

**GREENSBORO HOUSING AUTHORITY**

**REQUEST FOR PROPOSALS**

**FOR**

**HOUSING QUALITY STANDARDS (HQS)  
INSPECTION SERVICES**

**June 2017**

## **Introduction/ Background Information**

### **Housing Quality Standards Inspection Services**

The Housing Authority of the City of Greensboro (GHA) is requesting proposals from qualified and experienced firms who have a demonstrated record of accomplishment in successfully performing residential property inspections in accordance with 24 CFR 982.401 et al- Housing Quality Standards (HQS).

As a Public Housing Agency (PHA), GHA is required to inspect assisted dwelling units for compliance with HUD's Housing Quality Standards, and other related standards to ensure each subsidized unit remains in decent, safe, and sanitary condition during the tenancy.

GHA currently administers subsidy to multiple residential housing units under various components of the Tenant Based Rental Housing Assistance Programs, including the Housing Choice Voucher Program and Project Based Voucher Program.

For the purpose of this proposal, GHA expects program utilization of approximately **2,211 units in its Project Based Voucher Program. The Respondent shall perform HQS inspections according to the designated protocol providing clear, concise, and meaningful reporting related to any deficiencies identified during the inspection.**

The U. S. Department of Housing and Urban Development designated the Housing Choice Voucher (HCV) program administered by GHA as a high performer. The overall continued success of GHA's inspection program will be contingent upon the successful thorough inspection of units receiving Section 8 Housing Assistance Subsidy and its ability to lease its Section 8 participants into safe, decent, and sanitary housing units.

GHA will enter into one or more contracts with the successful Respondent(s) and negotiate a one-year contract with an option to extend for an additional year for the inspection of housing units assisted under the various Housing Choice Voucher Programs as described further in this RFP.

#### **1. PROPOSAL DEADLINE**

**Due date extended to July 28th, 2017**

GHA will accept proposals until **5:00P.M., EST, on ~~June 30, 2017~~** at the Greensboro Housing Authority, 450 N. Church Street, Greensboro, North Carolina 27401. GHA will accept proposals prior to the deadline, but GHA will not evaluate any proposals until after the deadline. GHA will not accept proposals after the close of business on **~~June 30, 2017, 5:00 P.M., EST.~~**

**Due date extended to July 28th, 2017**

This RFP will only be available on the web at <http://www.gha-nc.org/vendors/current-bids-requests-for-proposals.aspx>. GHA shall post all modifications to this RFP on the Greensboro

Housing Authority web site and will not be e-mailed or sent via mail. It is the firm's responsibility to ensure that the entire RFP package has been reviewed prior to the firm's submittal of a proposal.

## **2. PRE-PROPOSAL CONFERENCE**

GHA will host a pre-proposal conference on June 20, 2017 from 10 AM to 11 AM at 450 N Church St., Greensboro, NC 27401. Vendors are highly encouraged to attend.

## **2. PURPOSE OF PROPOSAL**

The objective of the solicitation is to allow the Housing Authority of the City of Greensboro, NC (hereinafter referred to as "GHA") to select a firm(s) or individual(s) who will provide the required Housing Quality Standards (HQS) Inspection Services at a fair and reasonable cost. The solicitation will provide the best value to the GHA, and not necessarily the lowest price. GHA shall evaluate Respondents on relevant experience, project staffing, corporate management support, use of information technology, past performance and price. The solicitation will provide the specific requirements for submission.

## **3. SUBMISSION PACKAGE**

Bidders shall provide one (1) unbound original and three (3) copies of their complete Submission package in a sealed envelope or box, three hole punched. Please place the COST proposal for services rendered pursuant to this solicitation in a separate, sealed envelope, contained within the submission package. On the outside of the submission package should be the bidder's name, address and the due date along with the following information:

### **Housing Quality Standards (HQS) Inspection Services**

#### **Request for Proposals (RFP)**

Personally deliver or mail to the following address:

Greensboro Housing Authority  
William Brown, Procurement Analyst  
450 N. Church St.  
Greensboro, North Carolina 27401

An officer of the respondent, who is legally authorized to enter into a contractual relationship on behalf of the firm, shall affix the organization's corporate seal to these documents. GHA will accept a notarized submission package, in the absence of a corporate seal.

