

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

RENOVATION JANITORIAL SERVICE

RFP No. 2026-01

Date Issued: September 25, 2026

Response Deadline: Friday, October 16, 2026

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, " Vacant Unit Preparation and Renovation Janitorial Services" 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), October 16, 2026**; or via hard copy delivered to the IHA Procurement Manager by **2:00 p.m. EDT, October 16, 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: _____

RFP Submission Deadline: _____

Tuesday, October 6, 2026, at 2:00 p.m. EDT

Friday, October 16, 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

The Indianapolis Housing Agency (IHA), including its nonprofit affiliate, InSight Development Corporation (InSight), is soliciting proposals from qualified and experienced contractors to provide **Vacant Unit Preparation and Renovation Services** for approximately three hundred (300) vacant dwelling units on an agency-wide basis.

The purpose of this solicitation is to obtain qualified contractor(s) capable of providing timely, professional, and comprehensive unit turnover services to restore vacant units to safe, sanitary, functional, and move-in-ready conditions in accordance with Agency standards, HUD requirements, applicable building codes, and all federal, state, and local regulations.

Selected contractor(s) shall provide all labor, supervision, materials, tools, equipment, transportation, permits, and incidentals necessary to complete the required services. All work shall be performed professionally and within the timeframes established by the Agency. Contractors shall coordinate all activities with the designated Agency representative and comply with applicable safety requirements, quality-control standards, Davis-Bacon wage requirements, HUD-approved Maintenance Wage Rates, and the Davis-Bacon and Related Acts.

PROJECT BACKGROUND

The Indianapolis Housing Agency (IHA) is a federally funded housing agency that provides affordable housing opportunities to low-income families, seniors, and people with disabilities through its public housing and Housing Choice Voucher (HCV) programs. IHA owns and manages approximately 562 public housing units and administers more than 8,000 Housing Choice Vouchers throughout Indianapolis and Marion County.

Certain properties are managed by (IHA's) nonprofit affiliate, InSight Development Corporation (InSight). Under this solicitation, the Agency anticipates executing two (2) separate contracts: one with (IHA) for properties managed by (IHA) and one with InSight for properties owned or managed by (InSight). For purposes of this solicitation, the term **"Agency"** refers to either (IHA) or **"Insights,"** as applicable.

To support occupancy goals and maintain quality housing standards, the (IHA) is undertaking an agency-wide vacant unit preparation and turnover services involving approximately three hundred (300) vacant units. IHA and InSight are soliciting proposals from qualified contractors to provide vacant unit preparation and rehabilitation janitorial services to restore units to safe, sanitary, and move-in-ready conditions in accordance with Agency standards, HUD requirements, applicable building codes, and all federal, state, and local regulations.

SECTION II

SCOPE OF WORK

The Agency will determine the number of units each contractor will be assigned for vacant unit preparation and renovation janitorial services. See the information below for more details.

Renovation Janitorial Services

Provide cleaning and turn unit services necessary to prepare vacant residential units and related areas for safe, sanitary, and presentable occupancy.

The Contractor shall:

Complete initial unit trash out to include the following
Removing trash, debris, and unwanted materials from the unit and designated areas.
Hauling and dumping of all trash, debris and unwanted materials.
Complete Market ready cleaning to include the following:
Clean and disinfect kitchens, bathrooms, sinks, toilets, tubs, showers, and other plumbing fixtures.
Kitchen walls shall be thoroughly cleaned to remove all smoke and grease build up prior to painting. The area behind the range must also be cleaned.
Defrost and clean the exterior & interior of the refrigerator. Clean refrigerator using an all-purpose cleaner or any other cleaner that does not harm coating or gaskets. Clean excess dust from bottom and rear coils of refrigerator.
Clean the range hood and backsplash to remove grease, dirt, and residue. For gas ranges, clean all burner pilot openings and ports to ensure proper ignition and operation of burners.
Clean exterior surfaces of the stove using a degreasing soap or all-purpose cleaner Apply degreaser, if necessary or all-purpose cleaner to all knobs and handles and clean thoroughly.
Clean the interior of the oven, including the oven door interior, broiler compartment, and oven cavity, using an appropriate oven cleaner.
Remove and clean drip pans and vent filters; replace any items that cannot be adequately cleaned.
Equipped all sinks with a properly sized and correctly installed stopper or strainer designed for the specific sink type.
Clean and sanitize floors, walls, ceilings, doors, windows, cabinets, appliances, fixtures, and other surfaces in every room.

