2024 Property Management Request for Quotations

September 19, 2024

Updated: September 25, 2024

Table of Contents

I.   Introduction

The 2024 Property Management Request for Quotations (RFQ) is seeking applications from qualified agencies interested in providing property management services for supportive housing programs that serve people exiting homelessness.

This funding opportunity is open to proposals from for-profit, non-profit, and faith-based organizations throughout King County. The intent of the 2024 Property Management RFQ is to identify up to three (3) agencies to provide property management services, beginning January 1, 2025, for, at minimum, one (1) property with a total of 20-60 units and up to, at maximum, three (3) properties with a total of 20-60 units per building (60-180 total units). The sites are located in North and Central Seattle. **KCRHA expects to award contracts to at minimum one (1) and up to three (3) agencies in total.**

If future sites are developed and funding becomes available in 2025, KCRHA may use the results of this procurement to identify agencies to provide additional property management.

Centered in KCRHA's Theory of Change, all proposals will be reviewed to ensure completeness, alignment with the project scope, and budget feasibility. The rating team will recommend proposals to be funded, giving preference to proposals that will:

- Manage day-to-day operations of the property including security and facility management.
- Oversee physical aspects of the building including setup, maintenance and urgent repairs.
- Handle initial setup of units (including lease signing, utility enrollment, obtaining renter's insurance, etc.) and unit turns.
- Coordinate with local jurisdictions and service providers to ensure compliance with local laws and regulations.
- Advance equity for Black, Indigenous, and other people of color as well as individuals who identify as LGBTQ+ and individuals with disabilities.

II.   Background

The property management services procured through this process will be for properties that are utilized for supportive housing for people exiting homelessness that are a part of the Washington State Rights of Way (ROW) Initiative.

King County is one (1) of five (5) counties across the state selected to receive funds to resolve homelessness encampments on state-owned property as part of the ROW Initiative. A substantial impediment to the resolution of encampments is the availability of supportive housing to offer to encampment residents. To address this shortage, KCRHA has master-leased apartments and contracted with homelessness services agencies to provide supportive services, including case management and behavioral health supports, to the former encampment residents placed into the master-leased units. This approach has made it possible to quickly create permanent housing that matches the service needs of people who have experienced homelessness, frequently chronic homelessness. This RFQ secures the property management support needed to maintain and manage the master-leased apartments.

This approach to resolving encampments aligns with KCRHA's goals of creating a unified, streamlined, and coordinated system that is built on equity and social justice principles. This process will center the voices of those most affected, as articulated in KCRHA's Theory of Change. To find out more about the ROW Initiative, visit the Washington State Department of Commerce ROW Initiative webpage. To find out more about Supportive Housing and Supportive Housing Property Management best practices, visit the Corporation for Supportive Housing (CSH) Supportive Housing Quality Toolkit.

III. Timeline

Action*	Date*
RFQ Released	September 19, 2024
Information Session Webinar** *Attendance is suggested but not required to apply*	September 26, 2024, at 12:00 PM PST Register here for the webinar
Last Day to Submit Questions to RFP@kcrha.org	October 7, 2024, at 5:00 PM PST *Q&A will be posted on Funding Opportunities webpage*
Application Deadline***	October 14, 2024, at 11:59 PM PST
Denial Notification****	Week of November 4, 2024
Appeals Due	5 business days after Denial Notification
Award Notification****	Week of November 11, 2024
Estimated Contract Start Date	January 1, 2024

*   KCRHA reserves the right to change any dates in the RFQ timeline. Any updates, including responses to questions, will be posted on the KCRHA website under, 'Updates.'

**   Please contact the Procurement Coordinator for accommodation requests at RFP@kcrha.org.

***   KCRHA recommends applicants begin their applications several weeks before the deadline to ensure technical difficulties do not get in the way of meeting the application deadline.

**** Agencies are able to submit an appeal 5 business days after denial notification. KCRHA reserves the right to reopen any funding opportunity if there are less than three application submissions and/or the applications rated do not meet the minimum rating threshold of 70/100.

The deadline for submitting a completed RFQ application is October 14, 2024, at 11:59 PM PST. An Information Session will be held to review the RFQ and answer questions on September 26, 2024, at 12:00 PM PST. Agency representatives should plan to attend the Information Session and can register for the information session here. Questions and answers elicited during the Information Session, and questions otherwise answered by the Procurement Coordinator, will be posted online at KCRHA's Funding Opportunities webpage.

