



**INDIANAPOLIS HOUSING AGENCY
REQUEST FOR PROPOSALS (RFP)**

HOUSING CHOICE VOUCHERS QUALITY CONTROL INSPECTIONS

RFP No. 0162026

Date Issued: Monday, March 9, 2026

Response Deadline: Tuesday, April 7, 2026 at 2:00 p.m. Eastern Time

Issuing Agency: Indianapolis Housing Agency

Contact Person Jacquelyne Brown, Procurement Manager

Phone: 317-261-7185

Email: jbrown@indyhousing.org

Responses must be submitted in hard copy by the submission deadline to:

Indianapolis Housing Agency
Attn: Jacquelyne Brown, Procurement Manager
1919 N. Meridian Street
Indianapolis, Indiana 46202

As described in the solicitation
or

via email to jbrown@indyhousing.org

Responses must clearly indicate the name of the project, "**Housing Choice Vouchers Quality Control Inspections**" and the time and the date specified for receipt. The name and the address of the Offeror must be clearly printed on all correspondence. Responses will be accepted via email until **2:00 p.m. (EDT), Tuesday, April 7, 2026**; or via hard copy delivered to the IHA Procurement Manager by **2:00 p.m. EDT, Tuesday, April 7, 2026**.

**YVONDA A. BEAN
CHIEF EXECUTIVE OFFICER**



Project Information

Pre-Submission Meeting
Date and Time:

Not applicable

Pre-Submission Meeting Location:

Not applicable

Project Deadlines

Deadline for Questions:
Quote Submission Deadline:

Tuesday, March 24, 2026 at 2:00 p.m. EDT
Tuesday, April 7, 2026 at 2:00 p.m. EDT

Response Address Information:

To: via e-mail jbrown@indyhousing.org

If hard copy To:
Indianapolis Housing Agency
Attn: Jacquelyne Brown, Procurement
Manager
1919 N. Meridian Street
Indianapolis, Indiana 46202

From: **Contact Name, Title**
Bidder's Name (Firm Name)
Address

Documents to be Submitted

One (1) 'ORIGINAL' Response via e-mail
As Described in the RFP via hard copy



SECTION I INTRODUCTION

Purpose

Housing Choice Voucher (HCV) program regulations at 24 CFR Part 982, Subpart I and 24 CFR Part 983, Subpart C set forth basic Housing Quality Standards (HQS) requirements and requirements for Inspections which all units must meet before assistance can be paid on behalf of a family. The Indianapolis Housing Agency (IHA) seeks proposals from qualified, licensed, professional and experienced individuals and/or firms to provide HQS inspection services to address and eliminate a backlog of approximately 2,500 housing units requiring inspection. Inspections shall be performed in accordance with applicable U.S. Department of Housing and Urban Development (HUD) inspection standards, including the Uniform Physical Condition Standards (UPCS) and/or the National Standards for the Physical Inspection of Real Estate (NSPIRE), as applicable, and in compliance with the policies and procedures of the Indianapolis Housing Agency

Background

The Indianapolis Housing Agency (IHA) is a federally funded government housing agency that provides low-income families, seniors and families with disabilities access to affordable housing in one of 562 Public Housing units located in IHA communities or in private market housing located throughout Indianapolis and Marion County that is subsidized through the Section 8 Housing Choice Voucher (HCV) Program. IHA currently administers over 8,000 Housing Choice Vouchers.

Due to increased workload and limited internal resources, a backlog of past-due inspections has accumulated. IHA seeks to contract with a qualified firm or individual to conduct inspections necessary to restore full compliance with HUD inspection requirements within an expedited timeframe.

SECTION II SCOPE OF SERVICES

Scope of Services

The Contractor shall provide all personnel, supervision, equipment, transportation, and administrative support required to complete inspection services identified by the IHA. Inspections shall include annual or periodic inspections and may include re-inspections of previously failed units if authorized by the IHA. The Contractor may also be required to conduct quality control or confirmation inspections at the direction of the IHA.

