

RFP IHA MAINTENANCE SERVICES



**INDIANAPOLIS HOUSING AGENCY**

**REQUEST FOR PROPOSALS  
FOR**

**COMMUNITY PROPERTY MAINTENANCE SERVICES**

**CONTRACT HM-910**

**THE INDIANAPOLIS HOUSING AGENCY  
1919 N. Meridian Street  
Indianapolis, IN 46202  
PHONE: 317-261-7184**

## RFP IHA MAINTENANCE SERVICES

### **BACKGROUND**

#### **Indianapolis Housing Agency**

The Indianapolis Housing Agency (IHA) is the Public Housing Agency (PHA) for the City of Indianapolis. The mission of the IHA is to provide housing that is decent, safe and in good repair for low to moderate income families and to make Indianapolis public housing “housing of choice” instead of “housing of last resort”.

IHA is responsible for the management of ten (10) developments including six family communities and four (4) free standing senior buildings which provides housing for seniors and developmentally disabled. In total, IHA is responsible for the management of approximately 1700 units. IHA is currently implementing a capital plan which calls for modernization and revitalization at some of its sites.

The IHA Communities are subject to HUD, State of Indiana and other Federal regulations and statutes governing public housing rental units in Indianapolis.

#### **Goals and Objectives**

The IHA is requesting proposals from qualified property management firms, construction firms or combinations thereof for maintenance services for listed IHA properties. IHA supports and encourages partnering.

#### **Intent of the Request for Proposal**

The IHA may award separate maintenance services contracts as a result of this solicitation or to one contractor all to the benefit of IHA. Each contract will be for an initial term of two (2) years, with three one-year (1) year renewal options, subject to the necessary approvals. The proposed option may be exercised no later than 45 days prior to the expiration date of the current contract.

Descriptions of the communities follow:

#### **LAURELWOOD APARTMENTS**

Built in 1968, Laurelwood Apartments features thirty-nine 2-story buildings containing a total of 135 apartment units and a single-story rental office/community building. The site is approximately 14.25 acres. In addition to the thirty nine apartment buildings, and rental office/community building, there are two other buildings which were turned into one and converted into the Laurelwood Family Investment Center.

#### **ROWNEY TERRACE**

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Built in 1966, Rowney Terrace is located at 1353 South Riley Avenue, and features thirty-three 2-story buildings containing 96 apartment units and a single-story rental office/community center building. The site area is approximately 9.74 acres. Rowney Terrace originally had 102 apartment units. A washer dryer hook-up is in each apartment. Four were deprogrammed to convert into a licensed operational day care center, while the other two have been converted into community rooms.

### **BEECHWOOD APARTMENTS**

Built in 1967, Beechwood Apartments is located at 2915 North Graham Avenue and has fifty-one, 2 story buildings containing a total of 159 apartment units and a single-story rental office/community building. The site is approximately 14.50 acres. The site had partial renovation in 2002. On site amenities include a community building, three basketball courts, and a children's playground. The building construction is a conventional wood frame structure on concrete slab, with gabled roofs with asphalt shingles. The exterior finish consists of brick veneer and vinyl siding. The common areas and tenant units have gas furnaces and no cooling. A washer dryer hook-up is in each apartment.

### **BLACKBURN TERRACE**

Built in 1967, Blackburn Terrace is located at 3091 Baltimore Avenue and has 250 units. Sixty buildings are 2-story and the remainder and the rental office are 1-story. The site is approximately 22.80 acres. There are two buildings on site, just south of the rental office/community buildings which are planned for demolition. A washer dryer hook-up is in each apartment. The building construction is conventional wood frame structure on concrete slab, with gabled roofs with asphalt shingles. The rental office/community center building has an EPDM roof. All buildings are mainly brick with some vinyl siding on the second floor levels and gabled ends. Each apartment unit has its own fan coil unit location in a utility closet, and a grade mounted condensing unit for cooling.

### **HAWTHORNE PLACE**

Built in 1965, Hawthorne Place is located at 5244 E 32<sup>nd</sup> Street and has forty seven 2-story buildings containing 162 apartment units. There is a single-story rental office/clubhouse building. The site area is approximately 13.38 acres. The building construction is a conventional wood frame structure on concrete slabs, gabled roofs with asphalt shingles, exterior finishes are brick veneer and vinyl siding. The heating and/or air conditioning in the common areas and tenant units are split system gas furnaces and pad-mounted condensers. On site amenities include a community building, a basketball court, and a children's playground and a washer dryer hook-up in each apartment.

### **TWIN HILLS**

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Built in 1970, Twin Hills is located at 2210 E 36<sup>th</sup> Street and features nineteen 2-story buildings containing 64 apartment units and a single-story rental office/community center building. The site area is approximately 6.82 acres. A minor renovation occurred in 1994. On site amenities include a basketball court, three children's playground areas, and washer/dryer hook-ups in every apartment.

