

Eastern Regional Housing Authority



REQUEST FOR PROPOSALS

Management Services for Colonial Hillcrest and La Posada Apartments

August 1, 2011

I. INTRODUCTION

A. PURPOSE OF THIS REQUEST FOR PROPOSALS

The Eastern Regional Housing Authority (ERHA) and Carlsbad Housing Corporation (CHC) are requesting proposals from experienced property management firms to provide management services for two (2) existing multifamily rental properties located in Carlsbad, New Mexico. The properties have common bond financing and are comprised of a total of 88 family rental units. The unit mix by bedroom size is as follows:

<u>Property Name</u>	<u># of Bedrooms</u>		
	1	2	3
Colonial Hillcrest Apts.	24	40	12
La Posada Apts.		12	
Total # of Bedrooms	24	52	12
Total Rental Units	88		

Due to Housing Assistance Program (HAP) contract on 86 of the 88 rental units, ERHA and CHC will only consider proposals from firms that have a demonstrated successful track record of managing rental housing in full compliance with the Department of Housing and Urban Development (HUD) standards and requirements. The property management firm and agreement for services will be subject to approval by HUD and the New Mexico Mortgage Finance Authority. Furthermore, both properties are for sale at this time and any property management services agreement will be subject to termination by the new owner/buyer with reasonable notice.

B. BACKGROUND INFORMATION

Eastern Regional Housing Authority (ERHA) is a State of New Mexico chartered public housing agency whose fundamental mission is to provide decent, safe and affordable housing to residents in 12 Counties. ERHA administers various Department of Housing and Urban Development (HUD) funded programs including public housing developments and Section 8 Vouchers.

Carlsbad Housing Corporation (CHC) is a non-profit corporation and instrumentality of the ERHA created for the sole purpose of owning Colonial Hillcrest and La Posada Apartments.

C. SUMMARY OF SCOPE OF WORK

Site Management will be all inclusive, including the management of both properties, accounting, and HUD reporting. Generally such services shall include, but are not limited to the following:

1. Create and maintain an up-to-date Management Plan for the property;
2. Screen applicants according to Housing Assistance Program (HAP) contract guidelines as set forth by state and federal statutes;
3. Develop an Affirmative Fair Marketing Plan, Market and lease units;
4. Renew existing leases;
5. Enforce lease agreements, terminate tenancies, serve all proper notices, institute actions to evict tenants and to recover possession of the property, sue for and recover rent;
6. Collect all rents, deposit all collections in accounts designated by the ERHA and CHC, maintain suitable reserve accounts designated by owner, escrow deposits;
7. Make disbursements for operational expenses and capital improvement expenditures with the approval of ERHA and CHC, except in case of emergencies requiring prompt action to avoid loss;
8. Take full charge of financial management responsibilities in accordance with Generally Accepted Accounting Principles (GAAP), keep and maintain suitable records and receipts pertaining to supervision, management, care, and operation of the property which will be subject to annual required audits;
9. Operate the property in accordance with applicable Housing Assistance Program (HAP) contract requirements established by HUD;
10. Provide ERHA and CHC with all needed reports for existing BOND financing and Housing Assistance Plan (HAP) contract units in the format required by ERHA and CHC;
11. Full compliance with HUD Handbook 4350.3, Rev.1, Change 3 and HUD Notice H 2010-10 and any other requirement under the Regulation. Property management firm and agreement for services will be subject to approval by HUD and the New Mexico Mortgage Finance Authority;
12. Operate the property in compliance with the existing BOND requirements and applicable project financing document requirements;
13. Render monthly narrative reporting of property status and related events, itemized accounts of receipts, expenditures, and fund possible transfers to trustee incurred in the previous month;
14. Prepare and submit to owner prior to the beginning of each fiscal year an annual budget and capital improvements plan;
15. Make all necessary repairs required to maintain the property;
16. Perform routing and annual inspections of units and systems;
17. Expedite efficient unit turnover;

18. Purchase all supplies and services to accomplish repairs and capital improvements with the Owner's approval;
19. Make contracts for appropriate services to the property following accepted federal state and local law and established ERHA and CHC procurement policies, with the Owner's approval;
20. Responsible for hiring, training and firing staff;
21. Ensure communities are safe and secure for all residents;
22. Design and implement a coordinated program of resident programs and activities.