## **4. AWARDS**

- GHA reserves the right to cancel this RFP or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or

rejection is in the best interests of GHA.

- GHA reserves the right to waive any minor informalities in any proposals received if it is in the public interest to do so, and to make multiple awards if in the best interest of GHA.
- The decision as to who shall receive a contract award or whether or not an award shall be made as a result of this RFP shall be at the absolute, sole discretion of GHA.
- GHA reserves the right to terminate a contract awarded pursuant to this RFP at any time for its convenience upon 10 days written notice to the successful proposer(s).
- GHA reserves the right to: a) to make award to the same bidder for all; or, b) to make award to multiple bidders.

## **5. COMPLETE AND ACCURATE SUBMISSION**

A proposer's failure to provide accurate information in response to this RFP may disqualify the proposer from further participation in the ~~legal services~~ selection process. (Changed in Amendment 01)

A proposal may be corrected, modified, or withdrawn, provided that the correction, modification, or request for withdrawal is made by the proposer in writing and is received at the place prior to the date and time designated in the RFP for final receipt of proposals. After such date and time, the proposer may not change any provision of its proposal in a manner prejudicial to the interests of GHA and/or fair competition.

## **6. DEADLINE FOR INQUIRIES**

Please submit any questions concerning this RFP via email only to [wbrown@gha-nc.org](mailto:wbrown@gha-nc.org) on or before June 19, 2017 at 5:00 p.m. EST. GHA will not accept phone calls or verbal requests for clarification or information. GHA shall post responses to emailed questions on its website [www.gha-nc.org](http://www.gha-nc.org) as an addendum and such Addenda will have the same binding effect as though contained in the original RFP.

## **7. SCOPE OF WORK**

The Contractor shall furnish sufficient personnel with the necessary skill and judgment to perform all the duties and responsibilities normally associated with the inspection function of prospective units and dwelling units currently under Housing Assistance Payments contracts for the Housing Choice Voucher Programs. The contractor shall perform all services as described below:

### **a. Scheduling of Inspections**

GHA will be responsible for identifying units to inspect and any respective deadlines. The firm will be responsible for scheduling all inspections in accordance with industry best practices, standard operating procedures, and the parameters provided by GHA.

### **b. Inspections**

The firm will conduct inspections in accordance with HUD Housing Quality Standards as found in 24 CFR 982.401, lead based paint regulations found in 24 CFR Part 35, State of North Carolina Carbon Monoxide Detector Act, other HUD documents, Greensboro City "Housing Code" and Greensboro Housing Authority Housing

Choice Voucher Program Administrative Plan.

In general, the respondent will provide the following services to GHA:

**(Please review Exhibit A – Scope of Services for a detailed account of GHA expectations)**

- i. Qualified individuals to evaluate residential dwelling units designated by GHA utilizing federal Housing Quality Standards ("HQS") utilizing the HUD Inspection Form (52580/52580-A) provided by GHA and consistent with HUD rules and regulations.
- ii. Digital photos of each unit inspected. In addition, the respondent shall provide a photo of any extraordinary or questionable conditions.
- iii. Upon completion of each inspection, the firm will submit an Inspection Performance Summary Report on a monthly basis in a format as prescribed by GHA.
- iv. GHA requires completion of all data entry into GHA's Yardi software. Depending on the vendor's needs, GHA can provision a tablet(s) with the software preloaded, the vendor can utilize their own tablet and have GHA load the Yardi inspections application or the vendor may use their own inspections application if it has integration with Yardi and the data is easily transferred without additional work from GHA staff.
- v. S u b m i t invoices once monthly on or about the 8th business day of each month for work performed in the prior month. ~~in accordance with Exhibit B.~~

**c. Photo Imaging**

For each unit inspected, the firm will provide a digital picture of the exterior of the building, which houses the unit inspected (across the street, front elevation). The firm will also provide viewable digital photos with corresponding inspection data for the inspected unit. Photos of the units will be attached and uploaded into Yardi when the inspection is being performed from the Yardi inspections application.