### **BARTON APARTMENTS**

Built in 1968, Barton is located at 555 Massachusetts Avenue and it is 21 stories tall with 247 apartments, all one bedroom. Barton occupies approximately 1.5 acres. On site amenities include a community room, coin-operated laundries and parking. There are two elevators that provide service for passengers and freight/passengers. All apartments and common areas are air-conditioned. The community HVAC/MEP systems and elevators are serviced by third party contractors. Building is flat roofed with equipment penthouses

### **BARTON APARTMENT ANNEX**

Barton Annex was built in was built in 1971 and remodeled in 1997. The building has 126 one bedroom apartments and is eight stories tall and sits on 2 acres at 501 North East Street. Parking, a community room, and coin laundry are on site amenities. There are two elevators that provide service for passengers and freight/passengers. All units and common areas are air-conditioned. The community HVAC/MEP systems and elevators are serviced by third party contractors. Building is flat roofed with equipment penthouses

### **LUGAR TOWER**

Lugar Tower was built in 1975 and was named for Indiana Senator Richard Lugar after his tenure as Indianapolis' mayor. It is located at 901 Ft. Wayne Avenue on 3.7 acres. The Tower has fifteen floors containing 225 one bedroom apartments. On-site parking, a community room, coin-operated laundry and a park-like setting are amenities. All units and common areas are air-conditioned. There are two elevators that provide service for passengers and freight/passengers. The community HVAC/MEP systems and elevators are serviced by third party contractors. Building is flat roofed with equipment penthouses

### **INDIANA AVE. SENIOR APARTMENTS**

Indiana Avenue Senior Apartments was built in 1987 and has 106 one bedroom apartments within four buildings. It is located at 825 Indiana Avenue with onsite parking, coin-operated laundries and community rooms. There are four elevators servicing residents and freight. All units and common areas are air-conditioned. The property is 2.3 acres. The community HVAC/MEP systems and elevators are serviced by third party contractors. Building is flat roofed.

## **SCOPE OF SERVICES**

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### **Statement of Work**

As a result of this solicitation, the successful respondent(s) will enter into a maintenance agreement with IHA to provide property maintenance services at one or more communities. Services to be provided may include, but are not limited to: preparation of a maintenance plan, hiring and firing, supervision of maintenance staff, associated trade training, preventive maintenance policies, completion of work orders, building inspections, repairs, assumption of third party maintenance contracts to include but not be limited to vacant unit cleaning, painting, lawn mowing and snow removal, purchasing supplies, inventories and services and associated reporting. Third party maintenance contracts for painting, vacant unit cleaning, lawn mowing, and snow removal shall remain in place or may be supplemented by the successful contractor, all to the benefit of IHA. Coverage shall be “twenty four/seven.” Third party contracts for elevator and HVAC maintenance will remain in place.

The successful respondent(s) may be required to use IHA’s management information system(s) to enter and track: work-orders, re-certifications, annual inspections. The responsibility of generating related summarized monthly maintenance management reports will be borne by the successful responder(s).

This RFP will be published on the **NAHRO** e-procurement website which links through IHA web.

IHA has included, within the RFP, “craft standards” for maintenance tasks throughout IHA communities/AMPS. These “craft standards” will used by the IHA AMP Directors in evaluating the performance of the successful contractor.

The following information is posted on IHA’s web site at [www.indyhousing.org](http://www.indyhousing.org) and select contracting opportunities:

- Job Descriptions Maintenance Techs I through IV
- AMP Staffing Plan
- Community Equipment List
- Staffing Budget by community

All interested parties are advised to frequently check the website for updates, questions and answers.

### **PROPOSAL REQUIREMENTS**

#### **Proposal Submission Requirements**

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Most forms are available through IHA's website at [www.indyhousing.org](http://www.indyhousing.org) and select "contracting opportunities" or through [www.hudclips.org](http://www.hudclips.org).

Proposers must submit the following information.

1. Cover Letter. Proposers must include a cover letter, signed by an authorized representative of the Proposer.
2. Maintenance Approach. Proposers should describe how their team will manage and perform the maintenance at the IHA properties in order to achieve optimal performance. "GREEN" approach shall be addressed.
3. Qualifications/Experience of Proposer. Proposers must include information regarding their qualifications/experience. Proposers must provide a list of all properties currently under maintenance contracts by the Proposer, including contact person, property locations, a description of property and the maintenance services provided by your firm.
4. Qualifications of Key Personnel. Proposers must list key personnel to be assigned to this project, along with resumes/bios, certifications and special licenses. Proposers should not include among the key personnel on-site staff.
5. Price Proposal. Contractor shall describe in detail how services will be billed to IHA. The successful contractor may be required to provide maintenance supplies and/or materials
6. Non-Collusive and Non-Identity of Interest Affidavit (on IHA web)
7. Certificate OF Non-Segregated Facilities (on IHA web)
8. Certificate of Non-Organizational Conflict of Interest (on IHA web)
9. Section 3 Related/Required Documents and response (on IHA web)
10. HUD -5369-C; available on IHA website
11. Audited financial statements for the last three fiscal years or a reasonable substitute, which accurately and completely reflects the Proposer's financial condition and operating performance. In addition, provide a letter from the Proposer's bank noting the credit worthiness of the organization. This may be placed in a sealed envelope and marked "confidential."
12. State of Indiana licensing where appropriate.

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13. Certificates of current insurance to include but not limited to errors and omissions/general liability in the amounts of one million dollars or more; vehicular liability in the amount of one million dollars or more; and workers' compensation which is statutory.

14. Price Proposal. Proposers must submit a price proposal. Pricing shall be complete with no extras. Contractor will propose, as an alternate, the provision of materials/supplies to support its maintenance program.

**NOTE:** Submission packages must be presented in the order listed above and tabbed and indexed for ease of access..

### **PROPOSAL APPROACH**

All proposers must address at least the following areas concerning their concepts, strategies and methods for the accomplishment of services:

- Describe your procedures for identifying maintenance issues, scheduling work orders, performing work orders, closing work orders, other maintenance, preventive maintenance inspections of units, buildings, and grounds.
- Describe your methods for dealing with emergencies.

