



**Request for Proposals (RFP)  
RFP No. 2018-006**

**RELOCATION SERVICES  
FOR THE PERRIS PARK APARTMENTS**

**A California Low-Income Affordable Housing Tax Credit Project**

**Located at: 1450 South Perris Boulevard, Perris CA**

Riverside Community Housing Corp. (RCHC)  
5555 Arlington Avenue  
Riverside, CA 92504

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Relocation Services for the Perris Park Apartments

**RFP INFORMATION AT A GLANCE**

Designated RCHC Contact Person:	<b>George Eliseo, Contracting Officer</b> Email: <a href="mailto:gceliseo@rivcoeda.org">gceliseo@rivcoeda.org</a> Phone: (951) 343-5481
How to Obtain the RFP Documents:	Online at: <a href="http://www.harivco.org">www.harivco.org</a> or via e-mail from the designated RCHC contact person listed above.

**CONFERENCE**

▪ Pre-Proposal Conference	<b>To Be Determined (If Necessary)</b> Housing Authority of the County of Riverside 5555 Arlington Avenue Riverside, CA 92504
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**DEADLINES**

Deadline for: <ul style="list-style-type: none"><li>▪ Questions</li><li>▪ Requests for Interpretations (RFI's)</li><li>▪ Request for Modifications</li></ul>	<b>Friday December 21, 2018 at 5:00 PM</b>  Questions and requests for interpretation or modification must be submitted to George Eliseo via e-mail at <a href="mailto:gceliseo@rivcoeda.org">gceliseo@rivcoeda.org</a>
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Submission Deadline:	<b>Thursday January 10, 2019 at 5:00 PM</b>  The submittal must be sent to RCHC in one of the following two ways: <ul style="list-style-type: none"><li>(1) Physically delivered to: Riverside Community Housing Corp. 5555 Arlington Avenue, Riverside, CA 92504 Attention: George Eliseo; or</li><li>(2) Mailed to: Riverside Community Housing Corp. 5555 Arlington Avenue, Riverside, CA 92504 Attention: George Eliseo</li></ul> Submittals sent by email will not be accepted.
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**RCHC reserves the right to modify this timeline at any time.  
Notice of any such modifications will be located at [www.harivco.org](http://www.harivco.org)**

## 1.0 BACKGROUND

The Riverside Community Housing Corp. (hereinafter, "RCHC") is a California nonprofit public benefit corporation that was formed in 1992 as an affiliate of the Housing Authority of the County of Riverside ("HACR"). RCHC's purpose is to create and preserve affordable housing for extremely low, very low, low and moderate income persons within the County of Riverside, and to augment services and housing programs sponsored by the HACR and the County of Riverside Economic Development Agency. As our mission, we believe that affordable housing, economic opportunity and health are matters of unalienable human dignity. Through the creation and preservation of affordable housing and community development initiatives, RCHC strives to eradicate barriers to the pursuit of actualizing these essential liberties, to galvanize vibrant communities and to expand access in the transition towards self-sufficiency.

The Perris Park Apartments are an eighty (80) unit complex comprised of sixteen (16) buildings with two, three and four bedroom units, located at 1450 South Perris Boulevard, Perris CA ("Perris Park Apartments") that will soon be undergoing a complete renovation.

RCHC is seeking proposals from qualified firms to provide counseling, relocation assistance and support to tenants due to RCHC's upcoming complete renovation of the Perris Park Apartments. All activities will be carried out (as applicable) in compliance with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (URA), as they relate to non-profit public housing, and any other applicable federal, state and local laws.

The relocation process is currently projected to occur between January, 2020 and January, 2021. Households whose units are under construction will either temporarily relocate to vacant units of similar size within the property (hotel units) or be asked to be absent from the unit for a specific period of time during the day. The duration of each household's relocation or absence from the unit will vary depending on the work necessary within their particular residential unit.

This Request for Proposals No. 2018-006 ("RFP") for Relocation Services for the Perris Park Apartments is issued solely by RCHC and is not issued by the HACR. The Riverside Community Housing Corp. is a nonprofit, public benefit corporation affiliated with the HACR. While this RFP is issued solely by RCHC, it will be available on the HACR's website for convenience and ease of access.