**d. Hours**

On-site services (at units or at the GHA office facilities) must occur between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday, except for holidays as specified by GHA.

**e. Yearly Inspections**

Should GHA award the contract to one contractor, the number of HQS inspections per year would be approximately 1500 the initial year. This number includes units that are owned and or managed by GHA. All inspections sites will be located in Greensboro, NC. Upon completion of any Inspection, print and hand deliver to GHA a complete package of all documents for each inspection within three business days (excluding weekends and GHA observed holidays) from the inspection attempt. GHA recognizes there are occasions the inspector may be unable to gain access to a

property. This information will be sorted alphabetically by tenant name. These documents are as follows:

- i. A properly completed HUD Inspection Form 52580 (Checklist);
- ii. Completed GHA Rent Reasonableness and Utility Allowance Form; (Applicable to GHA owned units)
- iii. Copies of any deficiency reports and letters;
- iv. Copies of any notes/emails forwarded to agent/owner/tenant;
- v. Copies of any letters sent to contact landlord;
- vi. Copies of door hangers or other form(s) left at unit for inconclusive "no show" inspections;
- vii. Digital photo of inspected unit- see item under Inspections.

The vendor shall not bill GHA for inspections that receive an inconclusive rating for any reason other than the unit is vacant or the designated family has moved/relocated. The firm selected shall provide GHA with a monthly report identifying inspections attempted and completed. GHA shall prescribe the format for any related inspection reports.

The respondent must inspect each assigned dwelling unit in accordance with following criteria:

- HUD's Housing Quality Standards (24 CFR 982.401) and any update,
- HUD's Lead based paint regulation (24 CFR Part 35, Parts A, B, M, and R),
- HUD's Housing Choice Voucher Program Guidebook, 7420.10,
- HUD's Housing Inspection Manual: Section 8 Existing Program,
- HUD Inspection Checklist (HUD 52580),
- GHA's Administrative Plan,
- The City of Greensboro "Housing Code" codified by ordinance #14271;
- The State of North Carolina Carbon Monoxide Alarm Detector Act.

## **8. LOCATION OF WORK**

The location for these services will be at the Greensboro Housing Authority Central Office, which is located at 450 N Church Street, Greensboro, NC 27401, and at locations throughout the City of Greensboro.

**Note: Contract start and end dates may change due to deadline extension**

## **9. TERM OF CONTRACT**

**The term of the contract will be for one year commencing on August 1, 2017 and ending on July 31, 2018. The contract will have two (2) one-year options and shall not exceed three (3) years.**

## **10. SECTION 3**

The purpose of Section 3 of the U. S. Department of Housing and Urban Development (HUD) Act of 1968 is to ensure that employment and other economic opportunities generated by certain HUD financial assistance, shall, to the greatest extent feasible, and consistent with existing federal, state, and local laws, be directed toward low and very low income persons.

GHA defines Low Income (LI) according to the following definition: a single person or family whose income does not exceed 80 % of the median income for the area. Similarly, A Very Low Income (VLI) person is defined as a family or single persons whose income does not exceed 50% of the median income for the area.

Section 3 is applicable when the U. S. Department of Housing and Urban Development funds a project and when additional persons (new hires) are employed by a funded a project. A new hire is any person hired after signing the contract or who is not a current employee.

For information regarding our Section 3 program, contact the GHA Section 3 Coordinator.

## **11. PROPOSAL DOCUMENTS**

Responding firms must submit proposals that include the following information:

### **a. Organization or Brochure**

Provide an overview of company or a company brochure

### **b. Experience**

Discuss experience of staff assigned to the contract, describing in particular experience in serving as a provider of Housing Quality Standards (HQS) inspection services.

### **c. Miscellaneous Discussion Questions**

Identify the specific individuals assigned to work with GHA and specify which person would be the primary contact person in connection with the services provided to GHA.

### **d. Price**

Please provide unit costs for the following types of inspection services:

- Initial - 1070 units to be completed after initial construction repairs
- Move-in – Approx. 240 units annually
- Annual – Approx. 2213 x 20% = 442 units annually/biennial (20% minimum)
- Complaint – 120 units annually
- Emergency – Emergency 60 units annually
- Quality Control – 35 units annually
- Re-inspection – 100 units annually
- Special inspection – 50 units annually
- Notification and HUD reporting

Responding firms should also indicate unit costs for any additional reimbursable expenses (if any) such as mileage.

