



REQUEST FOR PROPOSAL

**INDEFINITE DELIVER | INDEFINITE QUANTITY
(IDIQ)**

**CONTRACT FOR HVAC & PLUMBING MAINTENANCE
AND EMERGENCY WORK ORDER SERVICES
RFP Number: IHA-HVAC-PLUMBING-2025-001**

INDIANAPOLIS HOUSING AGENCY
1919 NORTH MERIDIAN ST * INDIANAPOLIS, IN 46202

REQUEST FOR PROPOSAL (RFP)

Indefinite Delivery, Indefinite Quantity (IDIQ) Contract for HVAC & Plumbing Maintenance and Emergency Work Order Services

Issue Date: September 3, 2025

RFP Number: IHA-HVAC-PLUMBING-2025-001

Due Date for Proposals: September 30, 2025, 4:00 PM EST

Introduction and Purpose

The Indianapolis Housing Agency (IHA) is soliciting proposals from qualified and experienced contractors to establish an Indefinite Delivery, Indefinite Quantity (IDIQ) contract for comprehensive Heating, Ventilation, Air Conditioning (HVAC), and Plumbing maintenance services, as well as emergency work order responses. This contract will support the operational needs of various IHA properties located throughout Indianapolis, Indiana.

The primary objective of this RFP is to secure a contractor (or multiple contractors) capable of providing high-quality, reliable, and timely HVAC and Plumbing services to ensure the comfort, safety, and well-being of IHA residents and staff, and to maintain the optimal functioning and longevity of these critical building systems across its portfolio.

Background - Indianapolis Housing Agency (IHA)

The Indianapolis Housing Agency (IHA) is a public agency dedicated to providing safe, decent, and affordable housing opportunities to low-income families, seniors, and individuals in Indianapolis. IHA manages a diverse portfolio of residential properties, including multi-family complexes, senior living facilities, and scattered site homes. These properties are equipped with various types and vintages of HVAC and plumbing systems. Maintaining these systems is critical to the comfort and health of our residents and the structural integrity of our buildings.

Scope of Work

The selected contractor(s) shall provide all labor, supervision, tools, equipment, materials, supplies, transportation, and incidentals necessary to perform HVAC and Plumbing maintenance and emergency repair services as detailed below. All work shall be performed in accordance with industry best practices, manufacturer specifications, local, state, and federal codes, and IHA standards.

General Services

Preventative Maintenance (PM)

Scheduled inspections, cleaning, lubrication, filter replacement, performance checks, and minor adjustments to ensure optimal operation and prevent breakdowns for both HVAC and Plumbing systems. PM schedules will be provided by IHA and may vary by property and system type.

Corrective Maintenance/Repairs

Diagnosis and repair of HVAC and Plumbing system malfunctions, including replacement of defective parts, refrigerant charging (for HVAC), leak repairs, drain clearing, and system adjustments.

Emergency Services

Rapid response to critical HVAC and Plumbing failures that impact resident health, safety, or comfort (e.g., no heat/cooling, gas leaks, carbon monoxide alarms related to HVAC, major water leaks, sewage backups, no water).

System Installation/Replacement (Minor)

Occasional installation or replacement of individual HVAC units, plumbing fixtures, or components as directed by IHA. Larger installations will typically be handled under separate contracts.

Documentation

Detailed record-keeping of all services performed, including dates, times, technicians, parts used, diagnosis, repairs made, and recommendations.

Specific Service Requirements

HVAC Preventative Maintenance (PM)

Perform seasonal (e.g., spring for cooling, fall for heating) and annual preventative maintenance on all designated HVAC units.

Tasks include, but are not limited to:

- Cleaning coils (evaporator and condenser).
- Checking refrigerant levels and pressure.
- Inspecting and cleaning condensate drains.
- Lubricating motors and bearings.
- Checking electrical connections and components.
- Testing thermostats and controls.
- Inspecting ductwork for leaks and proper insulation.
- Replacing air filters (IHA will provide filters, or contractor will source and bill at agreed-upon rates).
- Testing safety controls and emergency shut offs.
- Providing a detailed PM report for each HVAC unit serviced.

Plumbing Preventative Maintenance (PM)

Perform periodic preventative maintenance on designated plumbing systems and fixtures.

Tasks include, but are not limited to:

- Inspecting pipes, drains, and fixtures for leaks, corrosion, and wear.
- Checking water pressure and temperature settings (e.g., water heaters).
- Testing backflow prevention devices (if applicable).
- Flushing water heaters and inspecting relief valves.
- Checking for proper drainage and clearing minor clogs.
- Inspecting garbage disposals, toilets, faucets, and other plumbing appliances.
- Providing a detailed PM report for each plumbing system/fixture serviced.

Emergency Work Order Calls (HVAC & Plumbing) Response Time

Emergency (Critical)

Within two (2) hours of notification, 24 hours a day, 7 days a week, 365 days a year.

Examples: complete HVAC system failure in extreme weather, gas leak, carbon monoxide alarm, major water leak, burst pipe, sewage backup, no water supply.

Urgent (Non-Critical)

Within four (4) hours during normal business hours (M-F, 8 AM - 5 PM), or within 24 hours after hours.

Examples: partial HVAC system failure, unusual noises, minor HVAC leaks, minor plumbing leaks, slow drains, clogged toilet (single unit).