Details regarding the RFP, specifications, and submittal requirements are set forth in this RFP document and any attachments or amendments to it, which can also be accessed online at [www.harivco.org](http://www.harivco.org). Submittals made in response to this solicitation must conform to all of the required specifications outlined within this document and any designated attachments or amendments in their entirety.

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## 2.0 RCHC'S RESERVATION OF RIGHTS

- 2.1 Right to Reject, Waive, or Terminate the RFP.** RCHC reserves the right to reject any or all submittals, to waive any informality in the RFP process, or to terminate the RFP process at any time, in its sole and absolute discretion, if deemed by RCHC to be in its best interests.
- 2.2 Right to Not Award.** RCHC reserves the right not to award a contract pursuant to this RFP.
- 2.3 Right to Postpone or Cancel.** RCHC reserves the right to postpone or cancel the final determination of successful submittal at its convenience.
- 2.4 Right to Terminate.** RCHC reserves the right to terminate a contract awarded pursuant to this RFP at any time for its convenience upon 5 business day's written notice to the successful firm.
- 2.5 Right to Incorporate Attachments and Addenda.** Each of this RFP document's attachments, addenda and exhibits are incorporated herein by this reference.
- 2.6 Right to Determine Time and Location.** RCHC reserves the right to determine the days, hours and locations that the successful Firm(s) shall provide the services called for in this RFP. RCHC reserves the right to modify the timelines provided in this RFP. Notice of any such modifications will be located at [www.harivco.org](http://www.harivco.org). All times provided in this RFP document, its attachments and addenda are Pacific Standard Time ("PST").
- 2.7 Right to Modify Scope.** RCHC reserves the right to modify the Scope of Services at any time. Notice of any such modifications will be located at [www.harivco.org](http://www.harivco.org).
- 2.8 Right to Determine Financial Responsibility and Viability.** RCHC reserves the right to require of the firm, information regarding its financial responsibility and viability or such other information as RCHC determines is necessary to ascertain whether a firm is able to perform the work as described herein.
- 2.9 Right to Retain Submittals.** RCHC reserves the right to retain submittals sent by all firms in response to this RFP, and not permit the withdrawal of same for a period of 60 calendar days subsequent to the deadline for receiving said submittals. RCHC may permit the withdrawal of submittals if requested in writing by the firm and such request is approved in writing by RCHC's Contracting Officer ("CO") in his/her sole and absolute discretion.
- 2.10 Right to Negotiate Fees.** RCHC reserves the right to negotiate the fees proposed by the firm.

- 2.11 Right to Reject Any Submittal.** RCHC reserves the right to reject and not consider any submittal that does not meet the requirements of this RFP, including but not limited to incomplete submittals and/or submittals offering alternate or non-requested services.
- 2.12 No Obligation to Compensate.** RCHC shall have no obligation to compensate any firm for any costs incurred in responding to this RFP.
- 2.13 Right to Prohibit.** RCHC shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a firm or reject any submittal that does not conform to any of the requirements detailed herein. By accessing RCHC's internet system (hereinafter, the "noted Internet System" or the "System") and by downloading this document, each prospective firm is thereby agreeing to abide by all terms and conditions listed within this document and further agrees that the firm will inform the CO in writing within 5 business days of the discovery of any item listed herein or of any item that is issued thereafter by RCHC that the firm feels needs to be addressed. Failure to abide by this time frame shall relieve RCHC, but not the prospective firm, of any responsibility pertaining to such issue.
- 2.14 No Guarantee of Amount of Work.** RCHC does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, as the ensuing contract will be a requirements contract, in that RCHC shall retain one firm only and shall retain the right to order from that firm any amount of services RCHC requires.
- 2.15 Public Disclosure of Submittal Documents.** To the extent applicable, documents submitted in connection with this RFP may be subject to disclosure pursuant to the California Public Records Act (California Government Code Section 6250 et seq.)

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### 3.0 PROFESSIONAL QUALIFICATIONS

The selected Relocation Consultant shall have demonstrated experience in the following areas:

1. Familiarity with large-scale relocation efforts and processes; familiarity with the requirements of the Uniform Relocation Act and Housing Quality Standards. The Relocation Consultant shall demonstrate experience in providing advice and advocacy to tenants in regards to the following issues among others:

- Identifying housing choices
- Housing search
- URA replacement housing payments
- Transportation
- Assistance in the application process
- Payment of moving expenses
- New neighborhood orientation

2. Development and management of multi-dimensional tracking systems. The Relocation Consultant must demonstrate experience with developing detailed tracking systems to monitor the performance of both the Relocation Consultant and the individual service providers.