**Please note: Please place the price and unit cost information in a separate, sealed envelope included with the rest of the submission package.**

**e. Affirmative Action**

GHA requires that each respondent be an Equal Opportunity Employer: Provide a statement indicating the firm's compliance with all government regulations regarding non-discriminatory employment practices.

**f. Required Documents**

1. Statement that the firm is financially sound and has financial resources sufficient to successfully execute this prospective project in the time frame outlined.
2. Statement that the firm operates in full compliance with all applicable civil rights and nondiscrimination statutes, executive orders, rules and regulations.
3. Statement evidencing firm's knowledge of federal, state and local codes, especially as they relate to this project.
4. Affidavit of non-collusion.
5. HUD Forms 5369-B and 5369-C
6. HUD Forms 5370-C
7. Certification of intention to comply with Section 3 requirements

**g. References**

Provide detailed information on references, as well as background and experience with projects of a similar type and scope to include as a minimum:

- i. Responder shall describe their understanding of the project scope, their proposed approach to performing the services, and submit a proposed schedule.
- ii. Housing Quality Standards Certifications and any related training for each inspector.
- iii. The motor vehicle Driver's License for each inspector and DMV background check supplied each year of the contract. The vendor must forward this information with the proposal and prior to renewal of the contract each year.
- iv. A copy of the criminal background checks performed for each inspector each year of the contract. The vendor must forward this information with the proposal and prior to renewal of the contract each year.

**12. SELECTION CRITERIA**

GHA will select and commence contract negotiations with the firm determined to be the most qualified in terms of actual demonstrable experience, knowledge, and perceived benefit to GHA's objectives.

**13. EVALUATION CRITERIA**

GHA shall evaluate proposals to determine the extent to which the firm's plan meets the needs of the GHA. Evaluation will include review of proposal, reference checks, or other methods sufficient to make a decision in the best interest of the GHA.

GHA will use the following factors and related point values for evaluation purposes:

<b>Evaluation Criteria</b>	<b>Point Value</b>
Relevant Experience	25
Project Staffing	25
Price	15
Past Performance	15
Section 3 Plan	10
Corporate Management Support	10

#### **14. RFP REQUIREMENTS AND CONDITIONS**

This RFP sets forth the minimum requirements that all submissions shall meet. Failure to submit proposals in accordance with this request may render the proposal unacceptable.

#### **15. COST OF THE PROPOSAL**

GHA will not reimburse the respondent for any costs incurred in the preparation of its response to the RFP. Respondents shall not include any such expenses as part of their proposals.

#### **16. CLARIFICATION TO PROPOSALS**

GHA reserves the right to obtain clarifications of any point in a company's proposal or to obtain additional information necessary to evaluate a particular proposal. Failure of a respondent to respond to such a request for additional information or clarification could result in rejection of the company's response.

#### **17. CANCELLATION OF THE RFP**

GHA reserves the right to cancel the RFP at any time, for any reason, and without liability if cancellation is in the best interest of the GHA. The respondent assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

The Respondent, by submitting a proposal, hereby certifies that no officer, agent, or employee of the GHA has a pecuniary interest in this Proposal. In addition, the Proposal is made in good faith without fraud, collusion, or connection of any kind with any other respondent, and that the respondent is competing solely in its own behalf without connection with, or obligation to any undisclosed person or company.

#### **18. INSURANCE REQUIREMENTS**

Within ten (10) days after the award of the contract and prior to the commencement of work, the Contractor shall furnish GHA with evidence showing that the following insurance is in force and will cover all operations of the contract:

- Worker's Compensation Insurance – in accordance with state law, for all employees working on the project.
- Contractors Liability in limits not less than \$100,000/\$300,000 bodily injury and \$100,000 property damage, or as required by law. This insurance should protect the Contractor against

claims for personal injury, death, and damage to the property of others. This insurance shall cover the use of all equipment and vehicles on the work sites.

