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|    | **Letter of Clarification #1** 6168 Supportive Living Apartments- Property Management Agent Services |
| To: All Firms,  |  |
| CC: Sharon Brauner, Purchasing Manager  |  |
|  Nina Cook, Director of Purchasing  |  |
|   |  |
| Date: February 28, 2024  |  |

RE: 6168 Supportive Living Apartments- Property Management Agent Services RFP

For the benefit of all Firms submitting responses to the RFP and to avoid possible confusion in that response the documents are clarified as follows.

Question #1. **\*\*Scope and Expectations:\*\***

* What are the key performance indicators or benchmarks that the Harris Center for Mental Health and IDD will use to measure the success of the property management services?

**Answer #1:**

**The key performance indicators or benchmarks have not been completely finalized. This is the first project of this type for The Harris Center. Below is a draft list of some key indicators that will be utilized to develop KPIs. The list is not comprehensive and not limited to:**

1. **Manage, operate, maintain and service the Property, the tenants, and supervise the staff in accordance with company policies to achieve maximum net revenue and enhance the value and quality of the Property.**
2. **Ensure compliance with HUD requirements, building codes, zoning and licensing requirements and other requirements of federal, state, county and municipal authorities.**
3. **Submit all required HUD forms promptly and utilize all benefits HUD provides to assist with managing the properties, e.g., manage reserves for capital expenses (9250HUD), taking apartments offline during make ready, accessing HUD website to take advantage of grants and other initiatives.**
4. **Establish and execute effective resident stay plans, including positive customer relations and timely resolution of resident problems.**
5. **Uniformly enforce the rules and regulations of the Property in a non-discriminatory manner, with due regard for the health and safety of all tenants, employees, and contractors.**
6. **Achieve leasing goals, plan, and execute effective advertising, monitor curb appeal, and ensure vacant units are market ready.**
7. **Secure other funding sources by submitting applicable grant applications to HUD, the city, federal/state/local agencies for HVAC, green initiatives, etc.**
8. **Keep detailed records of all alterations, repairs, and other work performed at the Property.**
9. **Detect, alleviate, and monitor potential liability risks and follow safety procedures.**
10. **Follow procedures in handling property loss, general liability claims and on-the-job employee injuries.**

Question #2. **\*\*Timeline and Milestones:\*\***

* + Could you please share the anticipated timeline for the selection process, contract negotiation, and commencement of property management services?
	+ Are there any specific milestones or deadlines that we should be aware of during the proposal evaluation process?

**Answer #2: The RFP contains a published schedule for the selection process. Contract negotiations are based on the parties involved; thus, a timeline cannot be defined at this time. The Harris Center’s goal is to have a contract in place for the property’s target opening date of May 2025.**

**At this time, the only specific milestones or deadlines are those published in the RFP schedule.**

Question #3. **\*\*Evaluation Criteria:\*\***

* + What criteria will be used to evaluate and score the proposals submitted by property management firms?
	+ Can you provide insights into the weight assigned to different factors such as experience, pricing, and proposed approach?

**Answer #3: See Section V. Evaluation Criteria | pages 12-13**

**Not all evaluation factors are equal in importance, and each factor is weighted in accordance with its importance to The Harris Center. Each item has been assessed a percentage upon which the final score will be determined. A total of 100 percentage points for the areas will be considered a perfect score. The areas listed will be significant factors in evaluating responses to this Request for Proposal, but the evaluation will not be limited to these items when making a final recommendation.**

Question #4. **\*\*Community Engagement and Resident Services:\*\***

* + How does the Harris Center prioritize community engagement and resident services in the selection of a property management firm?

**Answer #4: The Harris Center places high value in community engagement and resident services. The main goal of the property is to assist individuals with behavioral health problems and substance issues, so that they can receive the support needed to bridge the gap between treatment and recovery to transition into independent, sustainable living. It is crucial that the new manager has a service-minded approach to assisting tenants and providing community engagement.**

Question #5. **\*\*Technology and Innovation:\*\***

* + Is the Harris Center for Mental Health and IDD open to innovative technologies and practices in property management, and if so, are there any specific requirements or preferences?
	+ How does the Harris Center leverage technology to streamline communication and improve operational efficiency with property management partners?