Monthly and up-to-date tracking will be provided for:

- Development of individual Household Relocation Plans
- Referrals to specific services
- Utilization of those services
- Progress made on individual Household Relocation Plans
- Special cases/needs
- Relocation budget utilization

3. Provision of direct services and/or referral to supportive services. The Relocation Consultant must show evidence of a working knowledge of, and familiarity with, ability to access a wide range of human development services, (serving primarily low-income minority populations, the elderly/disabled, special needs population), and the ability to establish a system for successfully referring displaced residents to these services, including:

- Budgeting
- Credit counseling
- Senior services
- Rental counseling
- Employment training and placement
- Childcare
- Youth activities
- Clinical case management
- Substance abuse counseling
- Health and mental health counseling

4. Familiarity with relocation regulations and requirements under certain state and federal affordable housing financing, including but not limited to:
  - The U.S. Department of Housing and Urban Development (HUD) Housing Choice Voucher Program
  - California Tax Credit Allocation Committee (CTCAC) funds
  - California Debt Limit Allocation Committee (CDLAC) funds
  - HOME Investment Partnership Act funds

#### 4.0 SCOPE OF SERVICES

**Introduction:** The goal of RCHC's relocation effort is to responsibly relocate households (if required) and provide them with the resources and housing mobility counseling services needed to make quality housing choices. The Relocation Consultant will plan, coordinate and implement the relocation of all households and will be responsible for providing all tools, transportation, and materials used in performing the tasks under this contract. All relocation work must comply with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended in 1987 (URA).

The Relocation Consultant will have primary responsibility for identifying household needs, conducting housing searches, issuing relocation assistance, assisting in the application process, and coordinating the physical moves to new housing for all impacted households. The Relocation Consultant must coordinate with other organizations and individuals who will be providing appropriate services, advocacy on behalf of impacted households, and troubleshooting of specific issues and special needs for each household member.

**Relocation Services Overview:** The services may include, but are not limited to, any portion of the following:

1. Promote community involvement in the relocation process.
2. Work closely with the development, construction and property management teams to create and execute relocation plans.
3. Develop, implement, and oversee the administrative structure, framework, and processes for the relocations, including the following aspects:
  - a. Develop a comprehensive master relocation plan, schedule and budget including detailed relocation policies, procedures, and guidelines for the relocation of households throughout the renovation process, no later than March 30, 2019.

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- b. Develop program procedures and processes to address logistics of the relocation.
- c. Develop procedures to ensure accurate and appropriate tracking of households, including a detailed, comprehensive “From-To” matrix.
- d. Develop the tools and strategies necessary to communicate the relocation plan to households.
- e. Coordinate tracking and documentation of all relocation activities.
- f. Perform integration of mover with project team, including the review and coordination of schedules; supervision of the packing, labeling, and inventory processes to ensure that contents are handled appropriately; and monitoring the mover to ensure all contractual requirements are met.
- g. Serve as the primary point of contact for all relocation-related issues, coordinating with other service providers as needed.
- h. Provide transitional counseling both before and after relocation ensuring that all household members have access to objective information about services, schools, organizations and resources in their new neighborhoods and minimizing disruption to the education of children.
- i. Identify special needs of tenants, assist with reasonable accommodation to facilitate relocation process and provide or arrange transportation for any tenants with mobility challenges.
- j. Audit and prepare all associated expenses (moving services, stipends etc.) for owner processing.

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## 5.0 REQUIRED SUBMITTAL INFORMATION & FORMAT

**Tabbed Submittal:** RCHC intends to evaluate the submittals pursuant to the below listed factors in order to select the successful Firm. Therefore, so that RCHC can properly evaluate the submittals in response to this RFP, all submittals must be formatted in accordance with the sequence noted below. Each category must be separated by numbered index dividers or tabs (which number extends so that each tab can be located without opening the proposal) and labeled with the corresponding tab reference also noted below. None of the proposed services may conflict with any requirement RCHC has published herein or has issued by addendum.

