

RFP PHA25-001
VACANCY PREP UNIT TURNOVER (MAKE READY)

INTRODUCTION

The Palatka Housing Authority (PHA), is seeking proposals from qualified, licensed and insured entities for Vacancy Prep Unit Turnover services, also known as Make Ready.

1.0 Proposal Submission

All Proposals must be submitted the Palatka Housing Authority on or before February 11, 2025 not later than post mark no later than 2:00 pm Eastern. RFP may be retrieved via email request to

wmthomas@palatkaha.org or from the web site www.palatkaha.org

Proposals must bear on outside of Envelope:

Vendor name, address and - RFP PHA25-001
VACANCY PREP UNIT TURNOVER (MAKE READY)

Proposals may be submitted in person at the Palatka Housing Authority located at 400 N. 15th Street,
Palatka, FL 32177 or by mail type

1.2 Pre-Proposal Conference

There will be no Pre-conference held

1.3 COST/FEES

Proposal must include a fee schedule for the services to be rendered under this contract, including any stated option periods. The schedule should indicate cost for services per unit size (vacancy, 1-5 bedroom) and specify that all costs shall be held firm and fixed by the firm for a period at least ninety days following submission of the proposal.

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

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

1.5 Award

Proposal award, if made, will be to the responsive and responsible respondent who offer the lowest cost to Palatka Housing Authority with the specifications set forth in this invitation for proposal.

1.6 Rejection of Proposal

While the Palatka Housing Authority has every intention to award a contract as a result of the RFP, issuance of the RFP in no way constitutes a commitment by PHA to award and execute a contract. Upon a determination such actions would be in its best interest, PHA, in its sole discretion, reserves the right to:

1.7 Cancel or terminate this RFP;

Waive any undesirable, inconsequential, or inconsistent provisions of this RFP which would not have significant impact on any proposal; or

If awarded, terminate any contract if PHA determines adequate funds are not available

2.0 SCOPE OF WORK (SOW)/TECHNICAL SPECIFICATIONS (T/S)

The selected Contractor(s), under the terms of a performance-based contract, will be required to assist in the preparation of units for new tenants. Time is of the essence and quick turnover on these units is critical. We are looking for vendors with the capacity to turn a unit quickly while maintaining PHA standards in returning the unit for desired living conditions. Unit turnaround should be within five calendar days or less. For the purpose of this proposal, "Calendar Day" shall include working on Saturday, Sunday, and holidays unless deemed by PHA to be disruptive to the normal operations of the Agency.

2.1 Goal/Objective PHA requirements

All respondents must be equipped to complete the following task:

1. Respond to request for service in a timely and efficient way
2. Complete all service request within the established time standards
3. Ensure that all maintenance work is of the highest quality
4. Determine how to best address deficiencies noted during inspection of unit, once determination is made, complete all repairs within established time standards

2.2 The services being requested for a complete make ready covering four phases. **However, at times PHA may choose to select only one, any combination of, or all services to be performed by the contractor(s) at its sole discretion if it is in its best interest to do so.** The four phases included in a complete make ready are as follows: Complete Make Ready

- Janitorial Services
- Maintenance
- Finishing the Perimeter
- Painting

2.3 Janitorial Services

The first step in preparing a vacant unit for a new occupant is to complete janitorial services, cleaning and sanitizing. All surfaces must be wiped off or washed cleaned. This includes, but is not limited to, food, grease, webs, dust, dirt, insects, insect eggs, and feces. Special considerations for janitorial service include:

2.4 Bathroom

- Non-abrasive cleaners shall be used to remove soap scum, mildew, calcium deposits from tub, commode, shower, sink and ceramic tile, etc,
- Clean and disinfect all bathroom fixtures (faucets, sink, toilet, bathtub, handles, knobs, etc.)
- Mirror, medicine cabinet, counter, vanity, exhaust fan, and all other surfaces shall be cleaned.
- Cabinets, drawers and hinges shall be cleaned and free of debris.
- Remove old caulk and apply new caulk to bathtub/shower, sink, and toilet base

2.5 Floors

Stripping Floors

- Use buffer to strip tile floors
- Clean all corners, under and/or around heat registers and vents
- Clean baseboards and cove base throughout unit

Sealing & Waxing

- Apply 2 coats of sealer and 2 coats of wax to floors.

2.6 Fixtures & Globes

- 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.

2.7 Windows & Frames

- Clean all windows, doors, frames and seals, including front and back storm doors, and including handles and knobs
- Remove and repair any damage from any old hardware remaining from previous blinds and shades no longer in use
- All blinds must be cleaned and replaced if necessary.

