



**Request for Proposals (RFP)  
RFP No. 2018-005**

**PROPERTY MANAGEMENT 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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Request for Proposals (RFP) No. 2018-005  
Property Management 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 Needed)</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>Thursday November 1, 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>Wednesday, November 21, 2018 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.

RCHC is inviting submittals from qualified property management firms to provide property management services for the Perris Park Apartments, a California Low Income Affordable Housing Tax Credit Project (defined in this Section 1.0 and Section 3.0 below).

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"). Financing will be comprised of Low Income Affordable Housing Tax Credits, tax exempt bonds and project based vouchers.

This Request for Proposals No. 2018-005 ("RFP") 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.

Property management firms must have eleven (11) or more projects managed over three (3) years, of which two (2) shall have been California Low Income Affordable Housing Tax Credit Projects. The ending date of the firm's property management service for these projects must be no more than ten (10) years from this RFP submittal deadline. In addition, the firm's property management experience with a project shall not pre-date the project's placed-in-service date.

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.

(Continued on next page)

## 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 PROPERTY DESCRIPTION

The Perris Park Apartments (hereafter, "Property") is an eighty (80) unit apartment complex comprised of sixteen (16) separate buildings on 6.26 acres with two, three and four bedroom units. Located at 1450 South Perris Boulevard, Perris, CA 92570 (APN's 313-290-005, 313-290-006, 313-290-013, and 313-290-014).

### 4.0 SCOPE OF SERVICES

**Introduction:** RCHC invites submittals from qualified property management firms experienced in affordable housing, multi-family, and tax credit properties with a proven track record.

**Mandatory Management Company Experience:** The successful property management firm (hereafter, "Firm(s)"), must meet the following conditions: Have eleven (11) or more projects managed over three (3) years, of which two (2) shall have been California Low Income Housing Tax Credit Projects. The ending date of the Firm's property management service for these projects must be no more than ten (10) years from this RFP submittal deadline. In addition, the Firm's property management experience with a project shall not pre-date the project's placed-in-service date.

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

- a. **General.** Ensure that the Property is well maintained, provide safe and sanitary living conditions for all tenants, perform any necessary minor repairs, and address any other tenant issues.
- b. **Emergencies.** Identify and address emergency situations immediately and provide follow-up to RCHC staff as soon as possible.
- c. **Leasing.** Facilitate the execution of leases, rental agreements, amendments, renewals, and cancellations with existing tenants and future tenants and collect monthly rent payments as well as delinquent rent payments.
- d. **Evictions:** Facilitate eviction of non-paying tenants, and tenants who violate terms of the lease agreement, including but not limited to include obtaining of legal services related to the processing of evictions as necessary.
- e. **Eligibility:** Ensure that all tenants are eligible persons or families and are income-qualified pursuant to the Tax Credit and/or Project Based Voucher program in place, and that rental rates meet the U.S. Department of Housing and Urban Development's (HUD) definition of affordable.
- f. **Tenant Selection:** Create tenant selection procedures that ensures that prospective tenants are not discriminated against due to their race, religion, national origin, familial status, or any other protected class. Knowledge of the

Fair Housing Act (42 U.S.C. section 3601-3619.6) as well as other applicable non-discrimination laws are required.

- g. Maintenance:** Supervise and arrange for the routine maintenance and minor repairs of the Property, including arrangements for landscaping services.
- h. Janitorial Services:** Supervise and arrange janitorial services as necessary.
- i. Crime Free Multi-Housing Program:** Participate with and obtain certification in a local or countywide Crime-Free Multifamily Housing Program.
- j. Budgeting:** Develop accurate and concise operating budgets, including costs for general maintenance, repair, and compensation. Each operating budget shall include suggested capital improvements, detailed suggestions for the improved operation of the Property covered and a detailed narrative. Prior to the beginning of each fiscal year, which commences on July 1, submit a proposed operating budget to RCHC for approval. The proposed budget shall set forth the anticipated gross income of all units and a detailed estimate of all expenses. Upon approval by the RCHC, this proposed budget shall be the operating budget for the upcoming fiscal year.
- k. Reports:** Submit a monthly revenue and expenditures report to the RCHC.
- l. Record Keeping:** Maintain accurate records pursuant to Tax Credit and/or Project Based Voucher requirements, including procedures for reporting monthly rent collections, enforcing the terms of the rental agreements, annual income and rent re-certifications, and annual inspections of the units to ensure compliance with Housing Quality Standards. Transmit said records and reports to the RCHC on a regular basis. All financial records shall be available to be audited annually by an independent certified public accountant licensed in California and designated by the RCHC.
- m. Welfare Exemption Form:** Complete and submit in a timely manner the annual Welfare Exemption Form, and any related documentation, if so required, with the Riverside County Assessor's Office.
- n. Security Standards:** Maintain acceptable security standards as dictated by HUD for the security of records and tenants personal information.
- o. Language:** Ensure that bilingual staff (English/Spanish) are available during business hours.
- p. Rehabilitation of Vacant Units:** Property Manager is responsible for all labor and materials needed for any rental units requiring rehabilitation but shall notify the RCHC in a timely manner prior to rehabilitation to obtain expense authorization.