All inspections shall be conducted in accordance with HUD standards in effect at the time of contract execution, including HQS and NSPIRE, and in compliance with all federal regulations, HUD guidance, the IHA, and Housing Choice Voucher (HCV) programs.



The anticipated volume of work under this contract is approximately 2,500 past-due inspections. The actual number of inspections may vary based on unit availability, tenant and owner responsiveness, inspection outcomes, and program needs. The IHA does not guarantee a minimum number of inspections per day, per week, or over the life of the contract.

The Contractor shall commence work upon receipt of a written Notice to Proceed. All inspections covered under this Scope of Work shall be completed within a timeframe established by the IHA, anticipated to be within a defined number of calendar days from the Notice to Proceed. The Contractor shall maintain sufficient staffing and operational capacity to meet required production levels and shall provide regular progress updates demonstrating steady backlog reduction.

Contractor Responsibilities

The Contractor shall employ inspectors who possess demonstrated experience conducting Housing inspections and who are knowledgeable of applicable HUD standards. The Contractor shall coordinate inspection scheduling with property owners and tenants in accordance with procedures established by the IHA. Inspections shall be conducted in a professional, courteous, and non-discriminatory manner. The Contractor shall accurately document inspection results, identify deficiencies and life-threatening conditions, determine pass or fail outcomes, and submit complete inspection reports using IHA–designated software systems or forms.

Inspection results shall be submitted within a timeframe specified by the IHA following completion of each inspection. The Contractor shall maintain confidentiality of all tenants, owner, and agency information and shall comply with all applicable federal, state, and local laws and regulations.

The awarded vendor may be required to perform functions of an Independent Entity as per 24 CFR Part 983.57.

IHA Responsibilities

The IHA shall provide the Contractor with unit assignments, inspection priorities, and available owner and tenant contact information. The IHA shall provide access to inspection software, systems, or reporting tools as required and shall review and approve submitted inspection reports. All enforcement actions, participant notifications, rental abatements, and program determinations resulting from inspection outcomes shall remain the responsibility of the IHA.

Reporting Requirements

The Contractor shall provide inspection activity reports at intervals established by the IHA. Reports shall reflect inspection status, completion progress, failed inspections, no-show appointments, and overall backlog reduction performance. All reports shall be submitted in a format approved by the IHA and shall be accurate, complete, and timely.



Quality Control

The IHA reserves the right to conduct quality control reviews or re-inspections of units inspected by the Contractor. The Contractor shall cooperate fully with quality control activities and shall correct any identified deficiencies or inaccuracies at no additional cost. Repeated quality issues or failure to meet performance standards may result in corrective action, withholding payment, or contract termination

Compensation and Quote Sheet – See Attachment A

Compensation under this contract shall be based on a pricing structure established in the RFP, which includes a per-inspection rate, a no-show rate, and a re-inspection rate. Payment shall be made only for inspections that are completed, no-shows or denied access, and properly documented and accepted by the IHA. Inspections that are not completed due to incomplete documentation or other faults of the contractor shall not be eligible for payment unless expressly authorized by IHA.

Licenses, Permits, and Insurance

The Contractor shall maintain all required business licenses and permits and shall carry insurance coverage as required by the IHA, including automobile liability, general liability and workers' compensation insurance (see Attachment D). Proof of insurance shall be submitted prior to contract execution and maintained throughout the contract term.

Confidentiality and Data Security

The Contractor shall protect the confidentiality of all programs, tenant, and owner information obtained in the course of performing services under this RFP. All data shall be used solely for contract purposes and safeguarded against unauthorized access or disclosure.

Estimated Term of Service

The contract term shall be a 1-Year term, with options in 1 - year increments at the discretion of Indianapolis Housing Agency and not to exceed 5 years total. Inspection services shall be deemed acceptable when performed in accordance with HUD standards, IHA policies, and the requirements set forth in this Scope of Work, and when all required documentation has been submitted and approved by the IHA.