Questions submitted outside of the Information Session should be submitted to the Procurement Coordinator via email at RFP@KCRHA.org. The final day to ask questions related to this funding opportunity is October 7, 2024, at 5:00PM PST, to allow adequate time for all questions and answers to be posted online and viewed by all applicants.

Agencies are not contact any other KCRHA staff or representative about the procurement process other than the Procurement Coordinator at RFP@KCRHA.org.

IV.   Funding

KCRHA will use State of Washington General Funds, as appropriated in Engrossed Senate Substitute Bill 5187, Section 129(36), to support the projects awarded through this RFQ.

KCRHA plans to award a total (i.e., across all three planned locations) of no more than $1,800,000 annually for property management services. The budget is estimated based on anticipated additional tenant needs, KCRHA's requirements for property management responsibilities, and characteristics of the sites.

Payment for all services provided in accordance with the provisions under this RFQ shall be contingent upon the availability of funds. KCRHA shall not be required to provide any definite units of service, nor does KCRHA guarantee any minimum amount of funding for the services described in this RFQ.

V.   Eligibility Requirements

Applicants must adhere to the RFQ requirements below to be eligible for consideration through the 2024 Property Management RFQ.

1. Agencies are required to meet the Minimum Eligibility Requirements found on KCRHA's website.
2. Agencies are expected to adhere to current, appropriate COVID-19 safety guidelines and protocols as outlined by Seattle King County Public Health, to prevent the spread of COVID-19. These protocols may include social distancing, wearing masks, hand washing, and sanitizing surfaces.
3. For non-profit applicants only: Unique Entity ID (UEI) and Federal System for Award Management (SAM) registration in good standing.
4. Minimum of two years' experience providing property management services (as described in Section VI below) at a facility that serves people experiencing homelessness, such as a shelter or supportive housing facility.

VI.   Project Scope

Successful applications will demonstrate the capability of providing quality property management services effectively and efficiently. Successful applicants will be responsible for implementing and managing the requirements listed below. Applications should describe the projected cost to provide the following services for one to three (1-3) full buildings of between 20 and 60 units each (building size could vary or exceed these ranges). KCRHA intends to obtain services for at least three buildings with a total budget for services across all locations and awardees not exceeding $1.8 million.

1. Overview of Properties and PSH Program
   • Property management services on KCRHA's behalf for one to three (1-3) buildings serving an estimated 20-60 single adults per building who are exiting homelessness, frequently having experienced chronic homelessness and who have disabling conditions or substance use disorder.
   • Sites are located in North and Central Seattle, WA.
2. Summary of Project Requirements
   • Manage day-to-day operations of the property, including security, maintenance, and facility management.

- o The contractor will provide two 24/7 front desk personnel (staffing could vary if building size requires more or fewer staff onsite) to monitor the property, assist tenants, and notify supportive services of issues which may arise.
  - o All onsite staff have training in safety, de-escalation, and similar training for working with high need populations that require trauma-informed approaches.
- Oversee all physical aspects of the building, including initial setup, preventive maintenance and urgent repairs (including damage to units or common areas caused by tenants).
  - o This includes routine common area cleaning, ground maintenance, minor repairs (e.g., damaged doors or walls), general maintenance such as sinks, toilets, showers, light bulbs, etc. The contractor will also be responsible for working with the property owner to address maintenance and repairs of appliances, building systems (e.g., elevator, sprinkler, fire monitoring, roof, pipes, foundation), and outside maintenance, as needed.
- Handle initial setup of units and unit turns, including, but not limited to, development and execution of a lease for all tenants, discussion of resident code of behavior/house rules, obtaining renter's insurance, setup of utility accounts, calculation and collection of rent owed (if applicable), and inspection of units at move-in and move-out.
- Coordinate with local jurisdictions and service providers to ensure compliance with local laws and regulations.
  - o Maintain client files and hold sub-leases on behalf of KCRHA.
  - o The contractor will be responsible for the issuance of notices to tenants and will be responsible for any unlawful detainer actions that occur.
- Implement and maintain security protocols to ensure the safety of residents and staff.
  - o Maintain crisis management and de-escalation staff during specified hours.

3. Provider Profile and Requirements
- For-profit entity, non-profit organization, government agency, public housing agencies, or a faith-based organization;
- Grantees are responsible for maintaining clear and accurate project records;
- Any staff with regular interaction with residents must have de-escalation training and other support to ensure trauma-informed and person-centered interactions.

