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INDIANAPOLIS HOUSING AGENCY
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RFP for Community Property Maintenance Services
Pre-Proposal Conference

Blackburn Terrace Community Room
March 20, 2009
10:00 A.M.

ASSOCIATED REPORTING, INC.
TWO MARKET SQUARE CENTER
251 EAST OHIO STREET, SUITE 940
INDIANAPOLIS, INDIANA 46204
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1 INDIANAPOLIS HOUSING AGENCY:

2 Don Bievenour
Jacquelyne Brown
3 Louis Davis
Francine Jones
4 Patricia Jones
Senghor Manns
5 Michael Robinson
Shelette Veal
6 James Vinson
L.M.

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A T T E N D E E S

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Maurice Boler - Scott Hilliard Kosene
15 Kate Coker - F&C
Jeremiah Cox - F&C
16 Jack Landy - F&C
Remo Mezzetta - Mezzetta Construction Service
17 Marvin Murdock - Powers & Sons Construction
Coy Tate - Powers & Sons Construction
18 Randy Villa - Mezzetta Construction Service

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1 MR. BIEVENOUR: My name is Don Bievenour.
2 I'm the materials and contracts manager for the
3 Indianapolis Housing Agency. I'd like to thank
4 all of you for coming. This is the pre-proposal
5 conference for the RFP for community property
6 maintenance services. We're here in Blackburn
7 Terrace today, March 20th, 2009, about 10:05
8 A.M.

9 There's just a couple bits of housekeeping
10 information before we start. The minutes of
11 this meeting are going to be transcribed and put
12 on our web site at www.indyhousing.org under
13 contracting opportunities. So this will provide
14 a record of the meeting for everybody's benefit.
15 The next thing I would like to do is have Mike
16 Robinson, who is the director of housing
17 management, do a project overview. After Mike's
18 finished, we're going to try as much as we can
19 to move right on down the agenda, and then we
20 will take questions toward the end. So there
21 will be a lot of material covered here. A lot
22 of it is already in the RFP document, and some
23 of this we're going to cover again just so
24 everybody is clear. Then we'll give everybody
25 an opportunity to ask questions. So Mike, it's

1 on you.

2 MR. ROBINSON: Good morning, everybody.
3 My name is Mike Robinson. I'm the director of
4 housing management. Basically, what we have
5 here is ten properties that we're looking at,
6 and what we're basically wanting to happen is an
7 RFP, request for proposal, to look at the
8 maintenance side of one of our developments. If
9 anybody is familiar with Concord and Eagle
10 Creek, IHA actually owns that, but we also have
11 it contracted out. At Concord and Eagle Creek,
12 we also have the management and maintenance
13 contracted out. This particular RFP we're
14 looking at right now, we're just looking for the
15 maintenance side.

16 Basically, we're looking for someone to
17 give us a proposal on actually running the
18 maintenance facility from top to bottom, which
19 means running the operations of maintenance.
20 That would be basically apartment turnaround,
21 vacant unit turnaround, running the daily work
22 orders that are called in by the residents,
23 doing unit inspections, preventative maintenance
24 work, keeping up the grounds work, picking up
25 paper in the morning, whatever the case may be.

1 That's what you're basically looking at.

2 In terms of materials and supplies, IHA
3 will be responsible for that part. It will be
4 in the site budget for us to handle the
5 materials and supplies that you need to perform
6 your task. Basically, what we're looking at is
7 on the labor side. That's what we're looking to
8 do here, is basically paying for the labor of
9 the operation of maintenance. We do have ten
10 properties.

11 MR. BIEVENOUR: There is a review of the
12 properties in the RFP. It kind of gives a
13 highlight of the composition of the properties
14 and several other issues. The one thing I would
15 make mention of is that the maintenance for the
16 elevators and the maintenance for the HVAC at
17 the high rises are under third-party contract
18 and that is not included. That is off the
19 table. We have professionals that that's all
20 they do, and we have a long history with them, a
21 corporate, mechanical history with all those
22 folks. So we have made a business decision to
23 keep those folks in place.

24 Next on your agenda is Section 3
25 requirements. Betty is not here. Patricia

1 Jones is the Section 3 coordinator and will give
2 you a brief overview of the Section 3
3 requirements.

4 MS. P. JONES: I'm Patricia Jones, with
5 IHA, sitting in for Betty Robinson. Section 3
6 basically is a mandatory program initiated by
7 the federal government, HUD. And we, as the
8 Housing Authority, have to respond to that
9 regulation when using federal dollars for our
10 contract obligations. Therefore, all successful
11 bidders have to comply with the mandate in one
12 of three ways. So basically it's a way of
13 giving back to that population in which you are
14 serving.

15 The one way you can give back is to hire a
16 low-income person, particularly from public
17 housing or Section 8 or someone from the general
18 public that comes through our agency that fits
19 the criteria of being 80 percent below the
20 median income guideline for Indianapolis. What
21 we do is we certify that person's eligibility,
22 and that's all we do. And then we try to submit
23 those resumés to you for those positions that
24 you might be having open for those folks to fall
25 in.

1 Secondly, you can offer a training
2 program. We assist you with that training
3 program, because we want that training program
4 to have some teeth. It's more than just a
5 presentation. I don't know how much you have in
6 your packet addressing that, but by all means,
7 you could talk to either Betty or me about the
8 situation. It's a class basically that you are
9 going to assist an individual that might be
10 interested from that same population with how to
11 get a job in the field that you basically
12 represent, how to maintain a job in that field,
13 how to progress, all those types of things.

14 Thirdly, you do have the option to pay
15 into the Section 3 training fund, and there is a
16 scale that I do know you have in your packet
17 that addresses how much that would be. That
18 would basically be based upon the actual
19 contract figures. So if there's any questions
20 later, I'd be happy to answer. But that's it in
21 a nutshell, so to speak.