Other

Proposers are subject to Instructions to Offerors – Non-Construction, Form HUD 5369-B at Attachment F.

Proposers are subject to General Contract Conditions – Non-Construction, Form HUD 5370-C at Attachment G.



SECTION IV CONTENT OF RESPONSE DOCUMENTS

Offerors submitting Proposals should fully read and comprehend the *Instructions to Offerors Non-Construction* provided in Attachment F and *General Conditions for Non-Construction Contracts* provided in Attachment G. Proposals received without all of the required information may be deemed non-responsive. Offerors choosing to submit physical proposals must submit one original plus three (3) paper copies of their technical proposal and one (1) electronic copy in a PDF format on a Flash Drive. In a separate sealed envelope submit one (1) original paper, one (1) paper copy and (1) electronic copy in a PDF format of the fee proposal. Proposals must include, in the same order as below and using the forms attached hereto, the following information, exhibits and schedules (email responses must contain the same information):

A. General Information

1. Letter of Interest (Cover letter). Identify a single point of contact for communication with IHA.
2. Type of Organization; Corporation, Partnership, Joint Venture or Sole Proprietorship. Names of shareholders, partners, principals and any other persons exercising control over the Firm.
3. Description of the Offeror's capacity including staff resources
4. Organizational Certifications:
 - (a) Copies of Certificate of Incorporation, Partnership Agreement, Joint Venture or other organizational document.
 - (b) A corporate resolution signed by the Secretary of the Corporation and notarized, certifying the name of the individual(s) authorized to sign the offer, the contract and any amendments thereto.
5. Provide an organization chart showing how the contract team will be organized and how the team will interface with IHA.

B. Previous Related Experience

1. The respondent shall list three (3) firms, governmental units, or persons for whom the respondent has previously performed work of the nature requested under this RFP. Provide the name of the contracting entity.
2. Name, title and telephone number of a contract person for each identified contracting entity to permit reference checks to be performed. The identified party must be one who has first-hand knowledge regarding the operation of the contracted facility or project and who was involved in managing the contract between the Offeror and the contracting entity.
3. In addition to the references, all bidders will provide the last three jobs they performed, contact information from the job and all change orders related to the job and the reason for each.



C. Proposed Staffing and Sub-consultants Responsibilities and Qualifications

Provide the following information relating to the proposed staffing and sub-consultants for this contract:

1. Provide background information regarding each identified Staff member that accurately describes his or her employment history and relevant experience providing services similar to those described in this Request for Proposals. Provide evidence that contractor's assigned staff are US HUD HQS/NSPIRE certified.
2. Description of the Scope of Services for at least three (3) projects in which the Staff and/or sub-consultant have provided services similar to those described in this Request for Proposals. Please include the individual's role in each project and all relevant aspects of each project.

D. Methodology

1. Project Approach: Provide a brief narrative of the Offeror's approach to the services described in this Request for Proposals.
2. Availability: Describe the availability of the Staff proposed and the turnaround time for each request to be made by the Authority.
3. Communication: Describe how the respondent intends to communicate with IHA to ensure effective performance of contract requirements.

E. Minority and Women Business Participation Plan

It is the policy of IHA to ensure that Minority Business Enterprises (MBEs) and Women-owned Businesses (WBEs) are provided maximum opportunity to participate in contracts let by IHA. IHA strongly encourages and affirmatively promotes the use of MBEs and WBEs in IHA contracts.

Proposals submitted in response to this solicitation must include an MBE/WBE participation plan which, at a minimum, demonstrates "Best Efforts" have been taken to achieve compliance with MBE/WBE goals.

