



Oakland Housing
Authority

**RFP #18-019
HQS Inspection Services**

Addendum #1

Date issued and released, December 20, 2018

Responses to Questions:

The following questions were submitted by the deadline and are answered in this addendum.

Question #1: Will the OHA-owned and PBV units need to be inspected? If so, are these units included in the monthly average?

Answer #1: Yes these inspections are included in the monthly average.

Question #2: Are there MTW-related considerations that could affect inspections results or processing?

Answer #2: There are no MTW-related considerations that would change the normal inspection process.

Question #3: Will inspectors work out of all six offices mentioned on page 5 of the RFP?

Answer #3: No. Contracted inspectors only report to 1540 Webster to upload and download inspection results. Contracted inspections do not “work out” of OHA offices. No assigned work space is included.

Question #4: What is the geographical area of inspection?

Answer #4: City of Oakland, and a small number of units in the surrounding Cities.

Question #5: How many units are inspected biennially and is this quantity expected to change in the near future?

Answer #5: There are between 4000 and 6000 units inspected biennially. This could change if more units come on the program with new buildings.

Question #6: Are field inspectors currently contracted or in-house? Also, how many field inspectors does OHA currently utilize?

Answer #6: The scope includes annual, biennial, callback, and independent entity and quality control inspections. These inspections are contracted. OHA has used between 3 and 6 contract field inspectors.

Question #7: What Business System or System of Record product and version is utilized by OHA?

Answer #7: YARDI Voyager. However, OHA is migrating to YARDI 7S in the Spring of 2019.

Question #8: What database backend is utilized within the Business System mentioned in Question #7?

Answer #8: There is no backend, it's all YARDI.

Question #9: Will the contractor be provided with direct database access in regards to monthly inspection data or will report data be provided by OHA?

Answer #9: The contractor will have access to inspection data to schedule inspections monthly.

Question #10: Has OHA had their address database validated? If not, whose responsibility will it be to correct inspection addresses prior to appointment and mailing?

Answer #10: Yes, the OHA database has been validated.

Question #11: How would OHA like data provided for electronic documentation of each inspection's pass-and-fail items?

Answer #11: Inspection results are uploaded to the YARDI business system and letters mailed to the owner and tenant and maintained within the YARDI business system.

Question #12: Will a completed HUD 52580 need to be generated?

Answer #12: No, the inspections are conducted in a handheld which has the HUD 52580 built in.

Question #13: Are there additional considerations to provide document /photo/ inspection data in regards to importing data in an electronic content management system?

Answer #13: Inspection pictures must be taken with the handheld, the number of photos for each inspection/room OHA will discuss with the contractor who is awarded the contract. The photos are uploaded to the inspection results module in YARDI via the handheld.

Question #14: Will OHA be requiring a copy of electronic signature(s) sent to them for each inspection conducted and if so, in which format?

Answer #14: Yes OHA requires electronic signatures; these will be captured in the handheld and uploaded into the business system.

Question #15: In regards to the initial/biennial/annual inspections, can the minor revisions mentioned in the RFP be explained in further detail?

Answer #15: Please see OHA's Admin Plan Chapter 8 for all Local Code Requirements implemented. Our Admin Plan is updated annually and the contractor is expected to implement all changes accordingly.

Question #16: The RFP states: “a two hour window is acceptable although the Contractor should try to narrow the window of time as much as possible; as small a window as possible is valued by OHA.” The RFP later states: “Inspectors shall arrive within ten (10) minutes of their scheduled appointment and shall not be obligated to stay fifteen (15) minutes past the scheduled appointment if the client or owner is not present.” Does this mean that the inspector can arrive at any time within the two-hour time window, up to and include ten minutes prior and subsequent to the time window?

Answer #16: The contractor should arrive 10 minutes prior to the first appointment in the time block as much as possible. Upon arrival if the owner/tenant is not home they are to wait 15 minutes after the scheduled appointment time before leaving.

Question #17: The RFP states: “OHA shall be provided with an electronic copy of correspondence or notification provided to the parties to the inspection within 24 hours.” Will OHA, then, be providing a mailbox for contractor to BCC on email correspondence?

Answer #17: See answer to question #18.

Question #18: The RFP statement from Question #17 is understood to mean that the contractor needs to provide electronic copies of the mailed correspondence to OHA. In which format would OHA be requiring these electronic documents, and will additional considerations need to be made for OHA to import to an electronic content management system?