Routine

Within 24-48 hours during normal business hours. Examples: thermostat calibration, minor airflow issues, dripping faucet, running toilet, minor drain issues.

Diagnosis and Repair

Prompt and accurate diagnosis of issues and efficient repair to restore system functionality.

Temporary Solutions

When immediate repair is not possible, provide temporary solutions to mitigate discomfort or danger until permanent repairs can be made.

Communication

Maintain clear and consistent communication with IHA staff regarding status, estimated time of arrival, diagnosis, and completion.

Service Locations

Services will be required at various IHA properties throughout Indianapolis, Indiana. A list of specific properties and approximate unit counts will be provided to shortlisted proposers or upon request during the Q&A period. Properties include:

- Multi-family apartment complexes
- Senior living facilities
- Scattered site single-family homes

Contractor Responsibilities

- Provide qualified, licensed, and experienced technicians for both HVAC and Plumbing services.
- Ensure all technicians are background-checked and adhere to IHA's safety and conduct policies.
- Maintain adequate insurance coverage (General Liability, Workers' Compensation, Auto, etc.).
- Comply with all applicable federal, state, and local laws, codes, and regulations (e.g., EPA refrigerant handling, OSHA safety standards, local plumbing codes).
- Utilize a robust work order management system capable of integrating with or reporting to IHA's system.
- Provide detailed invoices for all services, materials, and parts.
- Attend periodic meetings with IHA staff to review performance and discuss upcoming needs.

Contract Type and Period of Performance**Contract Type**

This will be an Indefinite Delivery, Indefinite Quantity (IDIQ) contract. Services will be ordered via individual Task Orders issued by IHA. Preventative maintenance services will primarily be ordered on a Firm-Fixed-Price (FFP) basis, either per-unit or per-task, as proposed. Emergency and corrective maintenance task orders will be issued on a Time and Materials (T&M) basis, utilizing the hourly rates and material markups provided in the Price Proposal, and will include a Not-to-Exceed (NTE) amount for each task. There is no guarantee of a minimum or maximum amount of work. IHA reserves the right to issue multiple IDIQ contracts if it is deemed to be in the best interest of the agency.

Period of Performance

The initial contract period will be for one (1) base year, with the option for IHA to extend for up to four (4) additional one-year option periods, for a potential total contract period of five (5) years.

Base Year: October 1, 2025 – September 30, 2026

- **Option Period 1:** October 1, 2026 – September 30, 2027
- **Option Period 2:** October 1, 2027 – September 30, 2028
- **Option Period 3:** October 1, 2028 – September 30, 2029
- **Option Period 4:** October 1, 2029 – September 30, 2030

Proposal Requirements

Proposals must be submitted in two separate volumes: **Technical Proposal** and **Price Proposal**. Each volume should be clearly labeled.

Volume I: Technical Proposal

The Technical Proposal should demonstrate the proposer's understanding of the scope of work, technical capabilities, experience, and ability to perform the required services. It shall include, at a minimum, the following sections:

- Executive Summary
- Company Profile and Qualifications
- Approach to Scope of Work
- Personnel and Equipment
- Past Performances and References

Executive Summary

A brief overview of the proposal, highlighting key strengths and the proposer's understanding of IHA's needs.

Company Profile and Qualifications

Must provide:

- Legal Name of Company
- Company Address
- Primary Contact
- Federal Tax ID Number
- Years in Business Providing HVAC and Plumbing Services
- Organizational Structure
 - Key Personnel (management, project managers, lead technicians)
 - Include Resumes for Key Personnel (demonstrating relevant experience and certifications e.g., NATE, EPA Universal for HVAC; Journeyman/Master Plumber licenses for Plumbing).
- Proof of Valid Business Licenses
- HVAC and Plumbing Contractor Licenses in Indiana
- Proof of all Required Insurance Coverages
 - General Liability: \$1,000,000 per occurrence/\$2,000,000 aggregate
 - Workers' Compensation: Statutory
 - Commercial Auto: \$1,000,000 combined single limit
- Demonstration of Financial Stability

Approach to Scope of Work

Preventative Maintenance Plan

Detail your proposed approach to preventative maintenance for *both* HVAC and Plumbing systems, including typical tasks performed, scheduling methodology, and quality control measures.

Emergency Response Plan

Describe your emergency response protocol for *both* HVAC and Plumbing emergencies, including how calls are

received, dispatched, response times, and communication procedures with IHA.

Work Order Management

Explain your system for receiving, tracking, completing, and reporting on work orders. Describe how you will integrate with or provide data to IHA's system.

Quality Control Plan

Outline your procedures for ensuring the quality of work, adherence to specifications, and customer satisfaction.

Safety Plan

Describe your company's safety program and how you ensure compliance with OSHA and other safety regulations.

Subcontractors

If subcontractors will be used, identify them, describe the services they will provide (specifying HVAC or Plumbing), and explain how their performance will be managed.

Personnel and Equipment

Staffing Plan

Describe the number of technicians available for *both* HVAC and Plumbing, their qualifications, certifications (e.g., NATE, EPA Universal for HVAC; Journeyman/Master Plumber licenses for Plumbing), and experience relevant to the scope of work.

Training

Detail ongoing training programs for technicians in both HVAC and Plumbing disciplines.