F. Section 3 Participation Plan

Section 3 of the Housing and Urban Development Act of 1968, as amended (12 U.S.C. 1701, et seq.) (the "Act") requires IHA to ensure that employment and other economic and business opportunities generated by financial assistance from the Department of Housing and Urban Development ("HUD") to the greatest extent feasible, are directed to public housing residents and other low-income persons, particularly recipients of government housing assistance, and business concerns that provide economic opportunities to low and very low-income persons.



Proposals submitted in response to this solicitation must include a Section 3 participation plan which, at a minimum, demonstrates an understanding of the Section 3 program, describes past successes with Section 3, and describes the respondent's plans for complying with Section 3 requirements in the conduct of this solicitation.

G. Fee Proposal (Attachment A of the solicitation)

H. Representations, Certifications, and Other Statements of Bidders

Each Offeror must complete the Form HUD 5369-A Representations, Certifications, and Other Statements of Bidders provided in Attachment E.



List of Attachments

Attachment A – Quote Sheet

Attachment B – Evaluation Criteria and Selection Process

Attachment C – Inspection Checklist

Attachment D – Insurance Requirements

Attachment E – form HUD 5369-A Representations, Certifications, and Other Statements of Bidders

Attachment F – form HUD 5369-B Instruction to Offerors - Non-Construction

Attachment G – form HUD 5370-C Section I General Contract Conditions – Non-Construction



ATTACHMENT A – Quote Sheet

Respondent shall complete and submit the following pricing information:

Initial 1-year Term

Item	Estimated Monthly Inspections	Cost Per Inspection (inspection plus re-inspection)	Monthly Cost (inspection cost x inspections)	Months	Total (monthly cost x 12 months)
Inspection	300	\$	\$	12	\$
No Show	105	\$	\$	12	\$
Follow-Up	165	\$	\$	12	4
Total					\$

Option Year 1

Item	Estimated Monthly Inspections	Cost Per Inspection (inspection plus re-inspection)	Monthly Cost (inspection cost x inspections)	Months	Total (monthly cost x 12 months)
Inspection	50	\$	\$	12	\$
No Show	18	\$	\$	12	\$
Follow-Up	28	\$	\$	12	\$
Total					\$

Option Year 2

Item	Estimated Monthly Inspections	Cost Per Inspection (inspection plus re-inspection)	Monthly Cost (inspection cost x inspections)	Months	Total (monthly cost x 12 months)
Inspection	50	\$	\$	12	\$
No Show	18	\$	\$	12	\$
Follow-Up	28	\$	\$	12	\$
Total					\$

Option Year 3

Item	Estimated Monthly Inspections	Cost Per Inspection (inspection plus re-inspection)	Monthly Cost (inspection cost x inspections)	Months	Total (monthly cost x 12 months)
Inspection	50	\$	\$	12	\$
No Show	18	\$	\$	12	\$
Follow-Up	28	\$	\$	12	\$
Total					\$



Option Year 4

Item	Estimated Monthly Inspections	Cost Per Inspection (inspection plus re-inspection)	Monthly Cost (inspection cost x inspections)	Months	Total (monthly cost x 12 months)
Inspection	50	\$	\$	12	\$
No Show	18	\$	\$	12	\$
Follow-Up	28	\$	\$	12	\$
				Total	\$

- All-inclusive pricing (travel, administrative costs included)

CONTRACTOR PREPARING QUOTE: _____

NAME OF BUSINESS ENTITY: _____

ADDRESS: _____

CITY _____ STATE: _____ ZIP CODE _____

MOBILE TELEPHONE NUMBER: _____

EMAIL ADDRESS: _____

{ Print }

SIGNATURE: _____

DATE: _____



ATTACHMENT B

Evaluation Criteria and Selection Process

Evaluation Method

IHA staff will review each Proposal to determine if it is complete and if it is responsive to this Request for Proposals. IHA may allow an Offeror to correct minor deficiencies in its Proposal that do not materially affect the Proposal.

The Evaluation Committee will evaluate and will score each proposal that is submitted as a complete response. It is noted that the proposed Fee will be evaluated separately.

