

LOS ANGELES HOUSING DEPARTMENT
RENT ESCROW ACCOUNT PROGRAM (REAP) LANDLORD OUTREACH
SERVICES RFP
TECHNICAL ASSISTANCE QUESTIONS & ANSWERS #1-12

APRIL 2, 2026

Q1. What do we need to make sure we get credit for attending today's meeting?

A1. Conference registration and participation are captured through the Zoom meeting platform. Attendees who joined via dial-in only must email LAHD to provide identifying information to ensure their attendance is recorded, as the system only captures the telephone number used to join the meeting. Emails with the attendee's name, email address, organization name, and the telephone number used to connect to the meeting must be sent to lahd.contractsprocurement@lacity.org.

Q2. Can you please explain "Local Preference Program" on the point system?

A2. The Local Preference Program gives extra evaluation points to certified local businesses—boosting their competitive score without changing their proposal content. The goal is to support local economic development, increase local hiring, and keep City contract dollars within Los Angeles.

More detailed information about the Local Preference Program can be found in the document titled [BIS - LBPP Rules & Procedures.final \(4.1.24\).pdf](#).

Q3. Approximately how many REAP cases are estimated in the proposal workload?

A3. Approximately 550 – 600 cases.

Q4. I noticed that there was a bullet point for Non-profit documentation. To confirm, it is NOT required to be a non-profit to submit? or is it reserved for nonprofit only?

A4. No. This RFP does not require proposers to be nonprofit entities. All eligible organizations may apply.

Q5. When you look at organizational experience, do you consider the background of the principals, or is eligibility determined solely by the organization's incorporation date?

A5. The individual, or organization, submitting a proposal to provide services must meet the minimum eligibility requirements listed in Section II.C. of the RFP. Individual staff or subcontractor experience is not considered for this requirement.

However, individual staff experience will be considered as part of the evaluation criteria for narrative responses.

Q6. Is the case load amount given per month or yearly?

A6. It is roughly a total of about 600 cases at all times with a revolving amount of cases being opened and closed each month.

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Q7. How much time is typically allowed/assigned per case?

A7. LAHD does not set a specific timeframe for how long a REAP case may remain open, nor does it establish a required timeline for case closure.

Q8. Will LAHD provide a list of approved vendors to recommend for the technical and repairs needed? or will that be the responsibility of the contractor, to provide approved vendors?

A8. LAHD is prohibited from recommending specific vendors due to City Charter ethics provisions, conflict-of-interest rules, and procurement requirements that require staff neutrality and prohibit preferential treatment

Q9. Based on LAHD's experience, what are most common factors that delay REAP case resolution and how does the City expect contractors to address those challenges.

A9. The primary factor delaying REAP case closure is the time required for landlords to correct the violations cited by Code Enforcement. These repairs can be further slowed by challenges such as the financial cost of the work and the landlord's access to sufficient funds. Contractors are expected to provide guidance and support to landlords.

Q10. How is success measured?

A10. Success for contractors is measured by the quality and consistency of support provided to landlords throughout the REAP process. This includes timely communication, responsiveness to questions, and proactive engagement. Contractors are expected to document their efforts through required monthly activity reports that detail outreach, contacts made, and assistance provided.

There are no numerical quotas—such as completing a set number of cases per month. Instead, success is defined by being available, guiding landlords through each step of the REAP process, maintaining regular communication (calls, emails, and follow-ups), and ensuring landlords understand what is needed to achieve compliance.

Q11. Do landlords need to come out of REAP? What happens if a case cannot be resolved?

A11. All REAP cases are ultimately resolved, as it is in the landlord's best interest to do so due to the financial burden created by reduced rents. The timeline for resolving a case varies depending on the circumstances.

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Q12. Will there be any Section 3 preference?

A12. No. Section 3 preference does not apply to this RFP because it does not involve HUD funding.