4. Eligible Costs
- Staff
- Equipment
- Minor repairs

5. Ineligible Costs
- Acquisition

- Capital repairs
- Rehabilitation
- New construction
- Social/supportive services

VII. Contracting Requirements

1. Any contract resulting from this RFQ will be between KCRHA and the applicant organization.
2. Contracts may be amended to ensure that services and outcomes align with community needs, or changes in availability of funding.
3. Contractors will be required to comply with the Terms and Conditions of the KCRHA Vendor Agreement, the terms of which are nonnegotiable.
4. Contractors will be required to maintain books, records, documents, and other evidence directly related to the performance of the work in accordance with Generally Acceptable Accounting Procedures. KCRHA, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven (7) years after completion of work.
5. Contractors must complete all required reports and billing documentation as stated in the contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
6. Contractors must have the capacity to protect and maintain all confidential information gained by reason of this contract against unauthorized use, access, disclosure, modification, or loss.

VIII. Process & Instructions

i.   Selection Process

Agencies must demonstrate the capacity to meet all the program requirements. All interested parties must submit a complete application via Smartsheet to be considered for funding. Proposals must meet minimum eligibility qualifications. An eligibility screening will verify that: 1) the application is complete including a response to all questions, 2) all minimum eligibility documents have been submitted, and 3) the application is submitted on time.

Agencies must respond expeditiously to any clarifying questions or document requests. Failure to respond in a timely manner may result in agencies being deemed non-responsive. Non-responsive quotations will not be considered.

An internal review panel of subject matter experts will review the applications and score based upon the scoring criteria in section IX subsection iv. Agencies with a score of less than 70 will not be considered eligible.

ii.   Application Submittal Instructions

Applications will be rated on the information requested in this RFQ and any clarifying information requested by KCRHA. Answer each section completely. Do not include additional agency cover letters or brochures with your application. Applications that do not follow the required format may not be rated.

Questions related to the RFQ should be directed to the KCRHA Procurement Team at rfp@kcrha.org. Agencies and their representatives must not reach out to any other KCRHA staff about this procurement to ensure a fair process.

Instructions

Agencies are asked to complete an application with their property management qualifications and quotation. The Smartsheet form will open for submissions on September 19, 2024. Once complete, you may submit your full proposal and attachments through Smartsheet.

Follow all listed instructions in the Smartsheet application. It is advised that applicants gather the required documents and begin writing their responses on a separate document before the Smartsheet form opens. Please email us at RFP@KCRHA.org if you experience any technical difficulties with Smartsheet.

Upload all required documents within the Smartsheet application.

1.   Completion of Smartsheet Application
2.   Application response to Questions and Rating Criteria listed in Section iii. Use the editable 2024 Property Management RFQ Application provided.
3.   Quote for property management services for a building that ranges in size from 20-60 units (KCRHA plans to make awards for at least three buildings total).
4.   Submit all Minimum Eligibility documents that are appropriate for your agency type. Review the full KCRHA Minimum Eligibility Requirements Checklist document to ensure your agency is meeting all requirements.

MINIMUM ELIGIBILITY REQUIREMENT	SUPPORTING DOCUMENTATION
Applicant must be incorporated as a Washington State, private non-profit corporation.	Certificate of Incorporation
Note: Applicant must be granted 501(c)(3) tax-exempt status.	KCRHA confirms the status via the IRS website
OR a Federally or Washington State-recognized Indian tribe.	Federal or State Registry listing
OR a public corporation or other legal entity established per R.C.W. 35.21.660 or 35.32.730 (public corporation, commission, or authority).	Authorizing documents such as an interlocal agreement, legislative act, or ruling, etc.
AND	
Applicant must be in good standing 12 months before and on the date of application for pre-certification.	Certificate of Existence
Applicant must have a Federal Tax Id number / employer identification number (EIN)	EIN Registration Confirmation from the IRS
Applicant must have Washington State Business License (UBI#) and Seattle Business License (as applicable), and pay taxes as required by the laws of those jurisdictions.	Copy of Business License(s)
Applicant must not be presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from competing for funding opportunities by any Federal, State, or local department or agency.	KCRHA Certification of Non- debarment
Applicant must have an active System for Award Management (SAM) registration on Sam.gov **and** an active Unique Entity ID number (UEI).	Proof of active SAM registration and UEI number

Required format for each submitted application:

a.   Typed, no more than 1,700 words per section;
b.   Convert each document into a PDF file before uploading to Smartsheet.