Evaluation Criteria and Point Allocation

The maximum possible score is 100 points. Responses will be evaluated using the criteria outlined below.

1. Experience of Offeror – 25 Points

Demonstrated successful experience and capability of the proposed staff and sub-consultants in performing inspection services of similar scope, size, and complexity as the services described in this RFP.

2. Capacity – 25 Points

Demonstrated ability of the Offeror to provide the resources (staffing, equipment, office facilities and other) necessary for the timely and efficient implementation of IHA's goals and objectives as described in this solicitation.

3. Methodology – 25 Points

The Offeror's proposed methodology is reasonable and logical and will ensure that IHA requirements will be met and indicates that the Offeror has a clear understanding of the scope of services required, to include a thorough understanding of inspection requirements, methodology, reporting, and compliance with HUD NSPIRE/UPCS Inspection Services requirements.

4. Proposed Fee – 20 Points

The proposed rates and level of service are reasonable and appropriate in relation to the services requested.



5. MWBE / Section 3 – 5 Points

- a. Demonstrated experience and commitment of the Offeror to assist the IHA in meeting its requirement and goals related to Minority/Women Business Participants. (2 points)
- b. Demonstrated commitment and experience to assist the IHA in meeting its requirements and goals related to Section 3. (3 points)



ATTACHMENT C
HQS Inspection Checklist

Property Information

Property Name: _____

Address & Unit No: _____

Occupied or Vacant

Inspection Type: Initial Annual Special

Date: _____

Inspector: _____

Signature: _____

Inspection Areas

- Unit
- Inside Building
- Outside Building

LIFE-THREATENING & HEALTH & SAFETY (PRIORITY ITEMS)

Fire & Carbon Monoxide Safety

- Smoke detectors present, installed correctly, and operational
- Carbon monoxide detectors present (if applicable)
- No blocked or missing fire exits
- Fire extinguishers (if required) present and charged



Electrical Hazards

- No exposed wiring
- No missing outlet or switch covers
- No overloaded outlets
- GFCI outlets functional where required

Gas & Fuel Safety

- No gas leaks detected
- Gas appliances properly vented
- No missing or damaged flue pipes

Water & Sanitation

- Hot and cold running water
- No major leak
- Toilet flushes and seals properly
- No sewage backups

UNIT INSPECTION

Kitchen

- Sink operable, no leaks
- Stove/range operable
- Refrigerator operable
- Adequate food preparation space
- No pest infestation



Bathroom

- Toilet secure and functional
- Tub/shower operable
- No mold or mildew buildup
- Privacy door present and operable

Living Areas / Bedrooms

- Floors free of tripping hazards
- Walls and ceilings are intact (no holes, water damage)
- Windows open, close, and lock
- At least one window per sleeping room (egress)
- Doors lock properly

Heating & Cooling

- Permanent heat source operable
 - Adequate heat distribution
 - No unsafe space heaters
 - Cooling system operable (if provided)

INSIDE BUILDING (COMMON AREAS)

Hallways free of obstruction Yes / NO

LIFE-THREATENING HEALTH & SAFETY (PRIORITY ITEMS)

Fire & Carbon Monoxide Safety

- Smoke detectors present, installed correctly, and operational
- Carbon monoxide detectors present (if applicable)
- No blocked or missing fire exits
- Fire extinguishers (if required) present and charged



Electrical Hazards

- No exposed wiring
- No missing outlet or switch covers
- No overloaded outlets
- GFCI outlets functional where required

Gas & Fuel Safety

- No gas leaks detected
- Gas appliances properly vented
- No missing or damaged flue pipes

Water & Sanitation

- Hot and cold running water
- No major leaks
- Toilet flushes and seals properly
- No sewage backups

Bathroom

- Toilet secure and functional
- Tub/shower operable
- No mold or mildew buildup
- Privacy door present and operable