Sweep, mop, vacuum, and clean all flooring surfaces, including preparation for subsequent flooring work when required.
Clean all windows, doors, frames, and seals, including front and back storm doors, as well as all handles and knobs.
Remove cobwebs, dust, dirt, grease, and other accumulated debris throughout the unit including items from previous repairs to the unit.
Clean all corners and edges, including areas under and around heat registers, vents, and other recessed or hard-to-reach locations. Surfaces shall be free of dust, lint, and debris.
Clean all baseboards and cover base throughout the unit. Surfaces shall be free of dirt, scuff marks, and buildup, and left in a clean and sanitary condition
Clean all interior and exterior light fixtures, light shades, globes and switch plates and switches. Fixtures shall be free of fingerprints, marks, dust and insects
Clean all blinds thoroughly and replace any that are damaged or no longer functional.
Assist with final cleaning following completion of rehabilitation or repair work.
Dispose of waste and debris in accordance with (IHA) requirements and applicable regulations.
Protect existing finishes, fixtures, and property while performing custodial work.
Report unsafe conditions, damaged property, or additional work requiring authorization to the designated IHA representative.
Complete all assigned work in a professional and timely manner and leave the unit clean, safe, and ready for inspection.

The Contractor shall be notified by the Agency designee when a unit or other assignment is ready for turnover to the contractor. Prior to the commencement of work, Agency staff will issue a task order (work assignment) of the applicable for the assigned unit(s), or other services required, the location, and the time of performance of delivery of services. Upon notification, the Contractor shall begin work according on the stated assignment with 24 hours unless otherwise stated. The required completion timeframe shall include the correction of all punch list items and the successful completion of the final inspection conducted by the Agency designee, within the requested delivery schedule.

Task Orders will be issued throughout the term of the contract, and the assignment of work shall be made solely at the discretion of the Agency. When a Contractor accepts multiple Task Orders across one or more sites, the required completion timeframe applies concurrently to each assignment and shall not be extended due to the acceptance of additional work. The Contractor is responsible for maintaining sufficient staffing and resources to complete all assigned units within the required timeframe.

Trash or Debris Removal

The Agency will notify the Contractor when trash and/or debris removal is required. The Contractor shall provide all necessary tools, equipment, and supplies to remove and properly dispose of all trash and debris removal. The Agency will provide dumpsters or other trash containers unless noted otherwise. The Contractor shall be responsible for the timely removal and lawful disposal of all items. Trash removal includes, but is not limited to, all items left in the residential units, including those located in cabinets, closets, and other storage areas.

Janitorial Services

The Contractor shall provide all labor and materials as requested per task order (work assignment) necessary to perform the required services. The Contractor shall complete the work in accordance with Agency standards and project specifications.

As requested in the scope of work, all surfaces shall be thoroughly cleaned by wiping and/or washing, including the removal of all residues, grease, cobwebs, dust, dirt, and other accumulated debris. Janitorial services include, but are not limited to, the cleaning and sanitizing floors, walls, ceilings, fixtures, appliances, cabinetry (interior and exterior surfaces), countertops, sinks, toilets, tubs/showers, windows, doors, baseboards, vents, and other interior surfaces to ensure the unit is clean, sanitary, and move-in ready in accordance with Agency standards.

Use non-abrasive cleaning agents to remove soap scum, mildew, and mineral/calcium deposits from tubs, toilets, showers, sinks, ceramic tile, and similar bathroom surfaces. All surfaces shall be clean, sanitary, and free of residue.

Security/Identification

The Contractor shall provide identification badges and/or uniforms for all employees working on Agency properties. No contractor employee shall be permitted on Agency properties without an official ID badge and/or approved uniform. Upon request, the Contractor shall submit a sample of the ID badge to the Agency for review prior to contract execution. The Contractor shall notify the Agency of any personnel changes as they occur and prior to any new personnel beginning work for the Agency.

Contractors will be issued no more than two (2) keys and/or access badges for entry to Agency properties. The Contractor shall be solely responsible for the safeguarding and proper use of all Agency property issued for contractor use.

