. BILLING AND PAYMENT

Invoices should be submitted to PO Box 1471, Muskogee, OK 74402. Terms will be net 30 from date of invoice.

V. SELECTION

Selection will be based on fee for service as well as the contractor's ability to meet the requirements set forth in the proposal.