All proposers shall provide a **Statement of Qualifications/Experience** that addresses the following:

- Include a listing of all HUD-subsidized multifamily housing maintenance experience and specifically include Public Housing experience.
- Evidence of demonstrated performance in emergency, routine and preventive maintenance.
- Provide a staffing plan, including salaries and percentages of time to be charged to each
- Development and an organizational chart of the maintenance staffing structure.
- Demonstrate firm's knowledge of Federal rules and regulations and experience managing complexes where HUD rules and regulations previously referenced are in effect.
- Written Self-Certification that no IHA member, officer or employee shall have any interest in this contract during his or her tenure or for one year thereafter.

### **WBE/MBE/DBE AND SECTION 3**

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It is the policy of IHA to encourage its contractors to understand, endorse and fully implement the policies and programs associated with expanding the business potential for small (women-owned (WBE), minority-owned (MBE) and/or disadvantaged business enterprises (DBE). IHA subscribes to the City of Indianapolis' goals for MBE/WBE which is 15% for MBE and 8% for WBE participation.

### **Compliance with Section 3 of the Housing & Urban Development Act of 1968**

The purpose of Section 3 is to ensure that employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by Section 3, shall to the greatest extent feasible, be directed to low- and very-low income persons, particularly persons who are recipients of HUD assistance for housing.

Each successful respondent will be required to submit a Section 3 plan at the time of submission of the project-operating budget. IHA's Section 3 policy and forms are available on the website at [www.indyhousing.org](http://www.indyhousing.org) and select "contracting opportunities."

### **Work Force Development**

It is the policy of IHA to encourage general, prime and subcontractors to hire minority and women in the skilled trades. IHA mirrors the goals of the City of Indianapolis as follows: 12.6% minorities and 6.9% women in the skilled trades.

### **PRICE PROPOSAL**

IHA is set up by AMPS, which are defined as Asset Management Project Groupings. They are as follows: Barton and Barton Annex; Indiana Avenue and Lugar Tower; Blackburn and Twin Hills; Beechwood and Hawthorne; and Laurelwood and Rowney.

Proposers may respond to services at one or more AMPs depending on capacity. IHA reserves the right to award to one or more contractors all to the benefit of IHA.

All price proposals shall be held firm and fixed by the firm for a period at least 180 days following submission of the proposal.

Hourly rates for maintenance staff shall be in accordance with the 2009 HUD-52158 Maintenance Wage Determination Work Classifications IHA Maintenance Technicians I through IV. This document is available on IHA's website [www.indyhousing.org](http://www.indyhousing.org) and select contracting opportunities. Staff may be paid more per hour but they cannot be paid less. Hourly Payment shall correspond to the tasks performed. Technician Job Descriptions I through IV are available on the website. In as much as the "52158" may change from year to year, a corresponding mutually agreed upon reasonable adjustment may be negotiated.

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Contractor will propose, as an alternate, the provision of materials/supplies to support its maintenance program. IHA reserves the right to provide and or specify supplies/materials all to the benefit of IHA.

Pricing shall be complete with no extras.

### **CONTENT OF PROPOSAL**

Forms are available on IHA's website at [www.indyhousing.org](http://www.indyhousing.org) and click on Contracting Opportunities or [www.hudclips.gov](http://www.hudclips.gov)

**All proposal copies shall include the following items in the order presented and tabbed as such:**

1. A letter of interest
2. Methodology in support of the RFP following grading points as presented.
3. MBE/WBE/DBE certification, where applicable
4. Where applicable, copies of State license(s) in state(s) where licensed
5. Copies of current insurance showing errors and omissions, general and vehicular liability and workers' compensation
6. Names and contact persons(s) for up to three references each for contract most similar to the IHA.
7. Identification and profile/organization chart of the staff who will do the supervision and perform maintenance tasks
8. Completed Certificate of Non-Organizational Conflict of Interest (On IHA website)
9. Completed Non-Collusive/Non-Identity of Interest Affidavit (On IHA website)
10. Completed Certificate of Non Segregated Facilities (On IHA website)
11. Completed HUD-5369-B Instructions & Certifications C (On IHA website)
12. HUD-5370, General Conditions Section I (information only)
13. Completed Section 3 Plan (On IHA website)
14. Visitation form (included within RFP)
15. Detailed fee structure by year Add-ons where applicable for 3d party contractors
16. Copy of most recent audited financial statement. This statement will be held in confidence as proprietary information and shall be enclosed in a sealed envelope and stamped "Confidential."

**Omission of any of the aforementioned documents or certifications will render the proposal non-responsive. IHA is the sole determinant of responsiveness/responsibility.**

### **CONFIDENTIAL MATERIALS**

Any material submitted by the firm that is to be considered as confidential must be clearly marked as such.