22 MR. BIEVENOUR: Just let me add something
23 to this. I have been part of the Section 3
24 program since its revamping in probably 1996,
25 '97. So I have a little bit of history and

1 memory on this. It is referenced in your RFP,
2 Section 3. To download the forms and the
3 requirements for the Section 3 program, go to
4 indyhousing.org, click on contracting
5 opportunities, and all that information is on
6 the right side of the contracting opportunity
7 page. There are forms that need to be filled
8 out, and you need to go through those and make
9 sure you are turning those forms in. It's
10 pretty self-explanatory about the forms. The
11 regulations tell you about the program and also
12 give the dollar guidelines for contributions to
13 the training fund and all that. So all that
14 information is in there.

15 In addition, from the hiring standpoint,
16 if you are the successful proposer, the new
17 hires that are Section 3 do not have to be used
18 on the job that you are proposing for. They can
19 be used anywhere in your operation, and they can
20 be used at any level. They can be drivers.
21 They can be clerical, trades, computer
22 operators, anything at all that you have a place
23 for. So it doesn't specifically need to be in
24 either one of our ten communities. It can be in
25 any other place that you all are doing business

1 in. So that makes it a little bit easier.
2 Because the thought is when companies ramp up,
3 they have to move maybe some of the more
4 experienced employees around to cover gaps. So
5 this gives a good opportunity to put some of our
6 residents and neighbors into long-paying jobs.

7 The other issue is that these are to be
8 possibly a stepping stone to break the cycle of
9 poverty and get into a good position with a
10 strong company and they'll have some history
11 there, and it's not just sweeping floors and
12 flipping hamburgers. We're looking at this
13 perhaps for the long haul. And over my
14 experience, a number of our contractors have
15 gotten valuable employees this way. Thank you,
16 Patricia.

17 What I would like to do now is go into
18 some of the parts of the RFP that bear some
19 mentioning. First of all, the due date as
20 called out in the RFP is 1:00 p.m., 1300,
21 whatever, March 31, 2009, and it's to be
22 delivered at the Housing Agency at 1919 North
23 Meridian. One of the biggest sorrows is that
24 people work hard on these RFPs and do not turn
25 them in on time. We are so determinative of

1 time. If you're late, you're late. We cannot
2 accept the fact that there's traffic, the dog
3 ate it, or anything at all like that. If it's
4 late, it's late, and we cannot accept it.

5 The other issue is the vehicle for
6 questions. Again, in the RFP there is a format
7 and e-mail addresses for questions. The
8 deadline for questions is today at 4:00 p.m.
9 Heretofore, we have not received any questions
10 from anybody. When we do and we get them
11 answered, again, they will be posted on the web
12 site at indyhousing.org, contracting
13 opportunities, under the announcement for the
14 RFP. We can't take them over the phone. They
15 need to be submitted via e-mail. We will
16 respond to the question. We will not name the
17 responder. All we do is state the questions and
18 the answers and post them.

19 There is a list of forms that are called
20 out in the RFP. Those forms are on our web
21 site, and they are also on www.hud.gov,
22 referencing them by the form number. But the
23 forms that you will need to supply this response
24 for this RFP are on our web site. And again,
25 the Section 3 forms are on there as well.

1 The insurance is mandatory. You must
2 submit a copy of your current insurance. I
3 underline the word current. So if you don't
4 have a million dollars' worth of liability
5 vehicular in general, you don't need to run
6 right out and buy some. But should you be the
7 successful responder, you must have a minimum of
8 a million in general liability, a million in
9 vehicular liability, and your worker's
10 compensation is statutory.

11 Wage rates: Wage rates are governed by
12 the HUD 52158 for 2009. This is also on the web
13 site. The wage determinations that are there
14 are for our maintenance technician 1 through
15 maintenance technician IV, and these are the
16 minimums that are paid to each one of these
17 classifications. The job descriptions are also
18 posted on the web underneath the announcement
19 for the RFP. So that will give you a fairly
20 good idea of what work falls into what
21 classification here. Whatever you have your
22 staff doing, if they correspond with whatever
23 Tech 1 through IV positions, the minimum is
24 12.32, plus fringe benefits.

25 Now, this is a little bit different than

1 Davis Bacon. A lot of you are used to Davis
2 Bacon. This is not Davis Bacon. This is
3 routine and non-routine maintenance wage and
4 grade determination. And the ones you have to
5 be aware of are the ones that say maintenance
6 technician IV down through maintenance
7 technician 1.

8 The other piece attached to that is that
9 certified payrolls are required, and certified
10 payrolls are on the HUD Department of Labor web
11 site. They have to be completed for every week
12 of work that's performed, and the successful
13 responder will sit down and will go over these
14 before contract award. But what you need to
15 know is on this 52158, and that is on our web
16 site.

17 Indianapolis Housing Agency follows the
18 goals and guidelines of the City of Indianapolis
19 and Minority and Women Business Enterprise
20 hiring. We strive to do a 15 percent MBE and an
21 8 percent WBE. And within that classification,
22 we have another category called workforce
23 development, which again is also in your RFP.
24 The workforce development is that we are looking
25 for goals by trade within those contractors. So

1 basically what we're asking for is that each
2 contractor makes a good faith effort to hire a
3 certain percentage of women in the trades and
4 minorities in the trades. So if you're a
5 contractor, either minority or majority, and
6 you're hiring electricians and plumbers, we're
7 asking you to roughly go to a 9 percent minority
8 and 6 percent women goal in those trades.

9 The RFP process and evaluation, when we
10 get the RFP submittals, we will review them
11 initially for content. If your response is
12 complete, then it will go to a committee of
13 five, or it has to be an odd number -- it's
14 usually five -- for review. And the committee
15 of five will review the proposals based on the
16 grading criteria within the RFP, and those
17 grading criteria are part and parcel of the RFP.
18 When we grade those, we will evaluate them as to
19 what they present, the pricing and make a
20 decision at that point.

21 Normally what happens in contracts of size
22 and scope and dollars, they go to our Board of
23 Commissioners. First they go to our executive
24 director for review and approval, then go to our
25 Board of Commissioners for review and approval.

1 So conceivably that could go to our April board,
2 which is the second Tuesday of every month. And
3 basically, that's how the proposal approval
4 process works.