The Firm's submittal shall address the following items in the order listed below and shall be numbered to match the following list. The firm's submittal shall be limited to not more than twenty-five (25) single sided pages in length, (excluding covers and tab separators).

Respondents must provide responses to the following questions:

**TAB 1. Cover Letter:** To include, but not limited to the following:

- a. The history of the firm and how long it has been in the business of relocation consulting.
- b. The size of the firm including number of staff.
- c. Firm's organizational chart.
- d. Job descriptions for all relevant staff positions.
- e. Resumes of current lead staff who would handle this project.

**TAB 2. Fees Structure:** To better understand various pricing alternatives and to provide similar information for comparison purposes between Relocation Consultants, RCHC requests that the following pricing information be provided in the written proposal:

1. Provide a detailed annual budget with fully loaded hourly rates for each job position/title and describe any other direct costs not included in hourly rates. Travel costs should be separately estimated and listed.
2. Provide a detailed fee proposal by task.
3. Provide a proposal for monthly billing based on a performance-based contract (i.e., per household, per Household Action Plan developed, per successful relocation, per service provided, etc.).

**TAB 3. Past Performance:** Description of past performance in terms of cost control, quality of work and compliance with performance schedules.

**TAB 4. Timeline:** Provide a timeline for providing the professional services outlined in proposal.

**TAB 5. Experience with Low-Income Public Housing:** Description of familiarity and experience with low-income public housing and Low-Income Housing Tax Credits (LIHTC).

**TAB 6. Experience with Uniform Relocation Act:** Description of the firm's familiarity and experience with the Uniform Relocation Act (URA).

**TAB 7. Approach:** Description of approach the firm will use in developing and administering the relocation plan.

**TAB 8. References:** List of at least three (3) references for which similar services are currently being provided or have been provided.

**TAB 9. Optional Information:** Place any additional information the firm wishes to include here.

## 6.0 EVALUATION PROCESS

**Initial Evaluation for Responsiveness:** Each submittal received will first be evaluated for responsiveness (e.g., the extent to which the submittal meets the minimum of the published requirements). RCHC reserves the right to reject any submittals deemed by RCHC not minimally responsive. RCHC will notify such Firms in writing of any such rejection.

**Selection:** The evaluation of the Firm's submittal will be conducted as set forth in this Section 6.0. Qualifications will be evaluated in terms of the ability to meet the parameters as set forth in this RFP. Upon conclusion of the evaluation, the Firm(s) deemed most qualified may be invited for interviews, however, RCHC reserves the right to make a selection based solely on the information supplied in the Firm's original submittal.

**Evaluation Criteria:** The Firm's submittal will be evaluated on the criteria below:

1. Proof of the firm's ability to perform the work, as evidenced by profiles of the principals and staff's professional and technical competence and prior experience. 15 pts.
2. Capabilities to provide professional services in a timely manner. 10 pts.

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3. Past performance in terms of cost control, quality of work and compliance with performance schedules. 15 pts.
4. Familiarity/experience with low-income public housing and LIHTC. 10 pts.
5. Knowledge of the URA and relocation services associated with public housing authorities and non-profits. 10 pts.
6. Overall team approach towards the provisions of comprehensive relocation administration required of this RFP. 10 pts.
7. References submitted with the proposal. 15 pts.
8. Fee structure. 15 pts.

**Evaluation Committee:** RCHC will select a committee to evaluate each of the responsive submittals received in response to this RFP. The committee will consist of a minimum of three (3) members. The Evaluation Committee will review, evaluate, rank, and select the submittals according to the scoring criteria outlined in this RFP, and RCHC policy.

The Evaluation Committee's scoring decisions are final and not subject to negotiation.

No Firm shall be informed at any time during or after the RFP process as to the identity of any Evaluation Committee member. If, by chance, a Firm does become aware of the identity of such person(s), the Firm shall not make any attempt to contact or discuss with such person anything related to this RFP. As detailed within this RFP document, the Contracting Officer is the only person at RCHC that the Firm(s) shall contact pertaining to this RFP.

Failure to abide by the requirements of this section shall cause a Firm(s) to be eliminated from consideration for award.