Answer #18: OHA expects that the contractor will be uploading the correspondence to its electronic filing system. OHA’s IT department will work with the contractor to set this up.

Question #19: In regards to digital Photographs, the RFP states: “the Photographs will be uploaded to OHA’s third-party database system in a digital format showing the date and time of the photograph as well as the specific unit address.” What third-party database system does OHA currently have in use?

Answer #19: YARDI.

Question #20: Will OHA be providing an API to communicate with the aforementioned third-party database system?

Answer #20: OHA’s IT department will assist with a VPN set-up for access to all third-party database systems.

Question #21: For clarification, please confirm all the inspections/units are located within the City of Oakland?

Answer #21: See answer to question #4.

Question #22: What is the average number of complaints/special inspections per year?

Answer #22: 325.

Question #23: What is the average number of emergency inspections per year?

Answer #23: 300.

Question #24: What is the average no-show rate (or “inconclusive” inspections) for the last 12 months?

Answer #24: 20%.

Question #25: Exhibit A (the Proposed Cost Form) does not include pricing for “inconclusive” inspections. Should we provide pricing for this type of inspection separately?

Answer #25: Inconclusive pricing would be the same as an annual inspection cost.

Question #26: The Scope of Work says: *“The Contractor is to provide electronic documentation of each inspection’s pass and fail items to OHA.”* Will an electronic copy of the inspection HUD form 52580 suffice or does OHA require a different format?

Answer #26: OHA uses custom letters in our software system.

Question #27: The Scope of Work says: *“The Contractor shall ensure that any owner/manager or resident signatory requesting a paper copy of the inspection report, with signature, has the option available at the end of the inspection service and shall be sent a copy via the US Postal Service First Class Mail within 24-hours.”* What is the estimated number of clients requesting paper copies of inspection reports?

Answer #27: It is OHA’s protocol to mail inspection results to all program participants.

Question #28: The Scope of Work requires the Contractor to possess their own mobile printer for the purpose of generating instant, onsite copies or verifications of transactions, and to mail a hard copy of the inspection report. Is it a requirement to provide both options?

Answer #28: At this time OHA requires a mailed copy of the inspection results be sent to the tenants and owners.

Question #29: Does OHA’s current contract provide on-request hard-copy inspection reports to owner/manager or residents?

Answer #29: If the inspections are units that are not in YARDI a hard-copy of the inspection results will be required.

Question #30: What is the annual percentage of inspections where onsite hard copies are requested?

Answer #30: 10%.

Question #31: Why is there no fee per inspection/service for administrative services for the Independent Entity inspections?

Answer #31: Annual/biennial inspections are included in regular scheduling. IE initial inspections are scheduled by OHA staff in our database.

Question #32: In regards to the Independent Entity (IE) Services, the Scope of Work says that the IE will also be able to furnish a copy of the inspection papers for PBV program units to the HUD San Francisco field office (24 CFR 983.103(f)(2)). Please specify acceptable format for submitting inspection reports to the HUD San Francisco field office. Do we use electronic or paper?

Answer #32: It should be electronic; however it must be printed and signed by the contractor before submission.

Question #33: Regarding types of costs to be included in the “per inspection” fee – can the Contractor include the administrative services on RFP page 7 of 20 as part of the “inspection fee”?

Answer #33: No. Fees must be separately noted.

Question #34: Exhibit A (the Proposed Cost Form) includes the following footnote: *“Administrative Services: “Applicable only if contractor schedules appointments and sends written appointment scheduling and pass/fail notifications to landlord and tenant.”* It is our understanding that scheduling and pass/fail notifications are a requirement; we are unclear what this footnote means. Please clarify.

Answer #34: The contract can be awarded as inspections only. The Authority reserves the right to keep scheduling in house.

Question #35: What is the current inspection software used to conduct OHA inspections?

Answer #35: YARDI.

Question #36: Is the successful vendor required to use OHA’s system to schedule and conduct inspections, or can we use our own inspection management system?

Answer #36: The vendor is required to use the OHA system which is YARDI.



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Addendum #1
Date issued and released, December 20, 2018

Proposer hereby acknowledges this addendum:

Name of Firm: _____

Authorized Signature: _____

Date: _____

Acknowledgement of this Addendum must be included with your proposal.