5 Site visits: Site visits are required as
6 part of this proposal. You are required to make
7 a visit to a family community and a visit to a
8 senior community. Blackburn Terrace here is a
9 family community, and there will be time set
10 aside after this meeting adjourns for a site
11 visit. It's up to you to contact Mike Robinson
12 or his designee to make your appointments to
13 visit the other communities. There is a form
14 that is required to be submitted with your RFP.
15 It makes no difference if you've been here
16 before. You still must have the form signed by
17 the manager or his or her representative and
18 turn it in with your RFP.

19 The purpose of this is so that each
20 interested party can kind of get a sense of what
21 the communities look like, both from the
22 community building, which we're in now, to the
23 units. And generally, the units range from one
24 to five bedrooms, plus the community rooms.
25 Does anybody at the table have any questions?

1 Any of the contractors present have a question?
2 When you have a question, I would ask that you
3 speak in a loud voice, state your name and your
4 company so Jean can get that information, record
5 your question and the answer.

6 MS. COKER: When do you propose the
7 contracts will start?

8 MR. BIEVENOUR: Well, if the approvals go
9 through and we make a decision that this is what
10 we want to do, the approval will come on the
11 second Tuesday. As soon as possible after that
12 second Tuesday, we would like to get going. So
13 within a reasonable time, we would need to have
14 a pre-con conference and get everything in a
15 row. So that is an approximate time.

16 MR. ROBINSON: It is somewhat. It's still
17 on the basis of approval of the executive
18 director. I think it's premature. I can't sit
19 here and give you exact date and time that would
20 happen. Once we get all the proposals back, we
21 will review them. At this point, I can't give
22 you a date as to when we will do this. I'm not
23 the executive director. Don's not the executive
24 director. But once we get all the information
25 back, we'll review it and take it from there.

1 MR. BIEVENOUR: That's a best-case
2 scenario.

3 MS. VEAL: We do have some legal
4 obligations that we have to fulfill regarding
5 the union contract. I can say that April would
6 definitely not be reasonable. It would not
7 start in April. It would be sometime thereafter
8 if a successful responder is chosen and the
9 decision's made by the executive director to
10 proceed with this contract.

11 MR. BOLER: What is the city trying to do
12 by making this change? What's your expected
13 outcome? What are you striving for? What are
14 you trying to do?

15 MR. ROBINSON: What we're trying to do is
16 kind of hard to explain. I'll give it to you
17 this way: Under HUD's new management theory,
18 public housing is now under what we call asset
19 management, which means each property now is
20 responsible for itself. They have to fiend for
21 themselves basically. So what we're trying to
22 do is to make sure that we have a process and
23 plan so our properties can survive, can operate
24 sufficiently and so forth, not to say that we're
25 not doing it right now or our maintenance is a

1 problem. We're just looking for the best
2 possible outcome that we can get.

3 MR. BOLER: So you want to maximize your
4 assets? Is that what I'm hearing?

5 MR. ROBINSON: Exactly.

6 MS. COKER: Will the budget for the
7 maintenance and contracted services, that kind
8 of stuff, for the property be shared with the
9 maintenance supervisor and regional maintenance
10 supervisor, and will we have input on future
11 budgets?

12 MR. ROBINSON: Yes. You would be working
13 right close to our AMP director that's on the
14 property. It's IHA's budget, of course; it's a
15 site budget. So your input, no doubt, will be
16 needed in that property. So you will be working
17 hand in hand with the AMP director on the
18 property, just as it is right now, you know,
19 working with our staff we have now. So yes, you
20 would have input on that with the AMP director.

21 MS. COKER: How much of the proposed rehab
22 do you think that the contracted maintenance
23 will be involved in, the rehab that everyone is
24 proposing for the IHA sites, like the family and
25 the high rises?

1 MR. ROBINSON: I don't quite understand.
2 When you get to a unit, it's going to be a
3 vacant unit. It's your responsibility that you
4 rehab the unit.

5 MS. COKER: I meant the big rehab.

6 MR. BIEVENOUR: You're talking about the
7 RFQ that went out for the six-family communities
8 and the same one for the design/build for the
9 six-family and the design/build for Barton and
10 Lugar, correct?

11 MS. COKER: Right, yes. And what I'm
12 asking, you know, will this contract be required
13 to oversee those?

14 MR. BIEVENOUR: That's a good question.
15 Senghor, can you speak to that?

16 MR. MANNS: That contract, that
17 initiative, is separate. It's not part of this
18 process. But frankly, the intention, or the
19 goal, would be to minimize the amount of work
20 that whoever the successful respondent will have
21 on the units and on unit turnaround. There
22 should be less maintenance. Because the
23 intention is to do full rehabilitation of all
24 the units, not just vacant units. So the plan
25 is to spend about \$30,000 per unit. I would

1 expect with that kind of investment in those
2 units that there's less preventative
3 maintenance, less turnaround time that's
4 necessary. The cabinets will be redone. The
5 subflooring will be redone. The fixtures in the
6 bathrooms will be redone.

7 So that's been contracted. That
8 negotiation has already taken place with two
9 contractors. That's going to start sometime
10 this summer. We don't expect that there will be
11 much supervisory input necessary.

12 MR. MEZZETTA: Will it be available to get
13 prior year or last year's budget for the
14 facility maintenance? With that, is there a
15 staffing? My question is: Do you have
16 historical information that we could use to put
17 together this RFP, which would be staffing,
18 prior staffing, budget, and a list of your
19 current contract vendors, third-party?

20 MR. ROBINSON: Yes. We should be able to
21 get that.

22 MR. MEZZETTA: I guess you'll add that to
23 your web site?

24 MR. BIEVENOUR: Yes. That would be on the
25 web site. Could you just again be specific

1 about what you would like to see.

2 MR. MEZZETTA: Okay. One, last year's or
3 this year's current budget for facility
4 maintenance and last year's, if possible, with
5 expenses, adding to it a list of staff, looking
6 at quantity, you know, how many supervisors you
7 have, how many field workers you have. It gives
8 us an idea of what you're working with. So when
9 we produce this RFP, we'll have more
10 information. And then third, a list of your
11 third-party contracts, lawn care, whatever,
12 security, if that's part of this.