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### **CONDITIONS**

#### **IHA has set the following conditions:**

1. Signed contract (required upon award). Sample available on IHA website at [www.indyhousing.org](http://www.indyhousing.org) and click on Contracting Opportunities. Reference Construction Contract
2. The contract is effective for one (2) year period, with an option to renew for three (3) subsequent one year periods, for a potential total not to exceed five (5) years.
3. The IHA reserves the right to reject any and all proposals, and to waive any minor informalities and/or irregularities in the RFP process. The IHA shall be the sole judge of these minor informalities and/or irregularities. Late submissions *do not* constitute a *minor* informality or irregularity. **A score of 75 or higher is required for each response to remain competitive.**
4. Where applicable, all firms shall be licensed in Marion County and/or the State of Indiana.
5. No minimum or maximum contract hours is stated or implied.
6. The IHA reserves the right to negotiate with one or more vendors, and may, as a result of the RFP evaluation process, enter into a “best and final” negotiation with one or more vendors.
7. The IHA reserves the right to request an interview with any and/or all of the responders in order to finalize any decisions.
8. Successful applicant shall state date of soonest response.
9. The IHA will consider non-responsive any submittal that lacks critical information or deviates substantially from the RFP requirements.
10. The IHA reserves the right to request additional information from any responder after the submittal deadline.
11. **Any solicitation or lobbying directed at any IHA staff or board of commissioners or agent is prohibited and may be grounds for the disqualification of the proposal.**
12. The responder shall state earliest possible start date from “Notice to Proceed.
13. The responder shall provide a rate schedule to include fees, reimbursable costs, profit, and overhead. HUD Handbook 7460.8, Rev.2 requires this information and it will be deemed confidential and for use by the IHA staff only.
14. The signer of the proposal *must* have the requisite authorization to commit the applicant and to conduct negotiations or discussions if deemed necessary by the IHA.
15. The IHA assumes no liability for any costs incurred by responders in the preparation and delivery of a proposal in response to this RFP, or attendance of any subsequent meetings relative to responding to this RFP.
16. The responder shall provide proof of current insurance to include, but not limited to, general liability, errors and omissions, vehicular liability and workers’ compensation.
17. All contracts must be approved by the Executive Director, IHA Board of Commissioners and HUD approval may be required.

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18. Currently, IHA contracts with third party contractors for vacant unit cleaning, painting, snow removal and lawn mowing.. IHA is requesting that all responding contractors prepare sections handling these 3d party contracts as add-ons. Describe how your handling of these tasks would be advantageous.

19. IHA reserves the right to make multiple awards as a result of this RFP. However, a single offeror may be awarded multiple contracts for services listed herein. IHA also reserves the right to limit the number of awards to any one firm, all to the benefit of IHA. The successful maintenance firm will be granted the right to perform the Services described in Section II (Scope of Services) for the specified contract period.

20. In addition, IHA reserves the right to award contracts to all or some of the aforementioned communities all to the benefit of IHA.

### **PRE-PROPOSAL CONFERENCE**

On Friday, March 20, 2009, at 10:00 a.m. at Blackburn Terrace, 3091 Baltimore, a pre-proposal conference was held with interested firms to provide additional information, where applicable, and answer questions. Attendance was not mandatory, however all interested firms were encouraged to attend. Minutes of the meeting are now available at [www.indyhousing.org](http://www.indyhousing.org) and select "Contracting Opportunities."

### **SITE VISITS**

Site visits are mandatory and are available by contacting Mike Robinson at 317-281-0282. Completed visitation forms are required and shall be submitted with the RFP response. A visitation form from a family community and a senior community (Barton, Barton Annex, Lugar & Indiana Ave) are required as part of the submittal package.

### **QUESTIONS**

All inquires to this RFP must be submitted via e-mail to Don Bievenour, Materials and Contracts Manager [dbieve@indyhousing.org](mailto:dbieve@indyhousing.org) **and** Jacquelyne Brown at [jbrown@indyhousing.org](mailto:jbrown@indyhousing.org) Faxes and verbal questions will not be considered.

Deadline for questions is Wednesday, May 6, 2009 at 11 AM. Questions and answers will be posted on Agency website at [www.indyhousing.org](http://www.indyhousing.org) and select "Contracting Opportunities." Inquires should make reference to specific chapter heading and page number of this RFP. No interpretation shall be considered binding unless it is posted at the aforementioned location.

### **EVALUATION**

#### **Review Team**

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A Review Team will conduct the evaluation of proposals. The Review Team will consist of three (3) to five (5) representatives selected by IHA. The Review Team shall evaluate and score each responsive proposal using the method described in Section 4.02 Evaluation Criteria. The Review Team will rank firms and determine which are within the competitive range. Those Proposers determined to be in the competitive range may be asked to participate in an interview process and “best and final” offers may be solicited.. After consideration of the best and final offer, an award recommendation will be made and a final contract document will be executed subject to the approval by the Executive Director and the Board of Commissioners. Any attempts to lobby or influence any member of the IHA staff, and Board of Commissioners will cause that person or that person’s company or response to be declared non-responsive.

### **Evaluation Criteria**

All proposals will be evaluated individually on their technical merit prior to examining price. The technical evaluation will consist of a qualitative review of the proposal specifications. The proposals which have a reasonable chance of being selected for award will be considered to be in the competitive range. In order to be considered in the competitive range, each responder must score 75 points or higher. This number may be waived all to the benefit of IHA. Upon completion of the technical evaluations for all offerors, price proposals will be analyzed for those firms which are in the competitive range.

Firms included in the competitive range may be asked to participate in interviews or discussions regarding technical and price factors so as to ensure a mutual understanding of both the IHA’s requirements and offerors’ proposals. The IHA reserves the right to determine that there is no need to hold interview, discussion, and or negotiations and make an award based on initial proposals received.

At the conclusion of interviews and or discussions, offerors may be given an opportunity to submit revised proposals (including changes to technical approach and price) before final evaluation.

Vendor proposals will be evaluated by IHA against the criterion that follows.