D. PROCUREMENT MANAGER

ERHA and CHC have designated a Procurement Manager responsible for the conduct of this Proposal Process. Her name, address and telephone number are listed below.

Irene Andazola, Deputy Director
 Eastern Regional Housing Authority
 106 E. Reed Street
 Roswell, New Mexico 88203
 575-622-0881 x 17
 575-622-7507 fax
 Email: rha.irene@dfn.com

All inquiries or requests regarding this procurement should be submitted to the Procurement Manager in writing. Other agency employees do not have the authority to respond on behalf of the Agency.

II. CONDITIONS GOVERNING THIS PROCUREMENT

This section of the RFP outlines and describes the major events of the Selection Process and specifies general requirements.

A. PROPOSAL TIMELINE

<u>Action</u>	<u>Responsibility</u>	<u>Date</u>
Advertisement	ERHA/CHC	08/01/2011
	Through	08/15/2011
Questions/Clarifications /		
Submission of Written Questions	Offeror	08/19/2011
Response to Written Questions	ERA/CHC	08/30/2011
Submission of Proposal	Offeror 5:00 PM	09/01/2011
Proposal Opening	ERHA/CHC	09/09/2011(1:00 p.m.)
Evaluation	Evaluation Committee	09/09/2011
Selection	Evaluation Committee	09/15/2011
Notice of Intent to Award	ERHA/CHC	09/15/2011
Protest Deadline	Offeror	09/30/2011

NOTICE: ERHA and CHC reserve the sole right, without incurring any liability, to change any aspect of the proposed procurement described above, including the right not to proceed with the procurement and/or the right to proceed in a different manner or on a different timeline than as described above.

B. EVALUATION PROCESS

1. Issue RFP - This RFP is issued by ERHA and CHC and is pursuant to Agency Procurement Policy dated January 23, 2010.
2. Contract Documents – An RFP Packet may be obtained from the ERHA, at 106 East Reed Street, Roswell, New Mexico. The Procurement Manager, Irene Andazola may be contacted at 575-622-0881 x 17 or rha.irene@dfn.com.
3. Questions/Clarifications/Site Visits – Between issuing of the RFP and Submission of Proposals, the prospective Offerors may contact the Procurement Manager with questions about the scope of the project or the RFP schedule.
4. Pre-proposal Meeting – None scheduled
5. RFP Addenda - If an addendum is deemed necessary, it will be issued no later than four (4) working days prior to the submission deadline. Any addenda issued prior to the submittal deadline shall become part of the Request for Proposal and any information required shall be included in your proposal. The Procurement Manager will distribute the addenda in writing to all recipients of the RFP via email. You may send a test email to rha.irene@dfn.com to ensure your correct email address has been recorded.
6. Submission of Proposal – Offerors shall submit a two-part, two-volume written proposals. Each volume shall be submitted in a separate sealed envelope or package. Clearly label each volume with the RFP number, your name, address and date of submittal and prominently identify each as: Volume I: Technical Proposal and Volume II: Price Proposal, delivered to:

**Irene Andazola, Procurement Manager
Request For Proposals (RFP) - Colonial Hillcrest and La Posada Apartments
Management Services
Volume _____
106 East Reed Street, Roswell, New Mexico**

7. Receipt of Proposals: Proposals are due by 5:00 pm September 1, 2011. ERHA and CHC will stamp proposals at the Receptionist Desk and hold all proposals in a secure location. A public log will be kept of the names and submittal times of all proposals. **Proposals received after the deadline will be deemed non-responsive, and will be returned unopened to the Offeror.**
8. Restrictions on Opening of Proposals: Price proposals shall remain sealed until the technical proposal evaluation for all Offerors has been completed and final technical scores prepared.

9. Non-Conforming Proposals: Proposals will be reviewed for completeness, format and compliance with the requirements of the RFP. If any proposal is deemed non-responsive by the Evaluation Committee, the Offeror will be notified in writing of such determination.
10. Bid Bond – A Bid Bond will not be required prior to contract agreements.
11. Proposal/Short List -The Evaluation Committee will review each proposal and points will be allocated per Section IV of this RFP, by each committee member. Member's point totals will be translated to a numeric ranking. The committee member rankings will be totaled to determine the overall ranking. The Evaluation Committee may hold interviews with the three highest-ranked Offerors. The Committee shall determine the rankings without the possibility of a tie.
12. Best and Final Offers - Firms may be asked to submit revisions to their proposals for the purpose of obtaining best and final offers. Best and final offers may be clarified and amended at the interview. ERHA and CHC will notify firms with a due date and time for submission of best and final offers.
13. Notice of Intent to Award - The Procurement Manager will notify the selected Offeror in writing of their selection for tentative contract award. At this time, ERHA and CHC will maintain at least one copy of each Offeror's proposal.
14. Contract Negotiations - The Owner and the successful Offeror will begin contract negotiations as soon as possible after notice of intent to award. If contract negotiations are not finalized within 30 days after Notice of Intent to Award, The Owner may conclude negotiations with the selected Offeror and begin negotiations with the next ranked Offeror based on final ranking.