Living Areas / Bedrooms

- Floors free of tripping hazards
- Walls and ceilings are intact (no holes, water damage)
- Windows open, close, and lock
- At least one window per sleeping room (egress)
- Door's lock properly



Heating & Cooling

- Permanent heat source operable
- Adequate heat distribution
- No unsafe space heaters
- Cooling system operable (if provided)

INSIDE BUILDING (COMMON AREAS)

- Hallways free of obstruction
- Stairs have secure handrails
- Adequate lighting
- No water leaks or mold
- Electrical panels secured and labeled

OUTSIDE BUILDING / SITE

Structure & Grounds

- Roof intact, no leaks
- Gutters and downspouts secure
- Foundation stable
- No missing siding or structural damage

Walkways & Parking

- Walkways free of hazards
- Railings secure
- No trip hazards
- Adequate drainage

Health & Safety

- No exposed sharp edges
- No open utility access
- Trash properly stored
- No evidence of infestation



ADDITIONAL NSPIRE EMPHASIS ITEMS

- No mold-like substances
- No lead-based paint hazards (if applicable)

- No broken or missing guards/railings
- No non-functioning critical systems

- Resident-caused vs owner-caused deficiencies noted

Inspection Outcome

- Pass

- Fail – Life-Threatening

- Fail – Non-Life-Threatening

Required Corrections & Deadlines

Date: _____

Property Inspected: _____

Address: _____

City: _____ State _____ Zip Code _____

Inspector Certification

I certify this inspection was conducted in accordance with HUD HQS / NSPIRE standards.

Inspector's Name: Printed} _____

Inspector's Name: (Signature) _____

Company Name: _____

Telephone Number _____



**ATTACHMENT D
INSURANCE REQUIREMENTS**

The selected Contractor(s) shall maintain insurance in accordance with Indianapolis Housing Agency Procurement Policy, including Commercial General Liability, Workers' Compensation Automobile Liability • Professional Liability (if applicable) Certificates of Insurance must be submitted with RFQ response. The Contractor shall maintain at its expense during the term of this Contract the following insurance:

Worker's Compensation & Disability	Statutory Requirements
Employers Liability Bodily Injury by Accident	\$1 million each accident
Bodily Injury by Disease	\$500,000 policy limit \$100,000 each employee

Commercial General Liability (Occurrence Basis) Bodily Injury, personal injury, property damage, contractual liability, products/completed operations, errors & omissions.

General Aggregate (other than Products/Completed Operations)	\$2,000,000.00
Personal and Advertising Injury Limit	\$1,000,000.00
Each Occurrence Limit	\$1,000,000.00
Fire Damage (any one fire)	\$300,000.00
Medical expense limit (anyone person)	\$10,000.00
Comprehensive Auto Liability (Owned, hired and non-owned)	\$1,000,000.00 each Occurrence and aggregate
Bodily injury and property damage	\$50,000.00 (single limit)
Real Estate Errors and Omissions	N/A

With the prior written approval of the Corporation, Contractor may substitute different limits of liability for those specified if the total amount of required protection is not reduced.

The Commercial General Liability Insurance policy shall name as additional insureds the Corporation, Insight Development Corporation, and City of Indianapolis, which coverage shall be primary, non-contributory and not excess over any insurance already carried by the Corporation, Insight Development Corporation, and City of Indianapolis. In addition, and per Ind. Code 22-3-2-14, the Contractor shall obtain from the Indiana Workers Compensation Board a certificate that the Contractor has workers



compensation insurance for its employees and provide a copy of such certificate to the Corporation prior to performing any Services on the Project site.

END OF INSURANCE REQUIREMENTS

The remainder of this page is intentionally left blank.



ATTACHMENT E

Form HUD 5369-A Representations, Certifications, and Other Statements of Bidders



ATTACHMENT F

Form HUD 5369-B Instructions to Offerors – Non-Construction



ATTACHMENT G

Form HUD 5370-C General Conditions for Non-Construction Contracts