Equipment

List major equipment and tools available to perform the work for both HVAC and Plumbing.

Past Performance and References

Provide a minimum of three (3) references from clients for whom similar HVAC and/or Plumbing maintenance and emergency services have been provided, preferably for large residential or commercial portfolios.

For each reference include:

- Client Name
- Contact Person
- Title
- Phone Number
- Email
- Contract Period
- A Brief Description of Services Provided (specifying HVAC, Plumbing, or both).
- Include a Brief Summary of Relevant Projects
 - Highlighting challenges faced and solutions implemented.

Volume II: Price Proposal

The Price Proposal shall be submitted separately and include all costs associated with providing the services outlined in the Scope of Work. Pricing shall be firm for the base year and clearly indicate any proposed escalation for option years. At a minimum provide:

- Hourly Rates
- Preventative Maintenance Pricing
- Materials and Parts

- Not to Exceed for Corrective and Emergency Work
- Other Costs

Hourly Rates

Provide fully burdened hourly rates for various technician levels (e.g., Lead HVAC Technician, Journeyman Plumber, Apprentice) for:

- Normal Business Hours (M-F, 8 AM - 5 PM)
- After-Hours/Overtime (evenings, weekends, holidays)
- Emergency Call-out Fee (if applicable, separate from hourly rate)

Preventative Maintenance (PM) Pricing

Propose pricing for typical preventative maintenance services for *both* HVAC and Plumbing. This should be structured as **Firm-Fixed-Price (FFP)**:

- Per-unit pricing for common HVAC system types (e.g., residential furnace/AC split system, commercial rooftop unit).
- Per-fixture/per-system pricing for common plumbing components (e.g., water heater, toilet, drain line inspection).
- A proposed schedule of rates for specific PM tasks for both disciplines.

Materials and Parts

Specify your markup percentage on materials and parts for both HVAC and Plumbing. Indicate how you will provide transparency on material costs (e.g., providing invoices/receipts for parts).

Not-to-Exceed (NTE) for Corrective and Emergency Work

Describe your process for providing Not-to-Exceed (NTE) estimates for corrective maintenance and emergency work orders.

Explain how you will communicate these NTEs to IHA for approval prior to commencing work, and your procedure for handling situations where the work may exceed the NTE.

Other Costs

Clearly list any other applicable charges (e.g., travel fees, specialized equipment rental, disposal fees).

Proposers may suggest alternative pricing structures that they believe offer better value to IHA, provided they are clearly explained and allow for easy comparison.

Evaluation Criteria

Proposals will be evaluated based on the following criteria. IHA reserves the right to select the proposal(s) that best meet the needs of the agency, considering all factors.

Technical Approach and Understanding (40%)

Quality and comprehensiveness of the proposed plans for PM, emergency response, work order management, quality control, and safety for *both HVAC and Plumbing*.

Experience and Qualifications (30%)

Company's history, licenses, certifications, financial stability, and the qualifications and experience of key personnel for *both HVAC and Plumbing*.

Past Performance and References (15%)

Demonstrated ability to successfully perform similar services for comparable clients.

Price Proposal (15%)

Competitiveness and reasonableness of proposed rates for both Firm-Fixed-Price (FFP) preventative

maintenance and Time and Materials (T&M) with Not-to-Exceed (NTE) for corrective/emergency work, and overall cost.

Submission Instructions

Proposals must be received by the Indianapolis Housing Agency by **September 30, 2025, 4:00 PM EST**. Late proposals will not be accepted.

Submission Format

Proposals shall be submitted electronically in PDF format to the email address provided below.

The Technical Proposal (Volume I) and Price Proposal (Volume II) *must be submitted as separate PDF files.*

- **Email Subject Line:** "RFP IHA-HVAC-PLUMBING-2025-001 - [Your Company Name]"
- **File Naming Convention**
 - IHA-HVAC-PLUMBING-2025-001_YourCompanyName_TechnicalProposal.pdf
 - IHA-HVAC-PLUMBING-2025-001_YourCompanyName_PriceProposal.pdf

Questions and Clarifications

All questions regarding this RFP must be submitted in writing via email to the contact person listed in below **Contact Information** by **September 19, 2025, 4:00 PM EST**. Answers to all questions will be compiled and distributed to all prospective proposers who have registered their interest. **No verbal questions will be answered.**

Contact Information

For all inquiries and proposal submissions, please contact
Jacquelyne Brown, Procurement Manager
Indianapolis Housing Agency
1919 N. Meridian Street
jbrown@indyhousing.org

Federal Requirements and 2 CFR 200 Compliance

This procurement is conducted under federal financial assistance programs and is subject to the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR Part 200). All contractors must comply with the applicable provisions of 2 CFR Part 200.

The awarded contract will include, but not be limited to, the following federal clauses and requirements:

- **Equal Employment Opportunity:** Compliance with Executive Order 11246, "Equal Employment Opportunity," as amended, and as supplemented by Department of Labor regulations (41 CFR Part 60).
- **Copeland "Anti-Kickback" Act:** Compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145) as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States").
- **Davis-Bacon Act (if applicable):** If the contract involves construction, alteration, or repair (including painting and decorating) over \$2,000, compliance with the Davis-Bacon Act (40 U.S.C. 3141-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). *Proposers should note that for routine maintenance, this may not apply, but for significant repairs or replacements that constitute "alteration or repair," it may.*
- **Contract Work Hours and Safety Standards Act:** Compliance with Sections 102 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708) as supplemented by Department of Labor regulations (29 CFR Part 5).

orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251 et seq.).