At the end of each workday, the Contractor shall ensure that all Agency facilities, property, and materials are properly secured and accounted for. The Contractor shall establish and maintain effective controls to prevent loss, misplacement, or unauthorized use of any issued keys. Under no circumstances shall issue keys be duplicated or used by unauthorized individuals.

General Requirements - First Day of Work

If the Agency engages the Contractor after 12:00 noon, and the Contractor accepts the assignment, the Contractor shall pick up the key no later than 12:00 noon on the next calendar day following the initial

notification from the Agency designee. The day following the call and acceptance shall be considered the first day of work for purposes of calculating the required completion timeframe, regardless of the actual time the key is picked up. This requirement applies inclusive of weekends and holidays.

If additional services are required due to excessive damage that was not apparent during the initial inspection, the Agency designee shall be notified immediately.

Quality Control and Inspection

Upon completion of renovation janitorial services to the unit the Contractor shall:

Ensure all work has been completed in accordance with the scope of work and contract requirements; Remove all tools, equipment, debris, and excess materials from the unit and surrounding work areas;

Perform a thorough review and final cleaning of all affected areas, leaving the unit in a clean, safe, and move-in ready condition;

Repair or correct, at the Contractor's expense, any deficiencies or incomplete work identified by the Agency designee.

Unit Rehab is Complete & Ready for Inspection

Upon completion of all work, the Contractor shall secure all doors, windows, and other access points. The Agency designee must then be notified that the unit is ready for final inspection and approval.

The Contractor shall complete and sign the Contractor's Quality Control Certification form and submit it to the IHA designee. Once the unit is ready for inspection, the Contractor shall notify the Agency designee by email and mobile phone. Following the inspection, if corrections are necessary, the Agency designee will return the punch list to the Contractor identifying any unsatisfactory or incomplete work that must be corrected. After all punch list items have been completed, the Contractor shall again notify the Agency designee by email confirming that the property is ready for re-inspection. Inspections shall be scheduled no later than 3:00 PM once the Contractor has completed all punch list items and the unit is ready for review by Senior Maintenance. The Senior Maintenance Supervisor will verify all work-related tasks have been completed and the unit is ready for move-in.

The Contractor shall not invoice the Agency until the punch list has been fully completed and approved by the Senior Maintenance Supervisor. Upon completion, inspection, and approval of the unit, the Contractor shall immediately return all issued keys.

Keys issued by the Agency to the Contractor shall not be duplicated. In the event keys are lost by the Contractor, the Agency will replace the affected lock(s), and the Contractor shall be responsible for all associated costs associated with the lock replacement.

The Contractor shall use reasonable care to clearly identify all work areas that may pose a risk to the health and safety of residents, guests, or any other persons. The Contractor shall, at its own expense, provide all necessary signage, markers, and barricades required to identify work areas and minimize potential hazards.

Conserve Utilities

The Contractor shall practice utility conservation in all the IHA facilities.

The Contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:

- Lights shall be used only in areas where and when work is being performed
- Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the Contractor or by Contractor employees
- Water faucets or valves shall be turned off after the required usage has been accomplished

End - Scope of Work

Labor Charges

The awarded vendor is responsible for ensuring all workers performing services under this contract are compensated at or above the HUD approved minimum rate with fringes or cash equivalent. The vendor responding to this proposal must provide the percentage mark-up on wage rates they will charge the Agency if awarded.

Qualified Staff

The Contractor shall have work crews, qualified with training and experience, and licensed to perform the work required the contractor shall have adequate staff to ensure rehabilitated units are finished to include punch list items within 3-5 days of the Task Order. If there is a change in the level of staff as listed in the proposal, Contractor shall notify the Agency designee immediately. The Contractor may subcontract all or a portion of the work. All subcontracted vendors are subject to approval by the Agency prior to commencing work. Disbarred or banned subcontractors or workers will not be permitted to perform work or enter the property without prior approval.

Background Checks

Contractor shall perform criminal history checks and dmvg screening tests for all prospective employees performing work under this (RFP) and any resulting contract and provide summaries of the results to the Agency if requested.

Warranty

The contractor shall provide a 12-month warranty on all labor and workmanship.

Invoices

Contractor shall not perform any services without a Task Order.

The contractor must submit a separate invoice for each Task Order.