13 MR. BIEVENOUR: You missed the one part of
14 it. The HVAC and the elevator contracts in
15 senior communities are off the table.

16 MR. MEZZETTA: I understand. I saw that
17 in the RFP, but there was listed third-party
18 contracts.

19 MR. BIEVENOUR: And that would be at the
20 discretion of the Agency of how they take that.

21 MR. BOLER: In the narrative approach, how
22 much of a long-term approach are you looking at?
23 When you consider this proposal, how much of
24 that is going to come into weighing your
25 decision in terms of the vendor's long-term

1 approach towards these properties? Is that
2 going to be something that you'll look at really
3 hard?

4 MR. ROBINSON: I think there's no question
5 about it. That's kind of a hard question to
6 answer because we don't know what it's going to
7 bring. We don't know how well that that
8 contract is going to work for us. So we can't
9 sit here and say we want to take ten years or
10 twelve years, something like that.

11 MR. BOLER: I'm talking about long-term,
12 three years, five years. Obviously, to me
13 you're looking at doing this somewhat
14 differently or you'll keep it yourself. That's
15 why I asked why are you doing this, you know.
16 So you must want either costs reduced or
17 efficiencies improved or both and things done,
18 you know, differently. This has been done other
19 places before. So I'm just trying to get to
20 what it is you're looking for and if you're
21 going to consider that. Otherwise, we won't
22 spend time. We'll just do stuff like we've been
23 doing. You follow what I'm saying?

24 MR. ROBINSON: Yes. To answer, I guess we
25 would be looking at considering doing it long

1 term.

2 MR. BOLER: I just wanted to put that out
3 there.

4 MR. ROBINSON: I hear you and it makes
5 sense.

6 MR. MEZZETTA: When I read your RFP, I
7 think it says -- well, it's a clarification for
8 me. Is it all of the units, all of the
9 properties or could it be divided? When the
10 contract is awarded, will it be awarded all the
11 properties or it sounds like it could be in
12 portions, like a half to two different
13 submittals? Is it all or nothing? Is it all or
14 portions?

15 MR. ROBINSON: I think, to answer your
16 question, because each property operates
17 independently of each other, that would
18 definitely be done on an individual basis. If
19 I'm wrong, step in here. We're not looking at
20 one contract for the whole, entire thing. It
21 has to be done on an individual basis because
22 they are separate from each other.

23 MR. MEZZETTA: Okay. That's saying that
24 we submit a total proposal for each property?
25 It doesn't say that.

1 MR. BIEVENOUR: It says one or more
2 communities in the statement of work.

3 MR. MEZZETTA: So maybe we could clarify
4 that in the written responses. You're going to
5 take per site lump sum?

6 MR. ROBINSON: Yes. We'll work on that.
7 Myself, I think we might have a mix-up. I was
8 looking at each property, because we were
9 talking about asset management. I was looking
10 at getting a proposal for each property separate
11 of each other. So for example, you would do one
12 for Blackburn.

13 MS. VEAL: I think what we're looking for,
14 each property is separate. You would submit one
15 proposal, and in each proposal, you would need
16 to discuss each property that you're bidding for
17 separately. And at our discretion, we'll review
18 each property. And if we deem that it's in our
19 best interest to contract with you for five
20 properties, we have the right to do that. One
21 proposal should address each property that
22 you're interested in getting in that proposal.

23 MR. MEZZETTA: Then back to that first
24 question I had, it would be helpful to have the
25 prior budget and history per site if that's

1 available.

2 MR. ROBINSON: We'll put that out there.

3 MR. MEZZETTA: With that clarification
4 that each property be a separate proposal, a
5 contractor could say if we got all of them,
6 we're going to give you this?

7 MS. VEAL: Yes.

8 MR. BIEVENOUR: Are there any other
9 questions?

10 MR. MANNS: I think that it bears noting,
11 Don, that you've sort of touched on asset
12 management in this new approach to, U.S.
13 Department of Housing and Urban Development, how
14 they look at public housing now. It's an
15 operation that should be more focused on an
16 operation that's similar to private market. And
17 I think also, even though they want us to focus
18 like in a private market company, there are
19 still some very heavily-regulated components to
20 what we have to do. So we want everybody to
21 also understand that there are some compliance
22 components to this as well, some compliance
23 obligations that you might want to speak about,
24 REAC, Real Estate Assessment Center.

25 This is your show. You guys can talk.

1 But to the gentleman's question earlier about
2 the bigger picture of what IHA wants, yes, IHA
3 wants efficiency. Yes, IHA wants cost
4 effectiveness. IHA wants performance. When we
5 look at our AMPs, when we look at our
6 properties, we want performance ultimately,
7 because that's how we get funding ultimately.

8 And so to the extent that performance is
9 not being accomplished or achieved at the levels
10 that we determine are appropriate or that HUD,
11 more importantly, determines appropriate, then
12 we have to make some significant changes and we
13 have to make some tough decisions. So HUD's
14 REAC is one of the standards by which we have to
15 adhere. So you might want to speak to REAC
16 obligations. You might want to speak to the
17 board process. You might want to speak to the
18 50058's.

19 Another question someone might have is
20 about tools, their tools versus IHA's tools, our
21 vehicles versus their vehicles, which kind of
22 goes to the budget in question maybe. So those
23 are some things you might want to address also.

24 MR. ROBINSON: As Senghor mentioned, one
25 of the things, what they call REAC, that they

1 look at is they come in and evaluate us, do an
2 inspection of our properties and things. One of
3 the things regarding the work order situation
4 that they look at is that, first of all, they
5 make sure we have a work order compliance, which
6 we do. It has to come off the computer and all
7 that stuff, generate it, give it to the
8 maintenance guys, and it comes back, then close
9 them out, open and close them. They keep track
10 of how many days work orders are open, how long
11 it takes to close them and so forth.