- **Debarment and Suspension:** Compliance with the non-procurement debarment and suspension regulations implementing Executive Order 12549 and Executive Order 12689, "Debarment and Suspension," at 2 CFR Part 180 (OMB Guidelines) and 2 CFR Part 2424 (HUD regulations).
- **Byrd Anti-Lobbying Amendment:** Compliance with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). Proposers who apply or bid for an award of \$100,000 or more must file the required certification.
- **Procurement of Recovered Materials:** Compliance with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act (42 U.S.C. 6962), for procurement of items designated in the EPA guidelines at 40 CFR Part 247.
- **Access to Records:** The IHA, HUD, the Comptroller General of the United States, or any of their duly authorized representatives, shall have access to any books, documents, papers, and records of the contractor that are directly pertinent to the specific contract for the purpose of making audits, examinations, excerpts, and transcriptions.
- **Affirmative Steps for Small and Minority Businesses, Women's Business Enterprises, and Labor Surplus Area Firms:** IHA will take affirmative steps to assure that small and minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Proposers are encouraged to demonstrate their commitment to these principles.

General Terms and Conditions

1. IHA reserves the right to reject any and all proposals, to waive any informalities or irregularities in proposals received, and to accept the proposal that is deemed to be in the best interest of IHA.
2. This RFP does not obligate IHA to award a contract.
3. All costs incurred in the preparation of a proposal in response to this RFP shall be borne by the proposer.
4. Proposals become the property of IHA upon submission.
5. IHA may conduct interviews or request presentations from shortlisted proposers.
6. The selected contractor(s) will be required to execute a formal contract with IHA, which will incorporate the terms of this RFP and the successful proposal.
7. IHA is an Equal Opportunity Employer and encourages proposals from small, minority, and women-owned businesses.

Thank you for your interest in partnering with the Indianapolis Housing Agency.

See Price List Template beginning on Page 9

Price List Template

HVAC & Plumbing Maintenance and Emergency Work Order Services

To be Submitted as Volume II: Price Proposal

Company Name _____
 RFP No. IHA-HVAC-PLUMBING-2025-001 _____
 Submission Date _____

Instructions to Proposer

- Please complete the following tables and sections with your proposed pricing.
- All rates and markups should be firm for the Base Year (October 1, 2025 – September 30, 2026).
- If proposing escalation for option years, please clearly indicate the proposed percentage or method of escalation for each subsequent year.

Hourly Rates for Time & Materials (T&M) Work

- Provide fully burdened hourly rates for the technician levels listed below.
- These rates will be used for corrective maintenance, emergency work, and any other services explicitly ordered on a T&M basis.

Technician Level	Rate Per Hour Normal Business Hours (M-F, 8A-5P)		Rate Per Hour – OVERTIME (Evenings, Weekends & Holidays)	
HVAC Lead Technician	\$ Rate Per Hour		\$ Rate Per Hour	
HVAC Journeyman	\$ Rate Per Hour		\$ Rate Per Hour	
HVAC Apprentice	\$ Rate Per Hour		\$ Rate Per Hour	
Plumbing Lead Technician	\$ Rate Per Hour		\$ Rate Per Hour	
Plumbing Journeyman	\$ Rate Per Hour		\$ Rate Per Hour	
Plumbing Apprentice	\$ Rate Per Hour		\$ Rate Per Hour	
Emergency Call-Out Fee If Applicable, Separate From Hourly Rate	\$ Flat Fee Per Call Per Hour		\$ Rate Per Hour Initial Response	

Preventative Maintenance (PM) Pricing - Firm-Fixed-Price (FFP)

Provide Firm-Fixed-Price (FFP) for typical preventative maintenance services. You may propose pricing per unit, per task, or a combination, as best reflects your service offering. Please be as detailed as possible. Empty rows are left blank so you can fill them out if necessary; you may also attach additional sheets if necessary.

Typical Maintenance Services	Firm Fixed Price		Per Unit		Per Task		Combo		Other	
Troubleshooting and Repairing System Malfunctions	\$		\$		\$		\$		\$	
Replace Defective Components	\$		\$		\$		\$		\$	
Fixing Refrigerant Leaks and/or Recharging System	\$		\$		\$		\$		\$	
Repairing, Replacing Failed Sensors, Dampers or Actuators	\$		\$		\$		\$		\$	
Emergency Response for System Failures	\$		\$		\$		\$		\$	
Replace or Clean Air Filters	\$		\$		\$		\$		\$	
Inspect and/or Lubricate Fan Motors/Bearings	\$		\$		\$		\$		\$	
Inspect Belts for Wear and Proper Tension	\$		\$		\$		\$		\$	
Check Thermostats and Controls for Accuracy	\$		\$		\$		\$		\$	
Clean Drain Pans and/or Condensate Lines	\$		\$		\$		\$		\$	
Inspect Refrigerant Levels and Pressures	\$		\$		\$		\$		\$	
Verify System Operational in Seasonal Heat/Cool Modes	\$		\$		\$		\$		\$	
Full System Inspection	\$		\$		\$		\$		\$	
Check Compressor Amps Draws / Motors	\$		\$		\$		\$		\$	
Clean and/or Replace Humidifier Pads	\$		\$		\$		\$		\$	
Replace Worn or Outdate Components	\$		\$		\$		\$		\$	