All invoices must include a valid Task Order number. Each invoice must include supporting documentation for all charges including receipts for materials and supplies.

Invoices shall not be backdated; the date on the invoice shall match the date the invoice is submitted to the Agency or the date the invoice is mailed.

Invoices shall be emailed to the Agency's Accounts Payable Department at ap@indyhousing.org.

Submission Requirements

To be considered a qualified contractor, each proposer shall respond in accordance with the following requirements:

- HUD & IHA forms are located at www.indyhousing.org Select IHA Procurement/Bids/RFPs Procurement Forms & Documents HUD & IHA Forms HUD-5369 Instructions to Bidders for Contracts Public and Indian Housing Programs
- HUD-5369-A: Representations, Certifications, and Other Statements of Bidders (Public and Indian Housing
- HUD-5369-B Instructions to Offerors, Non-Construction
- HUD-5369-C Certification of Offerors, Non-Construction Contract
- HUD-5370-C General Conditions for Non-Construction Contracts Section I (With or without Maintenance Work
- Certificate of Non-Organizational Conflict of Interest
- Certificate of Non-Segregated Facilities
- Non-Collusive | Non-Identity of Interest Affidavit
- Conflict of Interest Disclosure Certification – Indianapolis Housing Agency
- Section 3 Contractor Initial Response Form
- E-Verify Compliance Affidavit
- Certificate of Insurance (Contractor provides)
- Three References (Include business entity, address, contact name, business telephone and email)

IHA has set the following conditions:

A fully executed contract will be required between Contractor & Indianapolis Housing Agency and InSight Development. The Agency will enter into a contract for a term of one (1) year, with the option to renew for up to four (4) additional one (1) year terms, unless otherwise determined by the Agency and mutually agreed upon by the Contractor, for the rehabilitation of vacant units Agency-wide for the Agency. The Agency reserves the right to reject all proposals, and to waive any minor informality and/or irregularities in the RFP process. The Agency shall be the sole judge of any minor informalities and/or irregularities

A late submission does not constitute a minor informality or irregularity. IHA or InSight assumes no liability for any costs incurred by responders in the preparation and delivery of a proposal in response to this (RFP), or attendance of any subsequent meetings relative to responding to this (RFP).

The responder shall provide proof of current insurance to include, but not limited to, general liability, errors and omissions, vehicular liability and workers' compensation.

List & Include Indianapolis Housing Agency and InSight Development Corporation as Certificate Holder and Additional Insured. (Sample Certificate of Insurance) is included.

Proposal Format & Content Requirements

The Agency intends to award the successful offeror pursuant to a “Best Value” basis, not as the “Lowest Bid” — i.e., the Agency will consider factors in addition to cost in making the award decision. All proposals submitted in response to this RFP shall be organized in accordance with the sequence and requirements provided below. Any proposal that fails to include the required items may be deemed non-responsive and may not be considered for evaluation.

Evaluation Criteria & Award Process

The Agency intends to award two contracts resulting from this RFP: one between the Indianapolis Housing Agency (IHA) and the Contractor, and one between InSight Development Corporation (IDC) and the Contractor. Contracts will be awarded to the responsible offeror whose proposal conforms to the solicitation requirements and is determined to be most advantageous to the Agency, considering price and other evaluation factors. The Agency reserves the right to make multiple awards, make no award, or award based on initial proposals without further negotiation.

Vacant Unit Rehabilitation Turnover Services

Proposals will be evaluated based on the factors and sub-factors identified in the RFP. The Agency may consider the firm's demonstrated qualifications, relevant experience, proposed approach, available resources, past performance, pricing, and participation commitments. The maximum available score is **100 points**.

Evaluation Process

1. The Agency will evaluate each responsive proposal using the criteria and maximum points identified above. Evaluators may consider the information provided in the proposal, supporting documentation, references, and other information permitted under the RFP.
2. The Agency reserves the right to request clarification of proposal information, conduct reference checks, and verify the qualifications and representations submitted by the proposer.
3. A proposer must satisfy all applicable minimum responsiveness and responsibility requirements established in the RFP.