- Automobile Liability in limits not less than \$100,000 bodily injury and \$50,000 property damage.

All insurance shall be carried with companies that are financially responsible. If such insurance is due to expire during the contract period, the Contractor shall not permit the coverage to lapse and shall furnish evidence of coverage to GHA.

## HQS Questionnaire

Firm Name:				Lead Team Member:		
Description	Yes	No	Response	Explanation/Comments	GHA Use Only	
<b>Relevant Experience (25 Points)</b>						
1	Number of HQS inspections completed over the last 36 months					
2	Experience Details (Info on page 6 of RFP) - Include on separate page of proposal submission					
3	Do you have a system that will integrate with Yardi? If so, what system?					
4	Do you have tablets that your inspectors could use to enter inspections into the Yardi Inspections App?					
5	If No to question 4, are you willing to use GHA issued tablets to enter inspections into the Yardi Inspections App?					
<b>Project Staffing (25 Points)</b>						
6	Does your company have the capacity to inspect all of the Communities listed in #					
7	If awarded, how many individuals would make up the team performing the HQS Inspections for GHA's communities?					
8	After notification of an HQS inspection request, what is the time frame of completing the HQS inspections?					
9	After completion of an HQS inspection, how long will it take your company to notify of Pass/ Fail?					
10	What are your inspections operating hours?					
<b>Past Performance (15 Points)</b>						
11	References (as indicated in Page 7 Section g)					
12	Do you have any judgements against?					
<b>Corporate Management Support (10 Points)</b>						
13	Availability to speak to someone regarding inspectors performance in the event of an issue (Explain process)					
14	Does the company have the appropriate insurance listed on pages 8 & 9 Section 18?					
<b>Section 3 Plan (10 Points)</b>						
15	Statement of intent to comply with Section 3 requirements					
<b>Are These Items Included in the Submitted Proposal? (Note: Items are required)</b>						
16	Statement indicating the firm's compliance with all government regulations regarding non-discriminatory employment practices					
17	Statement that the firm is financially sound					
18	Statement that the firm operates in full compliance with all applicable civil rights and nondiscrimination statutes, executive orders, rules and regulations					
19	Statement evidencing firm's knowledge of federal, state and local codes, especially as they relate to this project					
20	Affidavit of non-collusion					
21	HUD Forms 5369-B and 5369-C					
22	HUD Form 5370- C					
23	Organization or Brochure (Details on page 6)					
24	Experience (Details on page 6)					
25	Misc Discussion Questions (Details on page 6)					
<b>Pricing (15 Points)</b>						

## HQS Questionnaire

Please provide pricing for GHA Communities. **In part A**, assume that you are only awarded each community as a single contract. **In part B**, assume that you are awarded all 17 communities and provide the price for each property.

26	GHA Communities	A. Prices if Only Awarded One Community		B. Individual Prices if Awarded All Seventeen Communities (Bulk Pricing)		GHA Use Only
		Initial Inspection - (Price per Property)	Individual Occurrence - Movein, Annual, Complaint, etc. (Price per Unit)	Initial Inspection - (Price per Property)	Individual Occurrence - Movein, Annual, Complaint, etc. (Price per Unit)	
	Hampton Homes ( 288 units Family)	\$	\$	\$	\$	
	Hall Towers (156 units - Elderly, 9 stories)	\$	\$	\$	\$	
	Gateway Plaza (221 units-Elderly, 9 stories)	\$	\$	\$	\$	
	Hickory Trails (127 units - Family)	\$	\$	\$	\$	
	Ray Warren homes (236 units- Family)	\$	\$	\$	\$	
	Claremont Courts (250 units - Family)	\$	\$	\$	\$	
	Woodberry Run & Baylor (50 units, Family)	\$	\$	\$	\$	
	Pear Leaf (50 units- Family)	\$	\$	\$	\$	
	Laurel Oaks (50 units - Family)	\$	\$	\$	\$	
	Lakespring (60 units - Family)	\$	\$	\$	\$	
	Foxworth (48 units - Family)	\$	\$	\$	\$	
	Woodland Village (27 units - Family)	\$	\$	\$	\$	
	Abby Courts (14 units - Family)	\$	\$	\$	\$	
	Applewood (50 units - Family)	\$	\$	\$	\$	
	Silverbriar (50 units - Family)	\$	\$	\$	\$	
	Riverbirch (50 units - Family)	\$	\$	\$	\$	
	Stoneridge (50 units - Family)	\$	\$	\$	\$	
	<b>Total:</b>	\$		\$		
GHA						
	Print Name:	Date:		Signature:		