HVAC Preventative Maintenance FFP

RFP Number: IHA-HVAC-Plumbing-2025-001

Residential Furnace AC Split System Preventative Maintenance	
Frequency (annual/semi)	Annual
Unit of Measure (per unit/system)	Per Unit
Proposed FFP Rate	\$
Notes Inclusions	Includes: filter change, coil clean, safety checks (IHA provided filters)
Residential Heat Pump System Preventative Maintenance	
Frequency (annual/semi)	Semi-Annual
Unit of Measure (per unit/system)	Per Unit
Proposed FFP Rate	\$
Notes Inclusions	
Commercial Rooftop Unit (e.g., 5-10 Ton) Preventive Maintenance	
Frequency	Quarterly
Unit of Measure (per unit/system)	Per Unit
Proposed FFP Rate	\$
Notes Inclusions	
Boiler Inspection Tune-Up	
Frequency (annual/semi)	Annual
Unit of Measure (per unit/system)	Per Unit
Proposed FFP Rate	\$
Notes Inclusions	

Add Other Common HVAC Preventative Maintenance/Tasks As Applicable	
Frequency	
Unit of Measure (per unit/system)	
Proposed FFP Rate	\$
Notes Inclusions	
Add Other Common HVAC Preventative Maintenance/Tasks As Applicable	
Frequency	
Unit of Measure (per unit/system)	
Proposed FFP Rate	\$
Notes Inclusions	
Add Other Common HVAC Preventative Maintenance/Tasks As Applicable	
Frequency	
Unit of Measure (per unit/system)	
Proposed FFP Rate	\$
Notes Inclusions	

Plumbing Preventative Maintenance (FFP)

RFP Number: IHA-HVAC-Plumbing-2025-001

Water Heater Flush and Inspection		
Frequency (annual/semi)	Annual	
Unit of Measure (per unit/system)	Per Unit	
Proposed FFP Rate	\$	
Notes Inclusions	Includes: anode rod check, relief valve test	
Drain Line Flush and Inspection (residential unit)		
Frequency (annual/semi)	Annual	
Unit of Measure (per unit/system)	Per Unit	
Proposed FFP Rate	\$	
Notes Inclusions	Applies to main unit drain lines	
Toilet Inspection and Minor Adjustment		
Frequency	Quarterly	
Unit of Measure (per unit/system)	Per Fixture	
Proposed FFP Rate	\$	
Notes Inclusions	Check for leaks, flush mechanism	
Faucet Inspection and Aerator Clean		
Frequency (annual/semi)	Annual	
Unit of Measure (per unit/system)	Per Fixture	
Proposed FFP Rate	\$	
Notes Inclusions		
Backflow Device Testing (if applicable)		
Frequency (annual/semi)	Annual	
Unit of Measure (per unit/system)	Per Fixture	
Proposed FFP Rate	\$	
Notes Inclusions		

Add Other Common Plumbing Preventative Maintenance/Tasks As Applicable		
Frequency		
Unit of Measure (per unit/system)		
Proposed FFP Rate	\$	
Notes Inclusions		
Add Other Common Plumbing Preventative Maintenance/Tasks As Applicable		
Frequency		
Unit of Measure (per unit/system)		
Proposed FFP Rate	\$	
Notes Inclusions		

Materials and Parts Markup

Specify your markup percentage on materials and parts for both HVAC and Plumbing. (e.g., 15%)

Please describe how you will provide transparency for material costs (e.g., providing original vendor invoices/receipts with each Time and Material work order).

Please Provide Detail Description/Explanation

Feel free to add additional lines to cover all your materials and/or parts.

Markup Percentage on HVAC and Plumbing Parts	
Name of Part/Material	Markup

Not-to-Exceed (NTE) for Corrective and Emergency Work

Describe your process for providing Not-to-Exceed (NTE) estimates for corrective maintenance and emergency work orders. Explain how you will communicate these NTEs to IHA for approval prior to commencing work, and your procedure for handling situations where the work may exceed the NTE.

Please Describe Process for Providing NOT to EXCEED Estimates

How quickly will an NTE be provided after diagnosis?

Provide the Level of Detail for NTE (breakdown of labor, hours, parts, other \$)
What Will be Your Method of Communication for NTE Approval (e.g., call, email, etc.) and also describe Your Protocol if Additional Work is Discovered that Would Exceed the Initial NTE
Is There a Minimum or Maximum NTE Threshold You Typically Apply?

Other Costs

Please list any other applicable charges not covered above (e.g., specialized equipment rental, disposal fees, travel charges if not included in hourly rates).

Item Description	Unit of Measure	Rate or Fee	Notes

Proposed Escalation for Option Years (Optional)

If you propose an escalation for the option years, please specify the proposed percentage or method of escalation for each subsequent year. If no escalation is proposed, please state "No Escalation."