EVALUATION & SCORING CRITERIA

Vacant Unit Preparation and Renovation Janitorial Services

Evaluation Factor and Sub-Factors	Points	Evaluation Considerations / Notes
1. <u>Firm Experience & Qualifications</u> • Experience providing vacant unit preparation and renovation janitorial services or janitorial-related services. • Experience with HUD, PHA, or similar federally funded project. • Experience with project management, staffing and subcontracting to provide services similar to what is requested.	30	Additional consideration may be given for demonstrated experience with affordable housing and HUD-assisted properties.
2. <u>Staffing & Project Management Plan</u> • Ability to provide qualified personnel to perform the required services. • Ability to respond to Agency assignments and meet required turn around schedules.	20	Identify key personnel and proposed subcontractors, if applicable. Include the firm's approach for scheduling, supervision, quality control, and communication with the Agency.
3. <u>Resources, Materials & Logistics</u> • Ability to obtain & deliver required materials, equipment, and supplies in a timely manner. • Experience coordinating material and supplies for residential vacant unit preparation and renovations and/or property maintenance.	10	Firms are not required to be located locally; however, they must demonstrate the ability to provide timely services and deliver materials throughout the Agency's service area.
4. <u>Past Performance & References</u> • Demonstrated record of successfully completing projects of similar scope and complexity. • Responsiveness, reliability, workmanship, and ability to meet schedules.	10	Provide a minimum of three (3) references for similar services performed within the past five years, including contact information and a description of services provided.
5. <u>Price / Fees • Labor markup.</u> • Overall pricing structure and reasonableness of proposed fees. • Transparency and consistency of pricing for task orders and assigned work.	20	Pricing will be evaluated for reasonableness, competitiveness, and consistency with the services and requirements of the RFP.
6. <u>Section 3 & Participation</u> • Section 3 worker and/or labor-hour	10	Participation will be evaluated in accordance with applicable IHA

commitments, as applicable, consistent with 24 CFR Part 75. • Demonstrated plan for achieving proposed participation commitments.		policies and solicitation requirements.
TOTAL	100	Points

ATTACHMENT A
FEE/PRICING TAB SHEET
RFP: Vacant Unit Preparation and Renovation Janitorial Services
Job Classification: Renovation Janitorial Services

Purpose: This fee tab establishes unit prices for janitorial and cleaning services associated with vacant unit turnover. Work shall be performed in accordance with the RFP, applicable Scope of Work, task order, and Agency requirements.

Item	Unit of Measure	Estimated Quantity	Unit Price	Extended Price	Notes / Assumptions
1	Custodial Trash-out	Per unit			
		1 Bedroom			
		2 Bedrooms			
		3 Bedrooms			
		4 Bedrooms			
		5 Bedrooms			
2	Deep cleaning – vacant unit/Make Ready including cleaning as noted in this proposal	Per unit			
		1 Bedroom			
		2 Bedrooms			
		3 Bedrooms			
		4 Bedrooms			
		5 Bedrooms			
3	Removal of trash / debris generated by authorized work	Per unit			
		1 Bedroom			
		2 Bedrooms			
		3 Bedrooms			
		4 Bedrooms			
		5 Bedrooms			

PRICING CERTIFICATION

The Proposer certifies that the prices stated above include all labor, supervision, ordinary tools and equipment, materials identified in the applicable Scope of Work, transportation, overhead, and profit necessary to perform the work, unless specifically identified in the Notes / Assumptions column. Unit prices shall remain firm for the period specified in the RFP.

Proposer / Company Name	
Authorized Representative	
Signature	
Date	

ATTACHMENT B

INDIANAPOLIS HOUSING AGENCY COMMUNITIES

John J. Barton Apartments (tower)
555 Massachusetts Avenue
Indianapolis, IN 46204

John J Barton Annex
501 N. East Street
Indianapolis, IN 46204

Concord Eagle Creek Homes
3125 Concord Ct.
Indianapolis, IN 46222

INSIGHT DEVELOPMENT COMMUNITIES

Indiana Avenue Apartments
825 Indiana Avenue
Indianapolis IN 46202

The Martindale
3102 Baltimore Avenue
Indianapolis IN 46218

Lugar Tower
901 Fort Wayne Avenue
Indianapolis IN 46202

The Braxton at Lugar
911 Fort Wayne Avenue
Indianapolis IN 46202

The Georgetown
3621 Bunker Hill Drive
Indianapolis IN 46205

IHA and HUD FORMS

ATTACHMENT C