## 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.

Describe your firm's experience in managing affordable residential rental property.

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).

**TAB 1. Experience and Communications:** Respondents must provide responses to the following questions:

- a. The history of the Firm and how long it has been in the business of managing affordable rental housing, including how many properties and units currently managed for nonprofit owners?
- b. The size of the Firm including number of staff, number of units and number of properties under management.
- c. The territory covered and number of properties managed in the general vicinity of this property, if any.
- d. Describe the Firm's track record for performance and compliance.
- e. Please describe the Firm's experience managing the following:
  1. California Low Income Affordable Housing Tax Credit properties.
  2. Special Needs properties.
  3. Housing with tenant preferences such as families at risk of homelessness and developmental disabilities or other Special Needs populations.
  4. Properties with diverse resident populations, including many non-native residents that may or may not speak or understand English.
- f. Describe the Firm's experience in working with nonprofit owners' Resident Services staff in assisting residents to achieve housing success.
- g. What communication protocols will the Firm establish to ensure that key staff supervisory positions interact effectively with RCHC Asset Management and Financial Management during: lease-ups, re-syndications or refinances, and resident relocations?

**TAB 2. Fees Structure:** Firms must provide responses to the following questions:

- a. What management fee would the Firm charge and how is it calculated (e.g. percent of net rents, per unit, or incentive fee structure)?
- b. Describe the services covered by this fee.
- c. Describe what services are NOT included in that fee and what other fees the Firm would assess against the property.
- d. Describe any additional ongoing costs that would be paid by RCHC.
- e. Describe any one-time costs associated with transferring the portfolio from the existing management firm.

**TAB 3. Staffing:** Describe the proposed staffing plan for the Property. Discuss both the field and central office aspects of the proposed staffing plan:

- a. Proposed staffing structure for on-site staff.
- b. How the Firm identifies and hires on-site staff.
- c. Specialty skills required for on-site staff.
- d. What role would RCHC play in approving or terminating on-site staff?
- e. Will on-site staff live at the project? If so, what type of apartment will they occupy and how they are compensated for living on-site?
- f. Does the Firm employ a separate compliance officer?
- g. Where will the main office be located?
- h. What is the maximum number of units and individual properties assigned to each regional property manager, if applicable?

**TAB 4. Repairs:** The on-site manager would be expected to coordinate periodic preventative maintenance inspections (PMI's) and to coordinate needed repairs with on-site maintenance staff.

- a. Describe the preventative maintenance inspections (PMI) process.
- b. Describe how tenants are notified of maintenance issues identified during the inspections.
- c. Describe how payment for tenant caused damage is collected prior to tenant vacancy.

**TAB 5. Marketing, Occupancy and Rent Collection:**

- a. Describe the Firm's approach to marketing this type of property.
- b. What specific task(s) will the on-site manager regularly perform to market available units?
- c. Describe the standard move-in / move-out procedures.
- d. Describe any orientation process new residents receive upon initial occupancy.
- e. Describe how resident's grievances are managed.
- f. Describe the periodic inspection process to ensure tenants are maintaining their units, including any process for collection of cost for repair before tenant vacates the unit.
- g. Describe the standard rent collection process.

**TAB 6. Compliance, Accounting and Recordkeeping:**

- a. Describe the tenant income certification review process, including who approves final certification packets, and the turnaround time.
- b. Describe how fiscal reporting to owners and lenders is managed.
- c. Describe the approach to budget development and approvals.
- d. What training is provided to onsite manager about compliance monitoring?
- e. Describe the annual certification process to ensure timely and accurate re-certifications.
- f. Describe how compliance audits / inspections are handled; specifically, how are findings letters tracked to ensure that responses are delivered on or before due date?
- g. Describe the accounting database and staffing used to manage the property's books and records.
- h. Describe the internal controls built into the accounting system to ensure accuracy and integrity.
- i. Does the Firm provide accrual based financial statements for properties where required?
- j. Which staff are responsible for audits of tenant files?

**k.** How is confidentiality of tenant files guaranteed?

**TAB 7. California Licensed:** Provide written evidence that the Firm is legally certified to conduct business in the State of California for the services offered.