- |    |  |             |
|----|--|-------------|
| 1. | Narrative Approach                         | 0 to 30 pts |
| 2. | Qualifications/Experience of Proposer      | 0 to 25 pts |
| 3. | Qualifications/Experience of Key Personnel | 0 to 20 pts |
| 4. | Pricing                                    | 0 to 15 pts |
| 5. | MBE/WBE Participation                      | 0 to 3 pts  |

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6. Section 3 Participation 0 to 7 pts

**TOTAL: 100 pts**

### **SUBMITTAL PROCESS**

#### **Availability of RFP Package**

The RFP package announcement is on line at [www.indyhousing.org](http://www.indyhousing.org) and select “contracting opportunities.”

#### **Submission Place**

Proposals shall be submitted to:

**Don Bievenour, Materials & Contracts Mgr.  
Indianapolis Housing Agency  
1919 N. Meridian Street, 2d floor  
Indianapolis, Indiana 46202  
(317) 261-7184**

#### **Submission Date and Time**

Proposals must be received by **2:00 p.m. on Wednesday, May 13, 2009**. They will not be opened publicly. It is the firm’s responsibility to ensure that its proposal is delivered at the proper time and place.

The IHA reserves the right to determine the timeliness of all proposals. The “due time” is determined by a date time stamper at the executive reception area. Other individual time pieces or devices will not be considered. Proposals which for any reason are not delivered in a timely fashion will not be considered and will not be accepted. The burden of proof to establish timely filing of a proposal by overnight delivery service or other means shall be solely upon the entity or person submitting the proposal. Responses by telegram, facsimile (fax) or telephone are not acceptable.

IHA staff designated to receive proposals will determine when the deadline for receipt of proposals has expired. No responsibility will attach to an officer, employee or agent of IHA for not recognizing or receiving a proposal which is not properly marked, addressed or delivered to the submission place, in the submission method, **by the submission date and time**.

#### **Submission Method**

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One (1) original and six (6) copies of the written proposal shall be submitted in a sealed envelope. Each proposal shall be tabbed and indexed and one clearly marked “original.” The cost proposal MUST be contained in a clearly marked separate sealed envelope. The face of the envelope or box shall contain, in addition to the above address, the proposal number and title and the complete name and address of sender.

### **Proposal Contents and Form**

Proposals should be limited to five (5) 8-12” x 11” pages with one inch margins, excluding cover letter (limited to 2 pages). Proposals must be signed in ink by an authorized member of the firm submitting the proposal, including a statement that the information provided is true, correct, and reliable for purposes of evaluation for potential contract award. Proposals should be submitted in a sealed package, clearly marked on the outside of the package “Proposal For Maintenance Services”, along with the respondent firm’s name. In addition to the paper copy, the firm must provide an electronic copy, in the form of a labeled CD.

### **Withdrawal of Proposals**

Proposals may be withdrawn by written, certified mail to IHA at the above listed address prior to the proposal deadline date. Negligence on the part of the vendor in preparing the proposal confers no right of withdrawal or modification of the proposal after the proposal deadline has elapsed.

### **Price and Scope of Work Changes**

All proposals should be firm and not subject to change by the vendor for a period of ninety (90) days from the proposal deadline date. Note, however, IHA reserves the option to negotiate prices in the best interest of IHA and to negotiate changes within the scope of work based on final negotiations with the selected vendor.

### **Mistakes in Proposals**

If a mistake in a proposal is suspected or alleged, the proposal may be corrected or withdrawn during any negotiations that are held. If negotiations are not held, or if best and final offers have been received, the Firm may be permitted to correct a mistake in its proposal and the intended correct offer may be considered based on the conditions that follow:

The mistake and the intended correct offer are clearly evident on the face of the proposal. The Firm submits written evidence which clearly and convincingly demonstrates both the existing offer and such correction would not be contrary to the fair and equal treatment of other Firms.

Mistakes discovered after award shall not be corrected unless the IHA Counsel makes a written determination that it would be disadvantageous to the IHA not to allow the mistake to be

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corrected. The approval or disapproval of requests of this nature shall be in writing by the IHA's Legal Counsel.

### **PROCESS FOR AWARD**

IHA shall open the proposals following the proposal deadline date. The responses will not be opened publicly nor will they be read aloud. Without limitation and at its sole option, IHA reserves the right to accept or reject any or all proposals, to take exception to these RFP specifications, to negotiate with finalists, or to waive any minor informalities. Lateness of response is not considered a minor informality. Firms may be excluded from further consideration for failure to fully comply with the specifications of this RFP. IHA may decide to reject all proposals and/or to reissue this RFP with modifications.

IHA will not award contracts to vendors that are debarred, suspended or otherwise determined ineligible by HUD or other government agencies, nor to vendors that IHA has determined to be non-responsible. Prior to contract award, IHA shall establish contractor responsibility by review of a proposed vendor's ability and competence to perform the contract successfully, and to ensure that they have a satisfactory record of performance and integrity. A determination of non-responsibility may be based on, without limitation, unsatisfactory performance on other contracts with IHA or another Housing Authority, or on other contracts of a similar nature.

IHA reserves the right to make an award based solely on the original proposals received or to negotiate further with vendors. The vendor selected for the award will be chosen on the basis of an assessment of the greatest benefit to the IHA, not necessarily on the basis of lowest price. IHA also reserves the right to negotiate and award any element of this RFP, make multiple awards, reject any or all proposals or waive any minor irregularities or technicalities in proposals received as the best interest of IHA may require.

