

Request for Proposals: Evaluation and Assessment of Rental Property Residential Services

Organizational Background

St. Ambrose Housing Aid Center, Inc. (St. Ambrose) is a non-profit that has supported the housing needs of the Baltimore region for 55 years. Founded to confront redlining and blockbusting practices, the organization now offers six service areas in support of safe and affordable housing: Property Management, Housing Counseling, Legacy Homeowner, Legal Services, Homesharing, and Real Estate Development.

St. Ambrose's Property Management program has been at the core of the agency's mission for over 30 years. By providing well-managed, affordable rental opportunities to low-to-moderate income households in the Baltimore area, St. Ambrose has helped assure quality, affordable housing options in a city desperately in need of more. Currently, the Property Management's portfolio of 308 rental units enables 410 individuals' access to safe, high-quality affordable rental housing.

Scope of Services

St. Ambrose Housing Aid Center is seeking a consultant to fulfill an important role in a federal grant-funded project. The primary project goal is to strengthen resident services utilizing current staffing capacity at one to two rental property sites, through volunteer support, resident engagement, and recommended resource raising. The consultant will assess and evaluate the current state of St. Ambrose's residential services and identify areas for improvement - especially around resident engagement, resident leadership, and activities that connect residents to resources that build resilience and improve their health status.

To prepare the assessment, the consultant should engage staff and residents via surveys, focus groups, or one-on-one interviews to review the organization's current operations (policies and procedures, job descriptions, etc.), and assess opportunities and priorities for resident-led engagement, enhanced resident leadership and empowerment, and action towards bridging resources gaps. The assessment will consider the different housing and property types in the St. Ambrose's portfolio, as well as ways to integrate resident support and empowerment into the rental department operations. On-site engagement with staff and residents will be required. The consultant will prepare a report outlining the findings of the assessment and practical recommendations in support of project goals for immediate and long-term adoption.

The consultancy is expected to begin in April, 2024. The residential services assessment should be complete by August, 2024. The report sharing findings and recommendations should be issued in September, 2024. The expected conclusion of the consultant contract is September, 2024.

Proposals should include:

- Description of the firm that includes a general overview, names and credentials of the team, including the number of full-time employees.
- A one-page narrative outlining the firm's strengths and distinguishing skills or capabilities as they relate to this RFP.
- Cover letter noting interest, relevant experience/skills, and cost to complete this scope of work.
- Hourly rate

Qualifications and Requirements

- The successful bidder must have a demonstrated track record of conducting client need assessments, surveys, focus groups, or one-on-one interviews and evaluation and reporting findings.
- Hourly rate not to exceed \$150 (per HUD requirements)
- Registered and have current account in the federal System for Award Management (SAM)
- **Proposals are due by March 22, 2024**

Submit Proposals and Inquiries to:

Meghan Curry - Director of Property Management - meghanc@stambros.org - (410) 866-3550 ext. 204