All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a Firm will be excluded from participation on RCHC evaluation committee. Similarly, all persons having ownership interest in and/or contract with a Firm will be excluded from participation on the RCHC evaluation committee.

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## 7.0 SUBMISSION INSTRUCTIONS

**Submission Deadline and Method:** All submittals shall be in the form specified in this RFP. Submittals which do not include all of the elements as specified, or which deviate from the proposed format and content as specified, may be deemed “non-responsive” by the evaluation committee and eliminated from further consideration.

Firms shall submit three (3) hard copies and one (1) digital copy. Hard copies shall be formatted on standard 8 ½ x 11 white paper with each page clearly numbered on the bottom with the appropriate tabs labelled 1-9. Digital copies shall be on CD(s). The original copy shall be marked “Original” and must be wet signed by the person authorized to bind the Firm.

The submittal must be submitted to and received by RCHC’s office no later than 5:00 PM on Thursday, January 10th, 2019. The submittal package shall be placed in its entirety, unfolded, in a sealed package, the exterior of which shall clearly reference “RFP No. 2018-006, Relocation Services for Perris Park Apartments” The package must be mailed or hand delivered to the address below:

Riverside Community Housing Corp.  
5555 Arlington Avenue, Riverside, CA 92504  
Attention: George Eliseo

Submittals received after the published deadline will not be accepted. Email delivery shall not be a substitute for or waive physical delivery of the submittal by the deadline. Submittals received after the deadline indicated above will not be accepted. Delays in mail service or other methods of delivery will not excuse a late submittal delivery.

## 8.0 CONTRACT AWARD

**Procedure.** Only submittals that meet all requirements set forth in this RFP, its attachments and any addenda will be considered for award. A ranking list will be prepared according to the scoring awarded to each submittal.

**Notice of Results of Evaluation:** If an award is completed, all Firms will receive by e-mail a Notice of Results of Evaluation. Such notice shall inform the Firms of the following: The Firm that received the award; where each Firm placed in the process as a result of the evaluation of all submittals received; and each Firm’s right to a debriefing and to protest.

**Submittal Protest.** Any prospective or actual Firm, who is allegedly aggrieved in connection with the solicitation of a submittal or award of a contract, shall have the right to protest. To be eligible to file a protest with RCHC pertaining to an RFP or contract, the alleged aggrieved protestant must have been involved in the RFP process in some manner as a prospective Firm (i.e. registered, downloaded and received the RFP documents) when the alleged situation occurred. The alleged

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aggrieved protestant must file, in writing, to RCHC the exact reason for the protest, attaching any supportive data. The protestant must state within the written protest document specifically (not by inference) what action by RCHC or condition is being protested as inequitable, making, where appropriate, specific reference to the RFP documents issued and including the specific citation of law, rule, regulation, or procedure upon which the protest is based. The protest document must also state the corrective action requested. Failure by the alleged aggrieved protestant to fully submit such information shall relieve RCHC from any responsibility to take any corrective action, and as a result of noncompliance, the appeal will be dismissed without further review. RCHC has no obligation to consider a protest filed by any party that does not meet these criteria. Any protest against a solicitation must be received before the due date for the receipt of submittals, and any protest against the award of a contract must be received within ten (10) calendar days after the successful Firm receives notice of the contract award, or the protest will not be considered. All protests shall be in writing, submitted to the Contracting Officer, who shall issue a written decision on the matter. The Contracting Officer may, at his sole discretion, suspend the procurement pending resolution of the protest if the facts presented so warrant. All appeals shall be marked as follows and delivered to the address listed below by mail or by hand:

Appeal of RFP No. 2018-006  
Riverside Community Housing Corp.  
5555 Arlington Avenue Riverside, CA 92504  
Attn: George Eliseo

## 9.0 ATTACHMENTS

Each of the attachments and exhibits attached to this RFP is incorporated herein by the reference. Attachments contained herein include the following:

Attachment A	Site Map

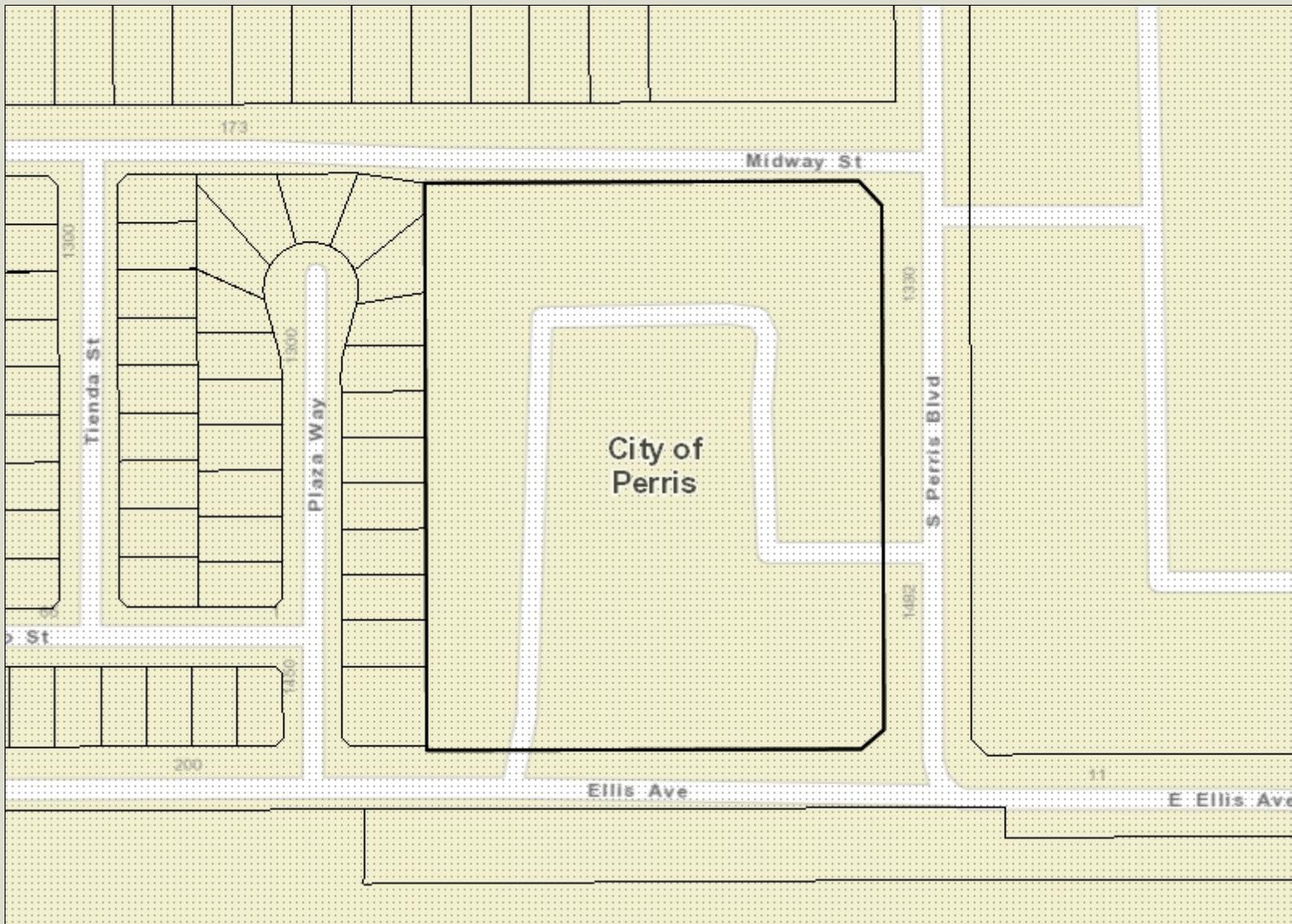
**ATTACHMENT A**

**Site Map**

**(behind this page)**

# Map My County Map

## Perris Park Apartments



### Legend

- Parcels
- Blueline Streams
- City Areas
- World Street Map



**\*IMPORTANT\*** Maps and data are to be used for reference purposes only. Map features are approximate, and are not necessarily accurate to surveying or engineering standards. The County of Riverside makes no warranty or guarantee as to the content (the source is often third party), accuracy, timeliness, or completeness of any of the data provided, and assumes no legal responsibility for the information contained on this map. Any use of this product with respect to accuracy and precision shall be the sole responsibility of the user.

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### Notes