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**ADDITIONAL BUILDING INFORMATION**

**Square footage is averaged and approximate  
SENIOR SITES**

**1 BR 441 to 600 square feet**

**FAMILY SITE DEVELOPMENT**

**1 Bedroom, 690 to 1100 square feet**

**2 Bedroom, 791 square feet**

**3 Bedroom, 922 to 1300 square feet**

**4 Bedroom, 1,144 to 1400 square feet**

**5 Bedroom, 1,300 to 1700 square feet**

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**INDIANAPOLIS HOUSING AGENCY  
SITE VISITATION FORM**

COMMUNITY NAME \_\_\_\_\_

DATE: \_\_\_\_\_

COMPANY NAME \_\_\_\_\_

COMPANY REPRESENTATIVE \_\_\_\_\_

NAME OF COMMUNITY MANAGER \_\_\_\_\_

MGR SIGNATURE \_\_\_\_\_

**TO BE INCLUDE WITH RFP RESPONSE. OMISSION OF THIS FORM WILL  
RENDER THE PRPOSAL NON-RESPONSIVE**

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**INDIANAPOLIS HOUSING AGENCY MAINTENANCE  
CRAFT STANDARDS**

<b>CODES</b>	<b>MAINTENANCE TASK</b>	<b>APPLIED TIME</b>
<b><u>Exterior Work:</u></b>		
1	Repair vinyl siding	1 hour
2	Repair wall framing	2 hours
3	Repair wood siding	2.5 hours
4	Replace wall framing	4 hours
5	Gutters/downspouts inspect	25 mins
6	Gutters/downspouts cleaning	1 hr
7	Gutters/downspouts repair	1 hr 15 mins
08	<i>Roof repairs</i>	<i>2.5 hours</i>
09	Dumpsters	2.5 hours
10	Extermination	30 mins.
11	Fire Hydrants	30 mins.
12	Fire Extinguishers	30 mins
13	Fire Pumps	30 mins.
14	Fire Alarm System	30 mins.
15	Compactor and Trash chutes	30 mins.
16	Drains and Sewers	30 mins.
17	Curbs and Driveways	30 mins.
18	Grounds	30 mins.
19	Community room and Common	30 mins.
20	Building Foundations	30 mins.
21	Elevators and Clean Tracks	30 mins.
22	Salting Walks/Driveways/Etc.	30 mins.
<b><u>General Vacant:</u></b>		
097	Assist contractor's	30 mins.
098	Miscellaneous	10 mins.
099	Preventative maintenance inspection	30 mins.
100	Caulk kitchen counter top	5 mins.
101	Caulk or regrout bathroom fixtures	24 mins
102	* 1Brm	24 mins
103	* 2Brm	36 mins
104	* 3Brm	48 mins
105	* 4Brm	1 hour
106	*5Brm	1 hour 12 min

## RFP IHA MAINTENANCE SERVICES

107	Clean/repair vacant 1-bedroom	8 hours
108	Clean /repair vacant 2 bedroom	6 hours
109	Clean/repair vacant 3 bedroom	16 hours
110	Clean/repair vacant 4 bedroom	18 hours
111	Clean/repair vacant 5 bedroom	22 hours
112	Clean community building	24 hours
113	Replacement of cabinet's	8 hours
114	Cabinet repair/replace	6 hours
115	Replacing shelving	1 hour 30 min
116	Closet shelve repair	1 hour
118	Door repair/replace	2 hours
119	Replace door (interior)	1 hour 30 min
120	Floor tile (20pcs or more)	2 hour 30 min
121	Floor Tile removal	6 hours
122	Stair repair	3 hours
123	Major trash out vacant	6 hours
124	Cabinet repair (drawer, hinges, and counter top)	1 hour
125	Base/base board repairs (10 PCs/less)	1.5 hours
126	Door repair (replace lock, loose hinge, etc)	30 mins
127	Stair rail repair	1 hour
128	Trash out vacant	1 hour
129	Repair/replace toilet seat	18 mins
130	Repair/replace window balances	24 mins
131	Repair window screens	12 mins.
132	Replace window screen	12 min
133	Replace metal entry door	4 hours
134	Replace refrigerator	30 mins
135	Replace security storm door	1.5 hours
136	Replace stove	30 mins.
137	Replace/install threshold	24 mins.
138	Repair window glass	36 mins
139	Replace window glass	42 mins
140	Replace thermocouple on furnace	30 mins
141	Clean Admin. Offices	1 hour
142	Clean around dumpsters one to two	18 mins
143	Clean bathrooms	1 hour
144	Clean blinds	30 mins
145	Clean cabinet's	42mins
146	Clean doors interior and exterior	30 mins
147	Clean Grounds	2 hours
148	Clean lights globe/elec plates	1 hour
149	Clean lobby	2 hours

RFP IHA MAINTENANCE SERVICES

150	Clean refrigerator	1 hour
151	Clean stove	2 hours
152	Clean storage rooms	30 mins
153	Clean roofs	2 hours
154	Clean trash chutes	4 hours
155	Clean up shrub or tree debris	4 hours
156	Clean windows	50 mins
157	Mop floor	1 hour
158	Pressure wash building	2 hours
159	Rake curbs	2 hours
160	Rake yards	2 hours
161	Trim shrub or tree	4 hours
162	Vacant board up	2 hrs
163	1br	3 days
164	2br	4 days
165	3br	5 days
166	4br	6 days
167	Vacant prep	7 days
168	Floor repair	2 hr
169	Sink stopper	10 mins.
170	Check all vacant units	30 mins.
171	Remove boards from unit	30 mins.
172	Replace electric range 30in	30 mins
173	Storm door kit	30 mins
174	Remove stove	30 mins.
175	Remove refrigerator	30 mins.
176	Replace refrigerator	30 mins
177	Replace stove	30 mins
178	Install appliances	30 mins
179	Vacant rehab	