12 Now, emergency orders have to be closed
13 within twenty-four hours. That's a biggy. So
14 it's important that once you give your work
15 orders, they have to come back in so we can
16 close them. You have twenty-four hours to get
17 them open and closed. That's basically on the
18 work order center.

19 The other thing they look at is unit
20 inspection. It's required that every unit gets
21 an inspection once a year. They look at work
22 orders, how long it takes us to do work orders
23 behind unit inspections. That's kind of a biggy
24 area for them.

25 The other thing that's a biggy for them is

1 unit turnaround time. That is huge on HUD's
2 placement, is how long it actually takes us to
3 turn around a unit from vacant to leasing, not
4 from when maintenance gets it and gets it back
5 on line, but from the time it becomes vacant and
6 re-leased. They don't just take one. They take
7 your total number of units and multiple, divide,
8 subtract and come up with your turnaround time.
9 So that would be a huge component of HUD's on
10 unit turnaround time. I think that's it.

11 MR. BIEVENOUR: What about the 50058, is
12 that anything worth mentioning?

13 MR. MANNS: With the 50058's, we have a
14 reporting requirement of 95 percent. So we have
15 to make sure that we get our reports in. So
16 when we have things that need to be done in a
17 timely fashion, we need to have the cooperation
18 of not only our staff, but we need to have the
19 cooperation of our vendors as well, so we can
20 get our job done.

21 The other point I want to make is that
22 this is not a property management contract. And
23 because this is a little different than what
24 we've done in the past, it's important to note
25 that the AMP directors are ultimately

1 responsible. Francine, as an example, is the
2 AMP director for Blackburn and Twin Hills. She
3 runs both the properties, and she has an
4 assistant manager. The successful respondent
5 will be expected to follow her directives. We
6 understand these are independent entities,
7 private companies and that they have their
8 hierarchy reporting requirements, etc. But
9 there still is a person that's responsible and
10 held accountable for the operations and
11 performance of that AMP, and that's the AMP
12 director. So she's going to end up hearing from
13 Mr. Robinson in the event that the performance
14 of the maintenance is not being performed to our
15 expectations, the executive level.

16 She's going to expect for whoever the
17 successful responder is to follow her
18 directives, to report to her, to plan with her
19 or him, whatever the case might be. I want to
20 point that out. It's not a property management
21 initiative. This is a maintenance initiative.

22 MS. COKER: Isn't most of this tracked
23 through your computer software program?

24 MR. MANNS: It is.

25 MS. COKER: And will the maintenance

1 supervisor and regional maintenance supervisor
2 be trained on that program and have access to it
3 so we make sure we have our work orders
4 completed?

5 MR. ROBINSON: Yes, you would, Kate,
6 because you're only as good as that. Right now
7 the AMP director at the site generates the work
8 order, the written work order, and then
9 basically gives it out to the maintenance staff.
10 And then when they receive them back, the office
11 normally closes them out. So you guys would not
12 have anything to do in that process unless the
13 AMP director changes that protocol.

14 MS. COKER: I guess my concern is that
15 sometimes paperwork gets lost in the middle.
16 And what we've done on other properties is we
17 pull the work orders, the outstanding, and make
18 sure, see what the problem is on that. As
19 managers, we do, and as maintenance supervisors,
20 to make sure that they're done. That was my
21 only concern on that.

22 MR. ROBINSON: And in our system right
23 now, that currently falls under the AMP
24 director. It's her responsibility to run the
25 report, get with the maintenance people to make

1 sure all this happens. Maybe at Concord they do
2 it a little differently, but over here on our
3 site right now, that's how it's being conducted.
4 Now, it would be up to the AMP director if she
5 chooses to change that. That's up to her, but
6 everything would be at your disposal.

7 MR. MURDOCK: One of the things I was
8 looking to have you talk about, could you talk
9 about time and the responsibility of getting
10 back, for IHA staff, maintenance or whatever.
11 Does it have a turnaround time, what the
12 expectations are on the turnaround time?

13 MR. MANNNS: Mike can probably speak to
14 this better than I. I think that the HUD
15 standard is at the time a unit becomes vacant,
16 that it's an expectation of a seven-day
17 turnaround time.

18 MR. ROBINSON: Exactly. That's their
19 norm. That's their average. We also get graded
20 at the end of the year on the actual turnaround
21 time.

22 MR. VILLA: Under the statement of work,
23 it discusses supervision of maintenance staff.
24 Also, it goes on to say that it would include,
25 looks like, third-party vendors too, as stated

1 under statement. It also says the successful
2 respondent may be required to use, IHA's, your
3 CMS work order system and to enter and track
4 work orders and recertifications, annual
5 inspections. So is it we won't be responsible?
6 Are we going to be responsible? We may be
7 responsible? Which way is it?

8 Because once you step into taking over,
9 you know, the work order system, then we become
10 vendors, the manager of the work order process.
11 But we just discussed IHA will retain that.

12 MR. MEZZETTA: It's kind of vague. Do you
13 want us to work on the work order system, be
14 trained on it, or would you have an AMP person
15 do all that and we're basically taking the work
16 orders? That's the question I think Randy is
17 asking.

18 MR. ROBINSON: I'm saying the supervisor.
19 Whoever you have as the maintenance supervisor
20 would have to know our system.

21 MR. VILLA: The follow-up to this says the
22 responsibility of generating related,
23 summarized, monthly, maintenance management
24 reports will be borne by the successful
25 responder. So the only way we could generate

1 your monthly maintenance reports is to have full
2 access to your system and operate that system to
3 generate the reports for whatever it is that
4 you'd be looking at under maintenance
5 management. So are we operating the system or
6 not?

7 MR. ROBINSON: It's IHA's system, IHA's
8 computer system. IHA should generate the
9 report. The AMP director is going to generate
10 the reports and so forth. Then once we generate
11 the report, then we'll sit down with the
12 supervisor, of course, at that point and track
13 the issues and problems that we have.