C. GENERAL REQUIREMENTS / INFORMATION

This section contains information about the RFP process and conditions by which this RFP is issued and how the intended project will be completed.

1. Right to Protest – It is the procedure of the ERHA and CHC to resolve all contractual issues informally and without litigation.
2. Any actual or prospective Offeror may protest the solicitation or award of a contract. Any protest against a solicitation must be received before the due date for the receipt of bids or proposals, and any protest against the award of a contract must be received within ten (10) calendar days after the Offeror receives notice of the contract award, or the protest will not be considered. All bid protests shall be in writing and submitted to the Procurement Manager, who shall issue a written decision on the matter. The Procurement Manager may, at her discretion, suspend the procurement pending resolution of the protest if the facts presented so warrant.
3. Incurring Costs - Any costs incurred by the Offeror in preparation, transmittal, or presentation of any proposal in response to this RFP shall be borne solely by the Offeror.
4. Subcontractors - Since the award is made on a qualification-based evaluation process, replacement of subcontractors after award and prior to contract execution may cause the Offeror to be disqualified.

5. Amended Proposals - An Offeror may submit an amended proposal prior to the deadline. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. ERHA personnel will not collate or assemble proposal materials for the Offeror.
6. Offeror's Rights to Withdraw Proposal - Offerors will be allowed to withdraw their proposals at any time prior to the Proposal Deadline. The Offeror must submit a written withdrawal request signed by the Offerors duly authorized representative addressed to the Procurement Manager.
7. Termination of RFP- This RFP may be canceled at any time and any and all proposals may be rejected in whole or in part when the Procurement Manager determines such action to be in the best interest of ERHA and CHC. The RFP process may be terminated at any time if sufficient appropriations or authorizations do not exist. The decision by ERHA and CHC as to whether sufficient appropriations and authorizations are available will be accepted by the Offeror as final.
8. Right to Waive Technical Irregularities - The Evaluation Committee reserves the right to waive technical irregularities.
9. Notice - The New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.
10. Clarifications from Offerors - The Evaluation Committee, after review of all proposals, may request clarification on information submitted by any and all Offerors in a written format, with a specified deadline for response.
11. Licensing Requirements - The Contractor and sub-contractors shall comply with license laws as required by the State of New Mexico.

III. RESPONSE FORMAT AND ORGANIZATION

A. NUMBER OF RESPONSES/COPIES

The proposal shall be submitted in two parts: Volume I: Technical Proposal and Volume II: Price Proposal. Only one proposal may be submitted by each Offeror for this project. Offerors shall provide Four (4) identical copies of their Technical Proposal, and Four (4) identical copies of their Price Proposal to 106 E. Reed, Roswell, New Mexico 88203.

B. VOLUME I: TECHNICAL PROPOSAL FORMAT

Format will be 8 - 1/2" x 11" with foldout sheets allowed up to 11" x 17" in size. All foldout sheets, up to a maximum of 11" x 17" sheets will be counted as two pages and shall be labeled as such. Text will be no smaller than 10 point. If there is any question as to format requirements, please contact the Procurement Manager prior to submittal of the proposal.