**HQS QUESTIONNAIRE  
CONTINUED**

**HOUSING QUALITY STANDARDS INSPECTIONS  
SERVICES**

Complete each item, attach required documentation, and enclose with the Price Bid Form

**Bidder Name:** .....

**Experience** - Each Inspector assigned by the Contractor to perform Housing Quality Standards ("HQS") Inspections under this Contract shall have at least three years' experience performing HQS. List the name and number of years' experience performing HQS Inspections for each inspector who will perform Inspections for GHA, if awarded.

Attach the resume of each individual documenting this experience. Attach additional pages if more than three Inspectors will perform HQS Inspections under this Contract.

Name:	Years HQS Inspection Experience:
Name:	Years HQS Inspection Experience:
Name:	Years HQS Inspection Experience:

**Certification** – Supply a copy of the training certifications for each Inspector assigned by the Contract to perform Housing Quality Standards Inspections as outlined in Section 5 of the RFP. List the names and certification dates for each inspector who will perform HQS inspections for GHA, if awarded. Attach certification documentation for each individual. Attach additional pages, if more than three Inspectors will perform HQS Inspections under this Contract.

<b>Name:</b>	<b>Date of Certification:</b>
Certifying Organization:	
<b>Name:</b>	<b>Date of Certification:</b>
Certifying Organization:	
<b>Name:</b>	<b>Date of Certification:</b>
Certifying Organization:	

**Insurance-** Bidders must have Errors and Omissions (E&O) insurance coverage with a limit of not less than \$300,000 per occurrence. Attach a copy of the current E&O Insurance certificate.

<b>Name of Insurance Carrier</b>	
<b>Coverage amount</b>	\$
<b>Effective date of E &amp; O insurance coverage</b>	

**Exhibit A**  
**HQS SCOPE OF SERVICES**

The Contractor 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 of prospective units and dwelling units currently under Housing Assistance Payments contracts for the Housing Choice Voucher Programs. The contractor shall perform all services as described below:

**A. Initial Inspections**

1. Complete the first attempt to perform each Initial Inspection within **five** business days of receipt of scheduling information from GHA (excluding GHA observed holidays).
2. For Initial Inspections and Initial Re-inspections, call the owner/designee 30 minutes prior to arriving at property. If owner/designee is not at the property at the scheduled time, the inspector shall wait 10 minutes before leaving the property. This will constitute one scheduled attempt in a two scheduled attempt maximum inspection criteria.
3. Successful respondent shall photograph the exterior of property, provide GHA, owner and tenant with a result letter for each Initial inspection performed within 48 hours of the inspection. At this time, GHA shall also receive a completed HUD 52580.

**B. Notifications**

1. All notifications, regardless of type, must at a minimum contain the following information:
  - Date notification was printed
  - Name and complete mailing address of landlord/agent
  - Name and complete mailing address of client and census tract!
  - Type of dwelling and number of bedrooms
  - Number of children age 6 or under
  - Type of Inspection/Re-inspection
  - Date of Inspection/Re-inspection and Re-inspection date, if applicable.
  - Scheduling Timeframe of Inspection/Re-inspection (~~Military Time will not~~)
  - Provide a complete detailed listing of all deficiencies identified during the inspection, Include photographs  
{Vague or general comments will not be accepted}
  - Name of the Inspector (List on 52580 Name of Respondent and name of

- person who performed the Inspection)
  - Contact telephone number for contractor
2. Include any GHA provided insert(s) with all Annual Inspection notifications at no additional cost to GHA. Examples of these inserts include, but are not limited to, "Common Fail Items" and any changes to the GHA Administrative Plan that affect the HQS inspection process. GHA provided inserts would not exceed two front and back sheets of paper that equal four pages.