14 MR. VILLA: So then could we re-clarify
15 the statement of work, that it's not our
16 responsibility to generate related, summarized,
17 monthly, maintenance, management reports, that
18 that would not be our responsibility, that it
19 would be IHA's responsibility, but will review
20 with the maintenance staff supervisor?

21 MR. ROBINSON: That's correct. We need to
22 change that. It's up the AMP directors to run
23 the reports, just like they currently do now.
24 They run all the maintenance and work orders
25 right now and review them with the tech IV. So

1 we need to change that. It would be IHA.

2 MR. MURDOCK: Is it possible for us to
3 get -- you may have answered this question -- a
4 copy of what you have in place now, the process
5 of how you do this? Maybe it's confidential,
6 I'm not sure. But somehow, if we're going to
7 respond to your RFP in complete authority, we
8 need to know what processes you have in place
9 right now, especially if you want us to be
10 similar to your processes and procedures? You
11 understand that question?

12 MR. ROBINSON: Yes. We'll look at that.

13 MR. MEZZETTA: I agree with Marvin. For
14 us to do a thorough assessment of what you want,
15 give you the best price, we have to have an
16 understanding of how you're going to manage and
17 what we're going to manage so we don't duplicate
18 two people, which is then we're going to overbid
19 each other. So if you have a manager
20 in-house -- I'm going to try and simplify it --
21 per site doing all the EMS work orders and all
22 they have to do is distribute to the selected,
23 awarded contractor, that takes out a management
24 part of our company. That's what we're trying
25 to clarify. So again, I would reiterate with

1 Marvin that we need to understand what level we
2 take off from you. You know, we're not trying
3 to take anyone's job. We're trying to
4 understand how to bid the job, and then we can
5 decide how to take an approach, which is one of
6 the major questions, how are we going to
7 approach your work.

8 I'd like to add another thing. The
9 gentleman back here mentioned about this is not
10 a property management proposal. But one of the
11 first statements -- and I'll have you look at
12 Page 2, goals and objectives -- is IHA is
13 requesting proposals from qualified property
14 management firms, construction firms, or
15 combinations thereof. So we understand that
16 there is property management as part of this.

17 MR. BIEVENOUR: I can address that. The
18 thought behind it was that many property
19 management firms, as an off-shoot or a secondary
20 part of their business, perform maintenance
21 services, as well as the property management.
22 So that was put in there to give a broad brush
23 so nothing would be excluded by them. So
24 there's a lot of folks that do this type of
25 thing out there. We didn't want to narrow the

1 vision.

2 MR. MEZZETTA: With that said, back kind
3 of to the prior question, really, the management
4 side of this IHA is going to retain?

5 MR. ROBINSON: Exactly.

6 MR. MEZZETTA: That's the goal of your
7 proposal. You're going to retain the
8 management. What you're looking to us for, as
9 contractors or property managers slash
10 contractors, is the workforce?

11 MR. ROBINSON: That's correct.

12 MR. MEZZETTA: Okay. That simplifies it.

13 MR. DAVIS: You mentioned vehicles and
14 tools and equipment. What does the Agency
15 expect of the successful bidder in the way of
16 equipment? I do know you mentioned you will
17 supply materials. The current equipment that's
18 on some of the communities, the buildings, the
19 trucks themselves, how would that apply to the
20 successful vendor or bidder, drainage equipment,
21 miscellaneous tools that the Agency owns that's
22 stocked and staffed within the communities?

23 MR. ROBINSON: That, of course, stays the
24 same. It's still IHA. IHA is responsible for
25 that. Basically, what we're looking at is

1 labor. Any equipment, supplies you need to do
2 your job on our site that we currently do now,
3 IHA takes care of that. When it comes to tools,
4 the maintenance staff own personal tools and
5 things, that would be on the contractor. With
6 our maintenance department right now, they're
7 responsible for their own tools, or they have
8 their own tools.

9 MR. DAVIS: And the vehicles themselves?

10 MR. ROBINSON: That belongs to IHA.
11 That's IHA's property.

12 MR. DAVIS: So they would not stay with
13 the community?

14 MR. ROBINSON: For example, we have a
15 vehicle here. That vehicle does remain to this
16 AMP, to this facility right here, this property.
17 Now, how the AMP uses that vehicle, it's up to
18 her, but the vehicle would stay here.

19 MR. DAVIS: Would the maintenance bidder
20 have access to that vehicle?

21 MR. ROBINSON: That all comes from the AMP
22 director at that point.

23 MR. DAVIS: So she can, in a sense, allow
24 them to use that vehicle?

25 MR. ROBINSON: Yes, she can, exactly.

1 There's nothing in the contract that says we're
2 going to give you a vehicle, the contractor a
3 vehicle. I can tell you that each of our sites
4 do have a vehicle that would be under the
5 responsibility of the AMP director. So we're
6 not furnishing vehicles for the contractor.

7 MR. DAVIS: So the contractors cannot use
8 those vehicles?

9 MR. ROBINSON: I can't just say that. It
10 still falls under the AMP director on whether
11 she allows someone to use that vehicle or not.
12 I'm just saying that IHA does not provide
13 vehicles to contractors to do their job.

14 MR. MEZZETTA: I don't think you could
15 allow us to use your vehicle as far as pure
16 liability issues. I don't think the city is
17 going to allow us to drive your vehicle even if
18 you gave it to us. So I wouldn't even expect
19 that, is what I think you're saying, to clarify.

20 MR. ROBINSON: That's basically what I'm
21 saying. We wouldn't provide you a vehicle
22 anyway.

23 MR. MEZZETTA: Back to the gentleman's
24 question about tools, if this is going to be per
25 bid project, Blackburn Terrace, for instance,

1 then we need a list of tools available to us per
2 project, or per site. Because we're coming in
3 blind. We don't have enough information to give
4 you a thorough bid.