Completed applications are due by **October 14 at 11:59 PM PST.** KCRHA advises completing the application documents several days prior to the deadline in case you encounter an issue with your internet connectivity, etc. We recommend you respond to each question in a Microsoft Word document, then upload to Smartsheet. KCRHA is not responsible for ensuring that applications are received by the deadline. KCRHA reserves the right to deny any applications submitted after the stated deadline.

iii.   Questions & Rating Criteria

1. AGENCY QUALIFICATIONS – 25 Points (1,700-word limit)

a. What are your agency's qualifications for property management? **(5 points)**
b. How many years and for what properties does your organization currently provide property management services? **(2 points)**
c. Does your agency have experience running property management of comparable size, complexity, and scope? **(3 points)**
d. Has your agency managed a property connected to homelessness or human services? Please describe in detail the scope of work and any substantial experience in managing similar types of properties. **(5 points)**
e. How will your agency ensure a high-level of service for a vulnerable population, including what specific strategies and practices will you implement to address their unique needs? **(5 points)**
f. Describe the staff's experience and training that will have a significant role in providing property management service, including in what ways have staff been trained to meet the specific needs of clients who are exiting homelessness, including de-escalation, person-centered, and trauma-informed approaches? **(5 points)**

Rating Criteria - A strong application meets all the criteria below.

• Applicant demonstrates experience in and high-level qualifications for property management.
• Applicant has a minimum of two (2) years of experience in providing property management for homelessness or social-service related housing.
• Agency is able to speak to the specific needs that people with lived experience of homelessness may have related to property management services and are able to provide a person-centered and trauma informed approach that is appropriate for people who are exiting homelessness.
• Staff positions and qualifications are designed to meet the needs of residents. Applicant demonstrates staff are trained in property management services and are trained in de-escalation, trauma-informed, and person-centered approaches.

2. RACIAL EQUITY & SOCIAL JUSTICE – 15 points (1,700-word limit)

a. Describe how your agency provides quality property management services that are respectful and designed for people exiting homelessness including: (**10 points total**)

    i. People living with disabilities including physical and mental disabilities: How will you ensure the property is accessible for people with physical disabilities? **(1 point)**

    ii. How will staff be trained to support people with physical and mental disabilities? **(1 point)**

    iii. Survivors of domestic or intimate partner violence: How will staff be trained to ensure the property is safe and welcoming for survivors? **(1 point)**

    iv. Immigrants/refugees: How will your organization ensure that property management services respect cultural differences and practices? **(1 point)**

    v. People living with substance use disorder (SUD): How will your organization meet the need of people living with SUD including having staff trained to use Naloxone? **(1 point)**

    vi. People with criminal records: How will your organization ensure your leasing practices will <u>not</u> create more barriers for people with criminal records? **(1 point)**

    vii. People with limited English proficiency (LEP): How will you ensure people there will be no language barriers for LEP? **(1 point)**

    viii. Transgender people: How will your organization and staff ensure transgender individuals are respected including the use of preferred names and pronouns? **(1 point)**

    ix. LGBTQIA+ community: How will your agency ensure your staff are welcoming and create a safe space? **(1 Point)**

    x. Other communities that have historically experienced systemic oppression. **(1 point)**

b. What strategies do you use to build the leadership capacity of BIPOC (Black, Indigenous, and People of Color) employees within your organization? **(5 points)**

Rating Criteria - A strong application meets all the criteria below.

- Applicant has a strong history and experience working with and providing property management services for people exiting homelessness, living with disabilities, survivors of DV, immigrants/refugees, people living with substance use disorder, co-occurring disorders, people with criminal records, people with limited English proficiency, transgender people, LGBTQIA+ community, and other communities who have historically experienced systemic oppression.
- Applicant understands the unique needs of historically marginalized communities and can identify how they will meet those needs.
- Applicant understands the historical and systemic nature of systemic oppression impacting the communities and the impact property management can have on these communities. Applicant demonstrates ethical decision making.

- The applicant explains their commitment to make changes over time to ensure residents are satisfied with their services and successfully transition to permanent housing.
- Applicants have a plan to build leadership capacity and opportunities for BIPOC staff.

3. QUOTATION – 60 points (no word limit)

Submit a quotation for Property Management Services, inclusive of the description of service/deliverable and the corresponding rate for each deliverable. The quotation will be submitted via the Smartsheet form and must be in pdf format. Quotation should envision services that meet the needs of the populations described above and is for, at minimum, one (1) property with a total of 20-60 units and up to, at maximum, three (3) properties with a total of 20-60 units per building (60-180 total units). KCRHA plans to make an award to serve at least three buildings. KCRHA plans to award a total (i.e., across all three planned locations) of no more than $1,800,000 annually for property management services.

Rating Criteria - A strong application meets all the criteria below.

- Quotation is logical and cost effective.
- Quotations that are competitive and cost-effective will be scored higher.
- Quotation reflects the needs of tenants and project scope.