- **Option Period 1 (Year 2):** [Percentage]% increase OR [Method of Calculation]
- **Option Period 2 (Year 3):** [Percentage]% increase OR [Method of Calculation]
- **Option Period 3 (Year 4):** [Percentage]% increase OR [Method of Calculation]
- **Option Period 4 (Year 5):** [Percentage]% increase OR [Method of Calculation]

IHA Worksheets

IHA Volume I	Technical Proposal Worksheet HVAC and Plumbing Maintenance and Emergency Work Order Services
IHA Volume II	Price Proposal Worksheet / Price List Template HVAC and Plumbing Maintenance and Emergency Work Order Services

IHA Forms

IHA Form 1103	Conflict of Interest Disclosure Certification
IHA Form 1122	Goods and Services MBE WBE VBE DOBE Participation Bidder's Initial Response Form
IHA Form 1126	Certificate of Non-Segregated Facilities
IHA Form 1127	Non-Collusive / Non-Identity of Interest Affidavit <i>Must be notarized</i>
IHA Form 1129	Contractor Section 3 Initial Response Form
IHA Form 1131	Certificate of Non-Organizational Conflict of Interest <i>Must be notarized</i>
IHA Form 1133	E-Verify Affidavit <i>Must be notarized</i>

HUD Forms

HUD-5369-A <i>Link to Form</i>	Representations, Certifications, and Other Statements of Bidders ~Public and Indian Housing Programs 5369-a
HUD-5369-B <i>Link to Form</i>	Instructions to Offerors / Non-Construction 5369-b
HUD-5369-C <i>Link to Form</i>	Certifications and Representations of Offerors / Non-Construction Contact 5369-c
HUD-5370-C <i>Link to Form</i>	General Conditions for Non-Construction Contracts ~With or Without Maintenance Work 5370-c

Additional Items Required

- Certificate of Liability Insurance
 - Sample Form Link - [acord 25-s.ofm](#)
- Business Concerns – Section 3 Business Concern Certification for Contracting
 - Sample Form Link - [Section-3-Business-Concern-Certification-Sample-Form.docx](#)

HVAC and Plumbing Maintenance and Emergency Work Order Services

To be Submitted as **Volume I: Technical Proposal**

The **Technical Proposal** should demonstrate the proposer's understanding of the scope of work, technical capabilities, experience, and ability to perform the required services.

Executive Summary					
Brief overview of proposal. Highlight strengths and understanding IHA needs					
Provide Executive Summary					
Company Profile and Qualifications					
Legal Name of Company					
Company Address					
Primary Contact Name		Title			
Primary Contact Phone		Email			
Federal Tax ID No.					
Proof of Valid Business Licenses		Indiana HVAC & Plumbing Contractor Licenses			
Years Providing HVAC and Plumbing Services		Must Provide Demonstration of Financial Stability			
Proof of All Required Insurance Coverages					
<ol style="list-style-type: none"> 1. General Liability: \$1,000,000 per occurrence/\$2,000,000 aggregate 2. Workers Compensation: Statutory 3. Commercial Auto: \$1,000,000 combined single limit 					
Organizational Structure					
Key Personnel (management, project managers, lead technicians, etc.)					
Name		Title		Years of Exp.	
Name		Title		Years of Exp.	
<i>*Please include</i> resumes for the above personnel demonstrating relevant experience w/certifications, e.g.: Journeyman, Master Plumber License, NATE, EPA Universal for HVAC					
Approach to Scope of Work					
<ol style="list-style-type: none"> 1. Preventative Maintenance Plan 2. Emergency Response Plan 3. Work Order Management 4. Quality Control Plan 5. Safety Plan 6. Subcontractors 7. Staffing Plan 8. Training 9. Equipment 10. Past Performance and References <ul style="list-style-type: none"> *Client Name *Contact Person *Title *Phone Number *Email *Contract Period *A brief description of services provided (<i>specifying HVAC, Plumbing or both</i>) *Include a brief summary of relevant projects (<i>highlighting challenges faced and solutions implemented</i>) 					

Price List Template
HVAC & Plumbing Maintenance and Emergency Work Order Services
To be Submitted as Volume II: Price Proposal

Company Name _____
RFP No. IHA-HVAC-PLUMBING-2025-001 _____
Submission Date _____

Instructions to Proposer

- Please complete the following tables and sections with your proposed pricing.
- All rates and markups should be firm for the Base Year (October 1, 2025 – September 30, 2026).
- If proposing escalation for option years, please clearly indicate the proposed percentage or method of escalation for each subsequent year.

Hourly Rates for Time & Materials (T&M) Work

- Provide fully burdened hourly rates for the technician levels listed below.
- These rates will be used for corrective maintenance, emergency work, and any other services explicitly ordered on a T&M basis.