- 1) Proposal Organization - All pages shall be numbered. All foldout pages shall be counted as two (2) pages and shall be numbered as such. Proposals shall be organized and tabbed as follows:

- Submittal Letter
 - Property Management Firm's Qualifications Statement with tabbed attachments
 - Management Plan
 - Subcontractor Listing Form
- 2) Submittal Letter – (Two page maximum) Each proposal must be accompanied by a submittal letter. Submittal letters that omit any of the following minimum information may be deemed non-responsive.
- 3) The submittal letter shall contain an acknowledgement and certification section with the following provisions:
- a. Be signed by a director, officer or manager of the submitting firm who has sufficient knowledge to fully address all matters and respond to all inquiries included in the RFP documents.
 - b. Provide telephone numbers, fax numbers and e-mail address of the director, officer or manager to be contacted for clarification questions regarding this RFP.
 - c. Submitting firms shall certify that the information provided in the RFP documents is truthful, accurate and complete and that the firm and the individual responsible for the submission shall be fully responsible for and bound by all information, data, certifications, disclosures and attachments included in the RFP documents.
 - d. Explicitly indicate the information and data provided in connection with the RFP documents, as well as any other relevant information obtained from any other sources regarding the firm, may be reviewed to determine whether it qualifies as a responsible contractor pursuant to 1.4.1.75 NMAC and whether its offer represents the best value to the using agency.
 - e. Explicitly indicate understanding that the firm's failure to meet responsibility standards or provide requested information may render it ineligible to perform work on the prospective procurement contract.
 - f. Explicitly acknowledge the firm's obligation to carefully review and complete, and, when applicable, update the RFP documents.
 - g. Acknowledge that omission of any material fact concerning requested or submitted information, or the submission of any material false or misleading statement, or misrepresentation of a material fact concerning any requested or submitted information, may lead to the disqualification of the proposal.
 - h. Explicitly agree that if awarded the contract, the RFP documents, and all terms and conditions specified therein, and all information, data, certifications and disclosures included in the RFP documents, shall be incorporated into the contract.
 - i. Explicitly indicate understanding that if it is determined that if information is intentionally or recklessly failed to be disclose, or has intentionally or recklessly made a false statement, misrepresentation or omission regarding a material fact relating to the RFP documents, the firm may be declared in default of contract and any such conduct shall be grounds to terminate the contract and/or withhold full or partial payment and/or impose any

sanctions or penalties, as deemed appropriate and available under New Mexico law.

- j. Identify the name and title of the person(s) authorized to contractually obligate the Offeror for the purpose of this RFP and the contract;
 - k. Acknowledge receipt of any and all amendments to this RFP;
- 4) Statement of Qualifications – Each Offeror shall complete a Statement of Qualifications detailing their business experience and expected resource allocation in providing the services requested. Describe the role of each teaming partner that will perform the work on the contract. Provide an organization chart of key project personnel along with a brief resume (education, professional certification(s), years with firm, total years of experience and a brief description of experience supporting the proposed role). Provide a listing of management sites currently being managed by size, location and funding sources.
 - 5) Management Plan – Each Offeror shall submit a proposed methodology for site management. The plan is to include every aspect as to reflect full comprehension of all management requirements. List the primary deliverables, critical time frames necessary to meet local, state, federal and HUD regulations. The plan shall also reflect the methodology for continuous and optimal lease up as well as ongoing maintenance.
 - 6) Subcontractor Listing Form

C. VOLUME II: PRICE PROPOSAL FORMAT

1. The price shall be an annual rate and shall include a break down for the major deliverables, such as accounting, lease-up, file maintenance, data management, maintenance, site security and periodic reports for all aspects of management.
2. Price Proposal Form – Each Offeror shall create a Price Proposal Form reflecting costs for major deliverables and include this form in Volume II: Price Proposal. At a minimum all tasks reflected in I.C. shall be included in the Price Proposal Form and a total annual cost shall be reflected.
3. The proposal, bearing original signatures, must be typed or hand-written in ink on the Price Proposal Form and submitted in a sealed envelope at the time and location specified in this RFP. Late proposals will be disqualified and returned to the Offeror unopened.

IV. EVALUATION

A. EVALUATION CRITERIA

1. Firm Qualification: (300 points)
 - a) Past Performance Summary and present capability to perform the procurement contract (100 Points)
 - b) Key Personnel (100 points)
 - c) Capacity and Capability to Perform the Work (100 Points)
2. Management Plan: (300 points)
3. Price (400 points)

The management cost proposal shall list the major deliverables, the resources to be utilized for each and an annual cost. New Mexico Gross Receipts are applicable but are to be excluded in the cost proposal.

Each Offeror's Price Proposal will be divided into the Lowest Responsive Offer received and that result will be multiplied by the total available points.

$$\frac{\text{The Lowest Responsive Offer}}{\text{Each Offeror's Price Proposal}} \times 400 = \text{Ranking}$$