5 MR. BIEVENOUR: Let me just add something
6 here. I think we may be getting a little closed
7 down. I think the successful contractor should
8 come prepared to do the work within the scope of
9 work. With the exception of the supplies that
10 were mentioned earlier, I think the contractor
11 should show up with the tools and equipment that
12 that contractor needs to do the work on the job
13 site for that particular time, and I think that
14 what is going to have to happen is the
15 contractor and the AMP manager are going to have
16 to sit down and do some preplanning work to
17 determine what's going to be going on. I think
18 when the contractor rolls in on Monday morning,
19 Tuesday morning, they should have within reason
20 the equipment that they're going to need to do
21 the work on the site.

22 MR. ROBINSON: Absolutely correct.

23 MS. COKER: On the insurance, we need to
24 provide a million dollars in vehicle insurance?

25 MR. BIEVENOUR: Vehicular liability,

1 minimum.

2 MS. COKER: That doesn't cover the lead
3 vehicles that IHA owns?

4 MR. BIEVENOUR: You won't be driving the
5 IHA vehicles. That's a good point to bring up
6 about the vehicles.

7 MS. COKER: So why do we need that?

8 MR. BIEVENOUR: Because if you're driving
9 your vehicles on Agency property, then you need
10 to be covered within the limits of those
11 liabilities in case you run over somebody or go
12 through the wall or something like that or have
13 an accident otherwise.

14 MR. DAVIS: Initially, I think you
15 mentioned a total of ten properties. This does
16 not include the Concord/Eagle Creek property?

17 MR. ROBINSON: No. It doesn't include
18 that. It's already under contract.

19 MR. DAVIS: And at the expiration of the
20 contract, would that potentially be available to
21 bid?

22 MR. ROBINSON: We have always gone out for
23 bid on that contract. So it would be up too.

24 MR. DAVIS: The third-party contracts that
25 would stay in place, how much

1 collaboration/coordination would there be
2 between the successful vendor and those
3 third-party contracts that stay in place? How
4 much communication and working with each other
5 would take place there, the ones that are off
6 limits under this RFP?

7 MR. ROBINSON: Right now the third-party
8 contracts are being handled through the AMP
9 director. The AMP director is handling all
10 third-party contracts.

11 MR. DAVIS: So the maintenance staff would
12 have no affiliation?

13 MR. ROBINSON: No. It comes strictly from
14 the AMP director. They deal strictly hands-on
15 with the third-party contracts. For example,
16 we've got snow removal. They go directly
17 through the AMP director. We've got grass and
18 lawn care. They deal directly with the AMP
19 director.

20 MR. DAVIS: I guess I'm speaking more of
21 the elevator, the mechanicals within the high
22 rises. How much responsibility would the site
23 staff have to do, in particular with the
24 third-party maintenance contracts? I think
25 Ellis Mechanical brings to mind.

1 MR. ROBINSON: It's only one thing I can
2 think of with that particular contract that's a
3 little bit different. With Ellis, down at the
4 high rises, we have to locate the problem before
5 we call the contractor in. That's the only
6 thing I can see that the maintenance itself
7 would have to do, is locate the issue before
8 they call the contractor in. That would be it.
9 So it would be very limited.

10 MR. MURDOCK: Under your RFP, you say you
11 can pick a single contractor to handle all
12 and/or you can pick multiple contractors. Let's
13 say everybody puts together a proposal. We're
14 all very close, similar, meeting your
15 requirements. For your best guess, is it
16 possible you would pick more than one, two,
17 three, four? Do you have any idea of what
18 you're looking at?

19 The reason why I asked that question is,
20 you know, for this type of contract, doing
21 whatever, if we're only going to get this or
22 that or whatever, it determines how we want to
23 put what type of fee on it. That's why I'm
24 asking that question. Because you could pick
25 four people if you wanted or you could pick

1 five.

2 MR. BIEVENOUR: What we do normally with
3 an RFP -- and this is a little different than a
4 bid where we just take a price and capacity
5 qualifications -- if we get several responses
6 that are close, we're allowed under the terms of
7 the RFP to do a best and final. So we might
8 haul you in and have you sit down in front of
9 the review committee and flesh out your paper
10 proposal, and we will re-grade that. Now,
11 that's an option or we may say we've got two
12 that's really good, and we'll take two. But
13 that's sometimes how the process works. We
14 never know until we open up the packages and
15 start to read and see what we have in front of
16 us.

17 MR. MURDOCK: So you don't think you'll
18 pick more than two contractors?

19 MR. BIEVENOUR: If I could predict the
20 future, I wouldn't be here.

21 MS. COKER: I know on your properties drug
22 tests are mandatory for your employees. Would
23 that be the same for the contractor?

24 MR. ROBINSON: It's not mandatory with our
25 employees.

1 MS. VEAL: To be hired, it is, yes.

2 MR. ROBINSON: To be hired, yes.

3 MR. MANN: We do not require our
4 contractors to adhere to our same employment
5 policies. However, I think with this kind of
6 contract, if there are accidents that occur on
7 the property by the contractor's staff, we would
8 probably, as part of the negotiation of the
9 contract, require that some form of mandated
10 screening be done following that accident just
11 to make sure that we're covering ourselves from
12 a liability standpoint.

13 MS. COKER: For the most part, workman's
14 compensation requires it, if there's a question
15 on that.

16 MR. BIEVENOUR: I'm going to take this
17 opportunity to go into issues about the site
18 visitation. Francine Jones is in the back in
19 the chartreuse T-shirt. Mike and Francine will
20 take tours of the properties and show you some
21 units, maybe just generally walk you through the
22 building here and then actually take you through
23 a vacant unit. You should have your site
24 visitation forms with you and get her to sign
25 those, and that needs to be turned in.

1 MR. MANNNS: I want to make a statement,
2 without having conferred with Don or Mike. I'm
3 going to take an executive privilege here. In
4 going through this and listening to the
5 questions that have been asked and speaking with
6 our general counsel, it's likely -- like I said,
7 I've not spoken with Don or Mike about this --
8 we're going to push back that March 31st date.

9 There are a lot of issues that we now
10 recognize need to be addressed, information that
11 you're going to need from us, analyses you guys
12 are going to be required to make based on that
13 information. I don't think that any of us
14 sitting here is in a position to provide an
15 accurate proposal. So we're going to be talking
16 about this after this meeting.