2.8 Kitchen

a. Stove

- Clean the outside of the stove with degreasing soap or all purpose cleaner
- Use the degreaser or all-purpose cleaner on the knobs and handles as well
- Use oven cleaner for the inside of oven door, inside of broiler, the pan and the oven interior.
- Clean drip pans and vent filters and Clean range hood.

b. Kitchen Wall

- Kitchen walls must be cleaned for excessive smoke or grease damage. The area behind the range must be cleaned as well.

Refrigerator

- Contractor shall defrost, clean and dry 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 coil of refrigerator

The kitchen area also includes any dining areas also.

c. Cabinets/Sinks/Countertops

- Clean all cabinets inside and outside
- Clean sink and countertops
- Cabinets, drawers and hinges shall be cleaned and free of debris

d. *Miscellaneous*

- Clean the outside of water heater
- Contractors must ensure that units with basements are cleaned
- Pressure wash garages, both interior and exterior

2.9 Maintenance

The second step in the unit make ready process is to perform maintenance on the dwelling unit. The dwelling unit must function as intended. Maintenance includes making necessary repairs to (or replacement of) apartment fixtures, hardware, and appliances. Special considerations for maintenance include:

a. Leaking Faucets

- All faucets should be operable (no leaks), toilet operable (no leaks)
- All drains should be open and no leaking waste lines
- Laundry station should be operable

b. Windows

- Make sure that all windows, storms and primes are in place properly and are operable. They should open, close and be able to lock
- All screens should be cleaned and in place without any rips or holes
- Blinds should be in good condition and working properly

c. Doors

- All doors (interior, exterior, closets and cabinets) must be able to open and close properly without any missing hardware
- Replace or repair wheels, tracks, hardware, door knobs, etc. so that doors are operable and function properly
- Exterior Doors must be cleaned both on the inside and outside, including screen doors/storm doors
- Exterior doors must be painted as necessary
- Interior doors must be painted or shellacked as necessary
- Check door sweeps and weather stripping. Replace where needed
- Install doorstops throughout the unit
- Busted doors must be replaced. A busted door may consist of veneer coming off, excessive holes, cracks, or anything beyond repair. If the replacement of the door is in question, the property manager will have the final say in determining whether or not to replace it.

d. Cover Plates

- Replace all cracked or damaged electrical cover plates. There should be a cover on any exposed outlet. Example: switches, receptacles, cable or telephone
- Do NOT paint cover plates.

e. Step Treads

- All step treads should be down solid and even without any cracks, chips or breaks. No tripping hazards

f. Electric Fixtures/Outlets

- All light fixtures should be working and with the proper globe or light shade on it. All receptacles should work. Make sure all GFCI outlets are functioning properly
- All switches and outlets must work
- Exterior fixtures, such as doorbells, lights, mailbox etc., must work. • Replace outlets, switches, and fixtures if needed.

g. Smoke Alarms/Detector

- All smoke alarms/detectors should be properly installed and working
- Old and dirty smoke alarms/detectors need to be replaced
- Install new batteries in all smoke alarms/detectors

h. Floor

- Remove and replace all bad tiles. If the floor tile terminates between rooms, there should be a transition strip. Tiles should be the same color, make, and design as the tiles being replaced
- Eliminate any possible trip hazards and replace any bad, damaged or missing baseboards, cover base or toe strips
- Replace any damaged drywall or Green board behind tile
- Repair or replace any loose, broken or missing wall tile. Also grout and caulk
- Prior approval by Maintenance Manager is required for any additional charges due to excessive damage not apparent on the initial

i. Water Heater

- Make sure water heater is operating and venting properly

Report any problems to the property manager

j. Furnaces/Air Conditioners (AC)

- Check thermostat to make sure that it works
- Replace filter
- Window A/C surfaces and removable filters shall be cleaned
- Make sure the furnace/AC cycles properly
- Vacuum out excess dust and check vents for excess dust. Report any problems with the furnace/AC to the property manager.

k. Stove

- All burners should work including the oven
- All knobs should be on and working
- Range should have all of its hardware
- Gaskets should seal properly
- Range drip pans that are not able to be cleaned must be replaced

Refrigerator

- Must operate properly with all parts and hardware on it
- Gaskets should seal properly.

l. Range Hood

- Range hood should be working as well as the fan and light
- The hood should have all of its parts and hardware such as filters, knobs, bulb, etc
- Range filters that are not able to be cleaned must be replaced

m. Closets

- Make sure all closet poles and shelves are installed
- Closets shall be cleaned and free of debris
- Ensure closet doors are operational

n. Stoppers/Strainers

- All sinks should have some type of stopper or strainer installed which works properly

o. Bathroom Fixtures

- All fixtures should be properly in place, such as soap dishes, towel bars, medicine cabinets, shelves, toothbrush holders, etc.