**C. Annual Inspections**

1. Mail all notices by USPS 1st class mail (postmarked) no less than 15 days prior to the scheduled inspection date.
2. Provide a type written or computer generated report (minimum 8-1/2 inch x 11 inches) of the inspection deficiencies or inspection result letter (one for the owner/agent and one for the tenant) to the GHA upon completion of the inspection.

**D. Re-inspections**

1. Conduct all Initial Re-inspections within **five** business days (excluding GHA observed holidays) of notification by the owner, the unit is ready for Re- inspection.
2. Schedule all non-emergency annual re-inspections within 365 calendar days from the date of the last inspection. In the case of a failed annual, schedule follow-up within 30 days of the date of the failed inspection
3. Conduct re-inspection of all life-threatening fail items within 24 hours of first inspection, for annual inspections only.
4. Any additional deficient items identified during a re-inspection that are not considered life threatening 24-hour emergencies must be immediately approved by the contractor's site manager. For each occurrence, the site manager must provide GHA with a written report outlining the additional items and the reason for omission from the initial inspection.

**E. All Inspections**

1. Conduct physical inspections in accordance with Federal Housing Quality Standards, the Lead Safe Housing Regulations, Greensboro City "Housing Code", and GHA Administrative Plan. The contractor may use paper inspection forms or handheld data collection devices, as approved by GHA.
2. Schedule inspections, prepare, and issue all inspection appointment notification letters in accordance with a required inspections report provided by GHA.

3. Schedule all inspections by speaking only to or corresponding with the owner or their designee. Refrain from leaving messages on voice mail and/or scheduling inspections with the tenant without providing notice to the owner/agent. The contractor must provide notice to all parties, GHA, owner/agent, and tenant.
4. Schedule all inspections, regardless of type, within the appointment window time 9AM to 4PM. GHA requests its vendors to refrain from scheduling or performing inspections outside of the scheduled appointment window. GHA will not accept any risk, liability, or responsibility for any inspection attempted outside the designated period.
5. The contractor shall not bill GHA for those inspections that receive an inconclusive rating for any reason other than the unit is vacant or the designated family has moved. The contractor will also provide to GHA a monthly report identifying those inspections attempted outside the designated period that received an inconclusive rating.
6. Assess who is responsible for damages (tenant responsibility or landlord responsibility) for every failed item listed on all deficiency reports or correspondence. Any deficiency not designating who is responsible will not be considered a failing item at any re-inspection if the deficiency has not been repaired by either the tenant or landlord.
7. If the tenant resides in a multi-family development with on-site management, visit the management office to obtain an escort to gain entry to the unit.
8. Complete one attempt for each non-emergency "fail" inspection prior to issuance of abatement notification to the owner.
8. Complete the last inspection, regardless of the type, by 5:00 p.m., each day, unless the contractor and the Tenant/Landlord agree upon another time.
10. Submit Inspection Performance Summary Reports on a monthly basis in format as prescribed by GHA. (MS Excel Workbook)
  11. Complete all data entry, using GHA software, as required under the MIS system prescribed and provide data using the same format as was provided to the contractor by the 8th business day of each month. (GHA currently uses YARDI)
  12. Complete and deliver to GHA all reporting requirements for inspections under the Section Eight Management Assessment Program (SEMAP) by the close of business of the 8th business day of each month.

## G. Other Duties

1. Develop and submit to GHA for approval, within 14 calendar days of contract execution, Standard Operating Procedures ("SOP") for all inspection processes described herein, including all forms and form letters used by the vendor. SOP must demonstrate to GHA's satisfaction the contractor's ability to provide all services as requested. At its sole discretion, GHA may modify or decline the use of certain documents.
2. ~~Develop and submit to GHA for approval, within 30 days of contract award a training and support plan for GHA employees who will coordinate the services of the contractor selected. Provide on-site training for staff including training materials, hands-on operations, and protocol for Inspections staff members of at a minimum 20 hours using visual aids and manuscripts. Provide monthly on-going telephone and/or email support to resolve owner and staff concerns. (Removed in Amendment 04)~~