**TAB 8. Documents and References:** Please include the following documents:

- a.** Firm's organizational chart.
- b.** Job descriptions for all relevant staff positions.
- c.** Property management procedures, including (if available):
  - a.** Proposed screening criteria.
  - b.** Proposed collections procedures.
  - c.** Fair housing policy.
  - d.** Marketing plans.
  - e.** Tenant grievance procedures.
- d.** Resumes of current lead staff who would handle this property, accountants, field representatives, lead maintenance personnel, property manager.
- e.** Sample monthly financial statement and report to owner (names may be redacted).
- f.** Property Management Agreement form used for similar properties.
- g.** Sample Management Plan.
- h.** Three (3) client references with contact information.

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

(Continued on next page)

## 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:

Qualifications and Experience:	60%
Cost of Services:	30%
Remaining Proposal Content:	10%
Total Possible:	100%

**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.

(Continued on next page)

## 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 four (4) 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 Wednesday, November 21st, 2018. The submittal package shall be placed in its entirety, unfolded, in a sealed package, the exterior of which shall clearly reference “RFP No. 2018-005, Property Management 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. 2018-005  
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

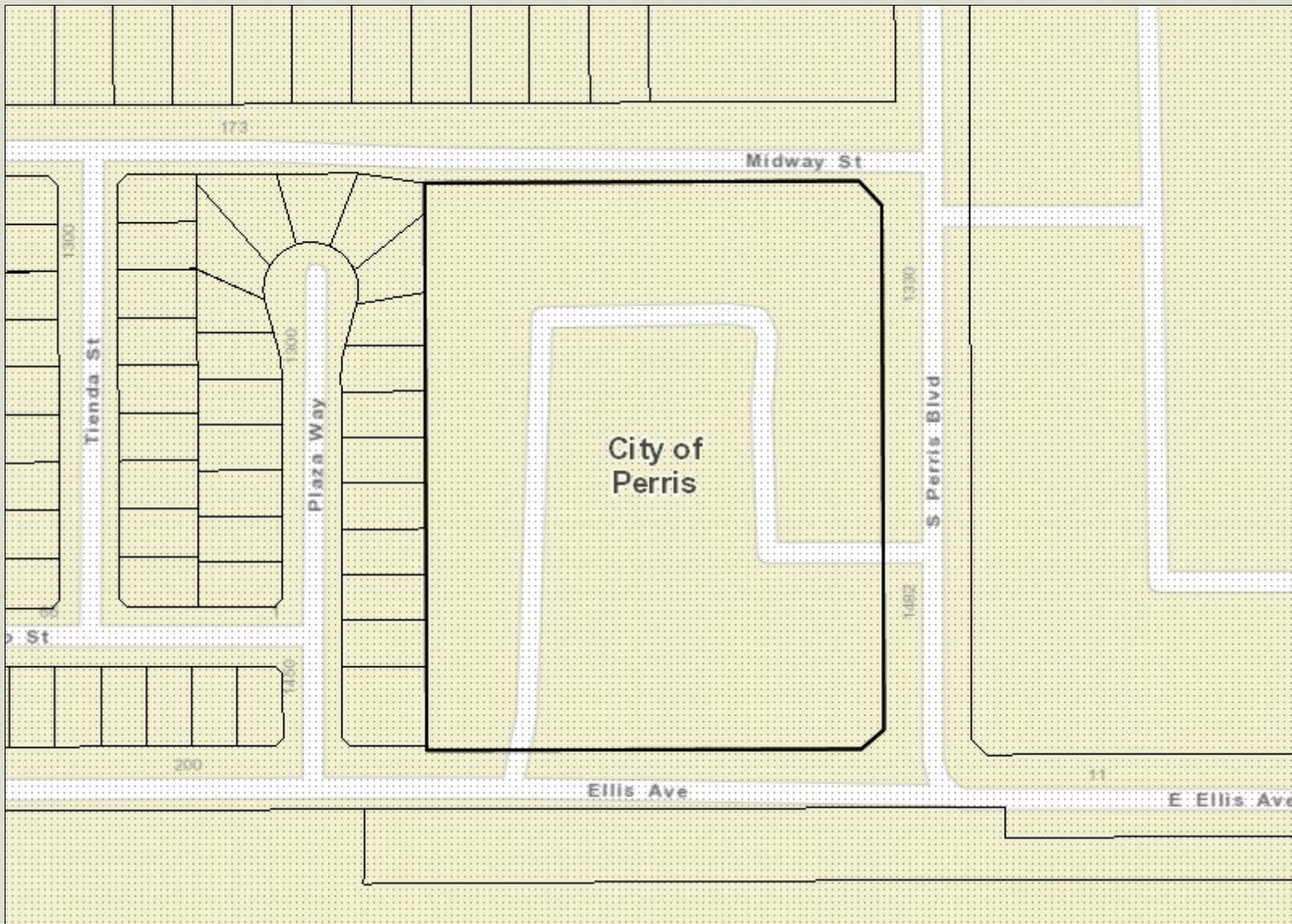
**ATTACHMENT A**

**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.

### Notes

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