**Painting Occupied:**

200	*1Brm	12 hours
201	*2Brm	20 hours
202	*3Brm	24 hrs
203	*4Brm	28 hours
204	*5Brm	32 hours

**Painting Vacant:**

205	*1Brm	10 hrs
206	*2Brm	16 hours
207	*3Brm	22 hours

RFP IHA MAINTENANCE SERVICES

208	*4Brm	24 hours
209	*5Brm	26 hours
210	Paint ceiling	42 mins
211	Graffiti removal	2 hours
212	Paint cabinets	2 hours
213	Touch up paint	1 hour
214	Paint exterior	8 hours
215	Paint vacant board up	2 hours
216	Issue paint to resident	5 mins

**Plumbing:**

300	Repair exterior broken pipes	1 hrs
301	Repair interior broken pipes	1 hrs
302	Repair kitchen faucet	12 mins
303	Repair lavatory faucet	12 mins
304	Replace hose bib	1 hour
305	Replace gate valve	30 mins
306	Replace kitchen faucet	30 mins
307	Replace lavatory faucet	30 mins
308	Replace thermocoupling on water heater	24 mins
309	Repair lavatory sink	18 mins
310	Repair kitchen sink	18 mins
311	Repair tub faucet	30 mins
312	Repair laundry box	45 mins
313	Repair/replace water cooler	48 mins
314	Replace kitchen sink	1 hour
315	Replace lavatory sink	1 hour
316	Replace tub	4 hours
317	Replace tub faucet	1 hour
318	Replace laundry box	1 hour
319	Replace water heater	3 hours
320	Outside drain stop-up	6 hours
321	Replace angle stop	24 mins
322	Flush/clean boiler	2 hours
323	Floor drain stopup	4 hours
324	Lavatory sink stopup	2.5 hours
325	Kitchen sink stopup	2.5 hours
326	Tub stop UP	1.5 hours
327	Shower stopup	1 hour
328	Major toilet stopup	1 hour
329	Toilet stopup	15 mins
330	Replace toilet bowl/toilet tank	.75 mins

## RFP IHA MAINTENANCE SERVICES

331	Replace toilet fluid master	15 mins
332	Replace toilet supply line	15 mins
333	Replace toilet	1 hour
334	Replace flush level	12 mins
335	Replace wax ring	30 mins
336	Replace garbage disposal	30 mins
337	Garbage disposal jam	15 mins
338	Plumbing inspection	6 mins
339	Plumbing miscellaneous	6 mins
340	Repair/replace shower head, control rod	15 mins
341	Toilet inspection	5 mins
342	No hot water	30 mins
343	Laundry box stop up	1 hour
344	Check/repair leaks	1 hour
345	Replace complete toilet	1 hour
346	Bathtub t/l drain inshoe155	1 hour
348	Replace vanity and top	1 hour 30 min
349	Replace aerator	10 mins

### **Ceramic tile/drywall:**

400	Concrete repair	6 hours
401	General Masonry	6 hours
402	Tuck pointing	2 hours
403	Ceramic wall tile (20pcs or more)	6 hours
404	Ceramic wall tile (20pcs or less)	1 hr 30 mins
405	Replace threshold	30 mins
406	Replace tissue holder	30 mins
407	Replace ceramic towel bar holder's	30 mins
408	Large repair (5 or more holes 12"x12" or larger)	2 hrs 30 mins
409	Small repair (5 or less holes 12 x 12 or smaller)	1 hr 30 mins
410	Ceiling repair	2 hrs 30 mins
411	Drywall repair miscellaneous	6 mins
412	Insulation for walls	30 mins
413	Carpentry miscellaneous	1 hour
414	Door jam interior	1 hr 15 mins
415	Door jam exterior	1 hour
416	Door stops	5 mins
423	Soap dish	24 mins
424	Holder, Toothbrush	15 mins
425	Repair walls	1 hour

### **Maintenance:**

## RFP IHA MAINTENANCE SERVICES

500	Tissue holder	18 mins
501	Replace toothbrush holder	18 mins
502	Replace soap dish	18 mins
503	Replace towel bar holder	24 mins
504	Repair/replace clothesline	18 mins
505	Repair/replace entrance locks	42 mins
506	Repair fence chain link	30 mins
507	Repair gas furnace	30 mins
508	Clean and repair furnace	1 hour
509	Repair handicap grab bar	1 hour
510	Replace lock	30 mins
511	Repair lock	18 mins
512	Re-pin lock	1 hour
513	Unlock door	6 mins
514	Replace splash guard/shield	18 mins
515	Hang mini-blinds	30 mins
516	Blind/window	30 mins
517	Repair/replace oven element	30 mins
518	Repair/refrigerator	30 mins
519	Install dead bolt w/o hole	1 hour
520	Install dead bolt w/ hole	15 mins
521	Install entrance door lock	15 mins
522	Repair security storm door	30 mins
523	Repair/replace stove burners	12 mins
524	Repair/replace stove control switches	18 mins
525	Replace closet shelving	12 mins
526	Replace gas stove igniter	30 mins
527	Replace/repair mail box	12 mins
528	Replace medicine cabinet	30 mins
529	Repair/replace ornamental fence	2 hours
530	Repair nail holes	30 mins
531	Board up-secure unit	4 hours
532	Gas leak/odor/fumes	1 hour
533	Closet rod repair/replaced	40 mins
534	Repair/remove T-wall	40 mins
535	Gas line	20 mins
536	Make door key	30 mins
537	Window sill	30 mins
538	Vents-register/dryer	20 mins
539	Medicine cabinet/mirror	10 mins
540	Handicapped apparatus equip.	45 mins
541	Replace filter	15 mins