**Answer #5: This property is the first of its kind for the Harris Center. There are no specific requirements currently. We are open to discussions pertaining to innovative technologies and practices.**

**The Harris Center will leverage its current in-house technology to streamline communications and improve operational efficiency.**

Question #6. **\*\*Reporting and Communication:\*\***

* + What reporting requirements does the Harris Center have for property management firms, and how frequently are these reports expected?
	+ Can you provide insights into the preferred communication channels and protocols between the center and the selected property management firm?

 **Answer #6: Reference Section VII.-Specialized Services to be Provided | pages 15 – 16 and Attachment A -Sample Contract | pages 21 – 54, for various required reports and frequency requirement.**

Question #7. **\*\*Contract Terms and Renewal Options:\*\***

* + What is the anticipated contract duration, and are there provisions for contract renewal based on performance?
	+ Are there any specific terms or conditions that property management firms should be aware of in the contract negotiation phase?

**Answer #7: The initial contract period is anticipated for a term of twelve (12) months from the Effective Date (“Initial Term”). The Agreement will automatically renew for two additional twelve (12) month terms (each a “Renewal Term”) thereafter until terminated as provided in the contract sample, 0 (collectively, the Initial Term and all Renewal Terms shall be referred to as the “Term”). (see page 17 of the RFP)**

**Rates will be listed in accordance with the Annual HUD Public Housing Management Fee Table for each given year.**

Question #8. **Supportive Living Apartments:**

* + There are 88 different sites across Harris County. Will the selected property management firm, partner and manage these sites as well?

**Answer #8: As stated in the RFP, there is only one apartment complex to be completed in mid-year 2025, that requires property management services. Section I. Overview-Background and Objectives references our “services” provided in 88 different sites across Harris County.**

Question #9. **\*\*Previous Contractor Performance:\*\***

* + Can you share any insights into the performance of previous property management contractors, including successes and areas for improvement?
	+ Are there any lessons learned from past engagements that can guide our approach to providing effective property management services?

**Answer #9**: **This will be the first property management contractor used by The Harris Center.**

Question #10. Looking for a comprehensive checklist of required proposal contents.  Does that exist?

**Answer #10: See Section VI. Proposal Contents | page 14.**

Question #11. How should the proposal be organized?

* 1. By Section VI “proposal contents”  (is that a comprehensive list?) OR
	2. by section V “Evaluation criteria” OR
	3. other?

**Answer #11: See Section VI. Proposal Contents | page 14, for organization of proposal. Your proposal should include the Evaluation Criteria requirements in your response.**

Question #12. Section VIII references the public housing management fee table.  Is the 2023 table still current?  It is the latest we could locate.

**Answer #12: HUD publishes the fee table. Please contact HUD to validate information.**

Question #13. Can you please clarify the # of copies and whether a flash drive is required?  On page 4 it says 5 copies and a flash drive; on page 14 it says 6 copies and doesn’t mention a flash drive.

**Answer #13: Provide** **one (1) original and six (6) additional photocopies and a flash drive, mailed or delivered in a sealed envelope to The HARRIS CENTER.**

Question #14. Can you please clarify the property’s sources of funding?

**Answer #14: We are currently targeting funding sources such as vouchers and self-pay.**

Question #15. Is there a form to fulfill the requirement /agreement to “meet and comply with all applicable laws and regulatory criteria.” (p. 14)  It does not have such language on the signatory page.

 **Answer #15**:  **There is no form to fulfill the requirement.**

Question #16. Are the forms editable or are we to complete by hand?

**Answer #16: The forms are not editable. Follow instructions provided and complete all forms. Also, remember to sign Section IX. Signature Page | page 19.**

This Letter of Clarification #1 is hereby incorporated in the RFP document and shall supersede any previous specification or provision in conflict with the Letter of Clarification #1. All responding Firms are directed to respond accordingly. Firms are required to add this Letter of Clarification #1 to the original RFP document.