17 MR. DAVIS: The potential successful
18 bidder, are they obligated in any way to provide
19 continued employment for the existing, current
20 employees?

21 MR. MANNNS: I could give a longer answer.
22 The short answer is that we're not obligated to
23 make that requirement. However, we will
24 strongly, firmly encourage the contractor or
25 successful contractors to utilize the current

1 staff. We would ask quite frankly for an
2 evaluation to occur. We represent and maintain
3 that most of our current staff know the
4 properties better than anybody else in the city.
5 So they're going to be able to do the work more
6 effectively and more efficiently.

7 We talked about performance. Well,
8 they're going to be in a better position to
9 understand the work order process, understand
10 the inputting process, understand the regs, the
11 regulations, etc. So there's going to be a
12 fairly strong emphasis on that point as we're
13 going forward.

14 MS. COKER: Will we have access to their
15 personnel files before we hire them?

16 MR. MANNIS: No.

17 MS. COKER: Maybe discuss that with the
18 AMP director?

19 MR. MANNIS: No. You may discuss with the
20 AMP director, but they're going to be advised by
21 legal IHA executives to say they're employees at
22 this time and continue to be employees.

23 MR. MEZZETTA: We asked this before. I
24 know Marvin asked it too. It's going to be very
25 critical that we have a complete staffing per

1 site because --

2 MR. MANNS: You will receive that.

3 MR. MEZZETTA: I appreciate you moving the
4 bid up. What are you looking at? Will you
5 determine that?

6 MR. MANNS: We'll discuss it. I think
7 that we're trying to be reasonable about this
8 process. We have seen very good proposals and
9 very bad proposals. We would rather have all
10 very good proposals.

11 MR. BIEVENOUR: I'm going to throw the
12 question back to Remo and Marvin. What do you
13 guys think is reasonable, a week?

14 MR. MURDOCK: Seven days.

15 MR. MEZZETTA: So April 7th.

16 MR. BIEVENOUR: We'll take it under
17 advisement.

18 MS. VEAL: It will be posted on the web
19 site.

20 MR. BIEVENOUR: I also want to make
21 mention for the benefit of those who got in
22 late, the minutes of this meeting will be posted
23 on the web site as soon as we can get them
24 transcribed and back out there. The date change
25 we will be able to do a lot faster and put that

1 up there. But all the information that you've
2 heard here will be in the minutes. Plus, I
3 would encourage everyone to go back and look at
4 the required documents in the RFP and two of you
5 or more sit down and review the package before
6 you turn it in. We find more RFP documents fail
7 because people have left out critical pieces.
8 There are finance pieces in here, Section 3
9 pieces in here, and some other information that
10 you need to supply.

11 The other thing that we can do is if your
12 proposal response goes off on a tangent some
13 place, that's automatically a disqualifier.
14 We're not looking for tangents; we're looking
15 for what we put in here.

16 Francine, how would you like to do the
17 tours?

18 MS. F. JONES: You need to see one of each
19 bedroom size or just a random order?

20 MR. BIEVENOUR: The community building and
21 maybe a small one and a large one or one of each
22 kind of floor plan.

23 MR. VILLA: What about the ability to set
24 up a walk-through for each site, including this
25 one, at a later date?

1 MR. ROBINSON: You can do that. Take my
2 number down and you can start with me so I can
3 set up with AMP directors. Again, my name is
4 Michael Robinson, R-O-B-I-N-S-O-N. My cell
5 number is 281-0282. You can give me a call, and
6 I will work with the AMP directors in terms of
7 setting those up for you.

8 MR. MURDOCK: I think it would be
9 beneficial if we have them together. Could you
10 just set a time so we can all just come
11 together? Because we would probably all have
12 questions together. Then you wouldn't have to
13 field so many. That's just something I'm
14 putting out there.

15 MR. BIEVENOUR: The tours will be handled
16 specifically by calling Mike. We will not do a
17 tour when we adjourn here. Remember, there are
18 two sites that are required, one family and one
19 senior community, in your sheets.

20 The other issue is that questions that may
21 be generated in the meantime, we would also
22 publish a new deadline for questions. So the
23 4:00 deadline for questions today will also be
24 changed, and that will be posted as well.

25 MR. MANNIS: Don, Francine is ready to give

1 them site tours today. That would satisfy the
2 family tour. By them being here already,
3 they're knocking out one site, and they can do
4 the senior site by coordinating schedules with
5 Mike.

6 MR. BIEVENOUR: That sounds good to me.
7 Mike had said to call. Francine, the question
8 is back to you. What would you like to do?

9 MS. F. JONES: If anybody would like to
10 go, we can go check out a couple units now.

11 MR. BIEVENOUR: All right. Anything else
12 before we adjourn? As I mentioned, the change
13 in information will be on the web site.
14 Jacquelyne Brown and I both need to see the
15 questions. So when you send questions, send
16 them to both of us. Jacquelyne is a materials
17 and contracts specialist and works with me.

18 If there are no further questions, I would
19 like to make sure everybody is signed in. It's
20 11:16 and we are adjourned. Thank you for your
21 attendance.

22 (Proceedings adjourned at 11:16 a.m.)

23

24

25

1 STATE OF INDIANA)
) SS:
2 COUNTY OF MARION)

3
4

5 I, D. Jean Arnold, a Notary Public in
6 and for the County of Marion, State of Indiana,
7 maintaining an office in Indianapolis, Marion County,
8 Indiana, do hereby certify;

9 That the above-foregoing proceedings
10 were taken down in stenographic notes and afterward
11 reduced to typewritten form under my direction and
12 then presented to the Agency for purposes of
13 reviewing for accuracy;

14 That I am not a relative or employee,
15 attorney or Counsel of any of the parties, nor am I
16 financially interested in this action.

17

18 IN WITNESS WHEREOF, I have hereunto
19 set my hand and affixed my Notarial Seal this 24th
20 day of March, 2009.

21

22 D. Jean Arnold, Notary Public

23

24 My County of Residence is: Marion

25 My Commission Expires: March 27, 2015