Technician Level	Rate Per Hour Normal Business Hours (M-F, 8A-5P)		Rate Per Hour – OVERTIME (Evenings, Weekends & Holidays)	
HVAC Lead Technician	\$ Rate Per Hour		\$ Rate Per Hour	
HVAC Journeyman	\$ Rate Per Hour		\$ Rate Per Hour	
HVAC Apprentice	\$ Rate Per Hour		\$ Rate Per Hour	
Plumbing Lead Technician	\$ Rate Per Hour		\$ Rate Per Hour	
Plumbing Journeyman	\$ Rate Per Hour		\$ Rate Per Hour	
Plumbing Apprentice	\$ Rate Per Hour		\$ Rate Per Hour	
Emergency Call-Out Fee If Applicable, Separate From Hourly Rate	\$ Flat Fee Per Call Per Hour		\$ Rate Per Hour Initial Response	

Conflict of Interest Disclosure Certification Indianapolis Housing Agency

No Conflict of Interest

Except as otherwise fully disclosed below (attach additional pages as needed), the vendor/consultant/contractor/subcontractor affirms, to the best of their knowledge, information, and belief, that no Indianapolis Housing Agency Commissioner(s), Insight Development Corporation Director(s), or Indianapolis Housing Agency employee nor any person associated with any Indianapolis Housing Agency Commissioner(s), Insight Development Corporation Director(s), or Indianapolis Housing Agency employee is an employee, director, trustee, officer, or consultant to/of the organization, nor holds any direct or indirect financial interest in the organization or in any funding resulting from this engagement.

Initial you have read and understand the above.

For the purposes of this certification, "associated persons" include: a spouse, domestic partner, child, parent, sibling, or other relative or family member of a Commissioner of the Indianapolis Housing Agency, a Board Member or Director of Insight Development Corporation, or an employee of the Indianapolis Housing Agency; or any individual with whom such Commissioner, Board Member/Director, or employee has a business or other financial relationship.

This includes, but is not limited to, employees of a Commissioner, Board Member/Director, or employee of the Indianapolis Housing Agency or Insight Development Corporation, as well as their respective spouses, domestic partners, children, parents, siblings, or other relatives or family members. It also includes any firm in which a Commissioner, Board Member/Director, or employee of the Indianapolis Housing Agency or Insight Development Corporation has a current or potential financial interest.

Initial you have read and understand the above.

A materially false statement made willfully or fraudulently in connection with this certification—and/or failure to conduct appropriate due diligence in verifying the information herein—may result in the vendor being deemed non-responsive for the purpose of contract award. Additionally, a willful or fraudulent materially false statement may subject the person making it to criminal charges or civil penalties.

Note: The vendor consultant, contractor and/or subcontractor shall disclose any connection to an Indianapolis Housing Agency commissioner or Insight Development Corporation director, or Indianapolis Housing Agency employee that may create an appearance of conflict of interest. Regardless of whether it meets the above listed definitions.

The following page must be filled out in its entirety.

Thank you,
Indianapolis Housing Agency

Name of Vendor/Consultant/Contractor and/or Subcontractor	
Address	
Phone No.	
Email Address	
EIN/TIN #	
Print or Type Name Signer	
Print or Type Signer Title	
Sign	

Goods and Services

MBE WBE VBE DOBE Participation Bidder's Initial Response Form

ITB / ITQ No.				
ITB / ITQ Name				
Contractor Name		Email		
Phone No.		Fax No.		
Street Address				
City		State		Zip Code

Place an **X** (below) to indicate whether this plan is **direct** or **indirect** participation.

DIRECT ☐ INDIRECT ☐

Note: An application for MBE WBE VBE DOBE program waiver must be requested if no direct participation is available.

The following minority, women, veteran and disabled owned firms will be participating directly in the ITB/ITQ according to the following schedule.

MBE	Minority Owned Enterprise	VBE	Veteran Owned Enterprise
WBE	Woman Owned Enterprise	DOBE	Disabled Owned Business Enterprise

Please click inside the box for which designate you will be working with.

MBE ☐ WBE ☐ VBE ☐ DOBE ☐

Company Name			
Contact Name		Ph No.	
Email		Trade	
Phone No.		Amount	

Failure to provide the MBE, WBE, VBE, and/or DOBE, participation in bidder's initial response form GOOD's and SERVICES, at the time of submission, will result in the submittal being deemed non-responsive.

Certificate of Non-Segregated Facilities

The bidder certifies that he does not maintain or provide for his employees any segregated facilities at any of his establishments, and that he does not permit his employees to perform their services at any location under his control, where segregated facilities are maintained.

The bidder certifies further that he will not maintain or provide for his employees any segregated facilities at any of his establishments, and that he will not permit his employees to perform their services at any locations under control, where segregated facilities are maintained.

The bidder agrees that a breach of this certification is a violation of the Equal Opportunity Clause in this contract. As used in this certification, the term "Segregated Facilities" means any waiting rooms, work areas, time clocks, locker rooms, and other storage or dressing areas, parking lots, drinking fountains, recreations or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin, because of habit, local custom or otherwise.

The bidder further agrees that (except where he has obtained identical certifications from subcontractors for specific time periods) he will obtain the award of subcontractors exceeding \$10,000 which are not exempt from the provisions of Equal Opportunity Clause; that he will retain such certifications in his files; and that he will forward the following notice to such proposed subcontractors (except where the proposed subcontractors have submitted identical certifications for specific time periods);

Notice to prospective subcontractors of requirements for certifications of non-segregated facilities.

A certification of nonsegregated facilities must be submitted *prior to award* of a subcontract exceeding Equal Opportunity Clause. The certification may be submitted either for each subcontract or for all subcontracts during a period. (ie., quarterly, semi-annually, or annually)

Printed or Typed Bidder Name

Address of Bidder

Signature of Bidder

Date

Non-Collusive | Non-Identity of Interest Affidavit

I _____ Being first duly sworn, deposes and says:

Type Name Above

(1) That said named person is _____

(A partner or officer of the firm, etc.)