## RFP IHA MAINTENANCE SERVICES

542	Check/repair stove	30 mins
543	HVAC/heating/cooling/cleaning	1.25 hrs.
544	Lock out day time	5 mins
545	Interior/exterior lights	15 mins
546	Pick up trash in hallways	10 mins

### **Air Conditions:**

600	Replace condenser fan motor	1 hour
601	Replace condenser capacitor	30 mins
602	Replace condenser contact	30 mins
603	Replace condenser compressor/ condenser unit	3 hours
604	Recharge A/C unit	45 mins
605	Repair leak on A/C unit	1 hour
606	Clean condenser coil	30 mins
607	Clean evaporator coil	30 mins.
608	Unclog A/C drain	18 min
609	A/C system inspection	30 mins
610	Check and repair A/C unit	30 mins
611	Air conditioner cover	10 mins

### **Electrical:**

700	Major power outages	2 hours
701	Minor power outages	1 hour
702	Miscellaneous electrical repair	18 mins
703	Repair bath exhaust fan	24 mins
704	Replace bath exhaust fan	40 mins
705	Replace electric smoke alarm	30 mins
706	Repair exterior outlet circuit: not working	1 hour
707	Repair interior outlet circuit: not working	1 hour
708	Repair interior switch circuit: not working	1 hour
709	Repair range hood	18 mins
710	Replace range hood	30 mins.
711	Repair security lights	18 mins
712	Replace security lights	33 mins
713	Replace breaker	18 mins
714	Replace GFI receptacle	30 mins
715	Replace light fixture exterior	18 mins
716	Replace light fixture interior	15 mins
717	R/R light fixture int/ext	33 mins
718	Replace Rec.	30 mins
719	Replace switch	18 mins
720	Replace water heater element	24 mins

## RFP IHA MAINTENANCE SERVICES

721	Reset breaker	6 mins
724	Install switch/outlet plate	6 mins
725	Replace water heater thermostat	30 mins
726	Install light bulb	15 mins
727	Install light globe	6 mins
728	generator inspection	25 mins
729	Elect panel & switches inspec	25 mins
730	Emergency pull cords inspec	25 mins
731	Intercom system inspection	25 mins
732	Install cable	33 mins
733	Disconnect cable	33 mins
734	Check/repair cable	15 mins
735	Fire alarm system inspec	25 mins
736	Security alarm system inspec	25 mins
737	Replace furnace thermostat	25 mins
738	Boiler inspection	30 mins
739	Motor replacement	30 mins
740	HVAC inspections	30 mins
741	Elevator inspection	30 mins.
743	Battery in smoke detector	15 mins
744	heat inspection	15 mins.
745	Repair electric smoke alarm	15 mins
746	Fire inspection repair	30 mins
747	Safety inspection	1 hour
748	Repair intercom system	45 mins

### **Utility work:**

800	Strip/buff floor	3 hours
801	Wax floor	1 hour
802	Change out dumpster's	30 mins
803	Check battery fluids	6 mins
804	Vans/trucks/cars	6 mins
805	Check alignment	6 mins
806	Check all fluids, and check tires	6 mins
807	Inspect breaks	6 mins
808	Inspect lighting	15 mins
899	Replace thermocouple in furnace	30 mins

### **Administrative Time:**

900	Administration time (work orders, etc)	1 hour
902	Inspect vacant	42 mins
903	Training/meeting time	1 hour

## RFP IHA MAINTENANCE SERVICES

904	Travel time (from shop to site, site to shop)	1 hour
905	Travel time for parts	18 min.
906	Travel time for parts off site	1 hour
907	Transport vehicle	30 mins
908	Unit inspection	30 mins
909	Vandalism	30 mins.
910	Inventory	1 hour

### **System Inspections:**

1000	Insp drain/heat	30 mins.
1001	Insp boilers/hot water	30 mins.
1002	Insp plumbing/fixtures	30 mins
1003	Insp Generators	30 mins.
1004	Insp fire hydrants	30 mins.
1005	Insp foundation	30 mins.
1006	Insp int/ext lighting	30 mins.
1007	Insp fire alarms	30 mins
1008	Insp heat/air furnace	30 mins.
1009	Insp roof/gutter	2 hours
1010	Insp electric smoke detector	30 mins.
1011	Insp play area	1 hour
1012	Insp curbs driveways	1 hour
1013	Insp elevators	30 mins
1014	Insp trash compactors	30 mins
1015	Insp fire pumps	1 hour
1016	Insp chillers	30 mins
1017	Insp cooling tower	30 mins
1018	Insp pull cords	30 mins
1019	System inspection repairs	30 mins
1020	Inspect exterior work	30 mins

**END OF CRAFT STANDARD**

**END OF RFP**

db rev 4/3/09