

REQUEST FOR PROPOSALS

**CHESTER HOUSING AUTHORITY
1111 AVENUE OF THE STATES
CHESTER, PA 19013**

Inspection Management Services

Submit RFP to Attention of:

Chester Housing Authority
Roman Kubas, Contract Administrator
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Chester, PA 19013

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Due Date: September 24, 2021

Number of Copies Required: One (1) Original – submitted via email

Specification: RFP# INSP-2021

Funding Source: Administrative Fees

Date of Issue: September 1, 2021

Section 8 Housing Choice Voucher Program Inspection Management Services

Request for Proposals

The Chester Housing Authority (CHA), Chester, Pennsylvania seeks bids from qualified firms to provide comprehensive Inspection Management Services for our Section 8 Housing Choice Voucher Program. Services are to be provided in accordance with 24 CFR 983 HUD regulations, CHA administrative policies, and state and local building codes. Tasks include scheduling, appointment notification, coordination, inspection, and documentation of inspection results, participation in landlord and tenant workshops dealing with housing quality standards and inspection requirements. The CHA provides rental assistance to approximately 1600 households in the City of Chester and bordering communities. The CHA has adopted a biennial inspection policy, however will inspect more frequently based on inspection results and complaints.

Qualifications

The inspectors of the qualified firm must be proficient in Section 8 program regulations, and present certification in Housing Quality Standards and Visual Lead-Based Paint Assessments and Rent Reasonableness. In addition, Inspectors must have a proven track record in consistently applying, documenting, and communicating unit requirements. Inspectors must have reliable transportation and use of a cell phone and digital camera while in the field. Inspectors are to carry and use standard inspection equipment including flashlights, circuit testers, room thermometers and smoke alarm testers. The Inspection customer service representatives must also be trained in HQS, standard operating procedures for unit inspections, and have excellent written and oral communication and interpersonal skills.

Scope of Services

1. Scheduling and follow up for identified annual inspection workload;
2. Annual inspection notification letters to families and owners, copy to CHA;
3. Unit inspection services for annual, mover, complaint and initial lease-up inspections and reinspections. Biennial inspections to be conducted within one year and 364 days from the date of the last annual inspection;
4. Quality control inspections on 10% of the assigned inspector's work monthly;
5. Notification of inspection results to families in the case of Tenant Obligation Deficiencies) and owners, copy to CHA;
6. Daily notification of 24-hour violations to owner, family, and CHA;
7. Weekly notification of required abatement actions to CHA;
8. Weekly communication with CHA regarding owner/family comments/feedback on the inspection process
9. Web-based documentation of inspection report/results for each unit inspection in accordance with program regulations; and
10. Completion of amenities and services description for rent reasonableness determinations and quality rating of unit
11. Digital photography of unit exteriors (curb shots) of all units inspected, and digital photographs of unit interiors on initial lease-ups to support the rent reasonableness determination and at other inspections if there is a need to document exigent health and safety violations.

Required Systems and Technologies

1. Web-based documentation and reporting system that provides scheduling information, history of inspection results, photographs of unit deficiencies and correspondence history to owners and tenants.
2. Owner portal for inspection appointment information and results
3. Appointment reminder communication system*
4. Interface with Housing Agency software to record inspection dates on HUD 50058
5. Interface with Housing Agency software that places holds on payments for units that fail re-inspection followed by abatement notice to tenant and owner

*A web-based tenant portal for notification of appointments and inspection results is desired, but not required. The goal is to allow tenant to view and print the inspection report, if desired.

Proposals shall include:

1. **Company Overview**
2. **Description of Systems and Methodologies-** for determining unit compliance, recording deficiencies, and communicating inspection results
3. **Prior Experience** in importing inspection results into HUD 50058 data fields and Tenmast (housing agency software)- Provide current Housing Authority contact information where this service is being done
4. **Client Service Approach**
5. **Qualifications of Key Personnel-**identify experience in working with lower income households and impacted neighborhoods
6. **Housing Authority References-** with contact information
7. **Cost Proposal-**Using the following format provide a cost proposal for per unit inspection

Inspection Type	Cost per unit inspection
Annual	
Initial	
Re-inspection	
Complaint	
Quality Control	
Inconclusive- Not home, no adult present, refused entry	

Term

The term of the contract resulting from this RFP shall be for a three-(3) year period with two one-year options to be exercised at the discretion of the CHA. The proposal must clearly state cost per unit inspection for the 3-year period and for each option year.