The party making the foregoing proposal or bid:

- (2) That such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with the bidder or person(s), to put in a sham-bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price or affiant or any other bidder, or to fix any overhead, profit or cost element of said bid price, or that of any other bidder, or to secure any advantage against Indianapolis Housing Agency (IHA) or any person interested in the proposed contract.
- (3) That no identify of interest exists or will between Bidder and Owner or architect.
- (4) That all statements in said proposal or bid are true and correct.

WARNING: U.S. Criminal Code, Section 1001, Title 8 U.S.C provides as follows: in any matter within the jurisdiction of any department or agency of the United States knowingly and willfully falsifies, conceals or covers up by a trick scheme or devise a material fact, or makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry shall be fined not more than \$10,000 or imprisoned not more than five years, or both.

An identity of interest will be construed to exist:

- (a) If there is any financial interest of the owner in the general contractor.
- (b) If any of the officers or directors of the owner is also an officer, director, or stockholder of the general contractor.
- (c) If any officer or director of the owner has any financial interest whatsoever in the general contractor.
- (d) If the service provider advances any funds to the owner, including providing (a) an option or any of the costs of obtaining (a) an option.
- (e) If the service provider provides and pays, on behalf of the owner, the cost of any architectural or engineering services other than those of the surveyor, general superintendent, or engineer employed by general contractor in connection with their obligations under the construction contract.

- (f) If the service provider has any interest in the owner corporation as part of the consideration for payment.
- (g) When there exists (or comes into being) any side deals, agreements, contract or undertaking entered into or contemplated, thereby altering, amending or cancelling any of the required closing documents.
- (h) When the contractor or any officer, director, stockholder, and/or partner of such contract has any financial interest whatsoever in the architectural firm.
- (i) When the service provider has stock or any financial interest in the contractor
- (j) When the contractor or any officer, director, stockholder, or partner of such contract provides any of the required services; or where the service provider, or any officer, director, stockholder and/or partner of such services acts as a consultant to the service provider.

IN WITNESS THEREOF, I have set my hand this _____ day of _____, 20_____.

By _____

Signature of Bidder (if an individual)

By _____

Signature of Officer, if Bidder is a Corporation

By _____

Signature of Partner, if Bidder is a Partnership

Title _____

Title of Officer, If Bidder is a Corporation

STATE OF INDIANA
COUNTY OF MARION

The foregoing Non-Collusive | Non-Identity of Interest Affidavit was acknowledged before me this _____ day of _____, 20_____, by _____ to me to be the person described in and who executed the foregoing instrument and acknowledge the they executed the same as their free and voluntary act of deed.

Notary Public Printed Name

Notary Public Signature

My commission expires: _____

Notary
Seal Here

Contractor Section 3 Initial Response Form

Failure to complete this document may lead to disqualification from the review process.

Date	
Company Name/Contractor	
Contact Person	
Street Address	
City, State & Zip Code	
Telephone	
Business Web Address	

Section 3 Commitment

Section 3 program requires recipients of HUD funding to direct employment, training, and contracting opportunities to low-income individuals and the businesses that employ these persons within their community. Section 3 is a provision of the HUD Act of 1968 and is found at 12 U.S.C. 1701u. The regulations are found at 24 CFR Part 75.

Per this statutory language, recipients of HUD funds (i.e. grantees and contractors) ensure that “to the greatest extent feasible,” when certain HUD funds are used to assist housing and community development projects, preference for construction-related training, jobs, and contracting opportunities go to low- and very low-income people and to businesses that are owned by low- and very-low-income persons or businesses that hire them. These opportunities are both sex and race neutral.

Select (1) Option

<input type="checkbox"/>	Direct employment of qualified candidates
<input type="checkbox"/>	Company/Contract will partner with a Section 3 business

Go to **HUD EXCHANGE Section 3** for further information [Section 3 - HUD Exchange](#)

Before a contract is awarded IHA procurement staff will develop Company/Contract Section 3 plan. Section 3 Plan will be included with the contract and related agreements before the contract is executed.

E-Verify Affidavit

Pursuant to Indiana Code 22-5-1.7-11, the **business entity** entering into a public contract for services is required to enroll in and verify the work eligibility status of all its newly hired employees through the E-Verify program. The **business entity** is not required to verify the work eligibility status of all its newly hired employees through the E-Verify program if the E-Verify program no longer exists.

The undersigned, on behalf of the **business entity**, being first duly sworn, deposes and states that the business entity does not knowingly employ an unauthorized alien. The undersigned further affirms that prior to entering into its contract with Indianapolis Housing Agency (IHA), the undersigned **business entity** will enroll in and agrees to verify the work eligibility status of all its newly hired employees through the E-Verify program. The **business entity** shall submit documentation to IHA which evidences that the **business entity** has enrolled in and is participating in the E-Verify program.

By

Print Name of Business Entity

By

Signature of Business Entity

STATE OF INDIANA
COUNTY OF MARION

Before me, a Notary Public in and for said County and State, personally appeared

_____ who, being first duly sworn, acknowledged the execution of the foregoing E-Verify Affidavit and stated that any representations therein contained are true.

Witness my hand this _____ day of _____, 20 _____.

Notary Public Printed Name

Notary Public Signature

My commission expires: _____

Notary
Seal Here