p. Caulking

- Caulk where needed on counter tops, window frames, door frames, kitchen cabinets etc. In apartments caulk the base of all walls that connect two units
- Caulk around breaker box.

q. Finishing the Perimeter

After the vacant unit is cleaned and necessary maintenance updates are completed, the next step in the vacant unit make ready process is to finish the perimeter of the unit by sealing it, preparing the unit for painting, and completing the painting of the unit. Special considerations for finishing the perimeter include:

r. Sealing of the Unit

- IPM (Integrated Pest Management) practices must be followed
- Seal all openings, cracks, and voids where possible including but not limited to around conduits and pipes • Caulk all baseboards
- Caulk between kitchen cabinet trim and cabinets if your I.D. badge can slide between the trim and the cabinet
- Secure all loose material to prevent harborages (e.g., loose trim boards, loose hinges, uncaulked trim)
- Clear silicone must be used inside all cabinets/drawers and where cove base/baseboard meets floor
- Paintable caulking must be used where cabinets meet wall and where cove base/baseboard meets wall
- All caulking color should match surrounding surface

- s. Heat tape (range hoods)
- t. Painting/Preparation and Finishing

- Remove all hangers, hooks, nails, tape, contact paper, wallpaper, borders etc
- Take out any obvious imperfections in wall or ceilings
- Take out imperfections around fixtures of any sort and outlets. (DO NOT PAINT electrical fixtures, switches, outlets, cover plates, and escutcheon plates.
- Remove debris and dust from heater registers
- Use caulk where needed on counter tops, window frames, door frames, kitchen cabinet etc. • Inspect entire unit before you request approval for painting.

3.0 Painting

All painted surfaces will be repainted to provide a uniform finish and shall be free from runs. Work shall be performed in accordance with all the manufacturer's recommendations. The Contractor will be responsible for correcting at his/her expense any work not accepted by PHA Staff.

- Contractor shall scrape off all flaking and/or loose paint from ceiling, walls and trim, interior and exterior doors, and exterior windowsill surfaces. Where chipped paint exists, sanding will be performed by use of various grades of sandpaper to featheredge chipped areas to allow a smooth flow of paint and prevent further chipping.
- Contractor shall perform surface preparation throughout unit on all walls and surfaces requiring painting for the application of paint; surfaces shall be prepared to be consistent with the existing surface. Contractor will paint the unit in accordance with the terms of this proposal and scope of work.
- All nails, screws, brackets, debris, etc., shall be removed. All holes in the walls, ceilings, doors, trim, etc., as well as cracks, will be properly filled, floated or caulked flush with existing surface. Finish will match all other existing finish work.
- All doors and window trim must be painted.
- If range hoods are currently painted, and range hood paint is peeling, flaking or bubbling, paint with heat-retardant paint, or replace range hood. DO NOT paint range hoods if not currently painted. Touch up any nicks or scrapes to appliances with appliance paint.
- DO NOT paint electric boxes, breaker boxes, or cover plates unless previously painted. DO NOT paint shut.
- Properly use drop cloths. Improper use could lead to termination of the contract and you will also be held liable for costs to restore floors, stairs, hardwood floors, VCT tile, ceramic tile, etc. Properly clean paint equipment and wall repair materials. Do not clean paint equipment in units. Protect all drains from clogging. Contractor may be held accountable for plumbing costs incurred due to Contractor's actions. DO NOT dispose of paint in sinks.

4.0 Additional Services

From time to time PHA requires additional services to be performed that are not included in the total make ready of the unit or that are required separate from the total make ready of the unit. Those services may include (**at no additional cost**):

1. Tub Glazing, sinks, countertops (no size unit, just per each)
2. General Painting (interior, exterior) flat rate for unit size and hourly rate for specialty items such as only one wall painted).
3. Stripping and waxing floors

Concrete repair
Painting
Electrical
Cabinetry

4.1 Routine Handy Man Repairs (interior, exterior) that may include, but are not necessarily limited to:

- Tile Repair
- Door Adjustment Repair
- Trim/molding
- Drywall Repairs
- Cleaning, Repairing and caulk

4.2 *Minor Plumbing Services*

- Plumbing stoppage
- Replace p-traps, stems, shower heads

Additional services shall not be performed without the prior approval of the Maintenance/Property Manager. If additional services are required in conjunction with a unit turnover, this will not affect the total turnover time without prior approval of the Maintenance/Property Manager.

5.0 *General Requirements*

5.1 *Time – First Day of Work*

If the Maintenance Manager contacts the Contractor by 12:00 noon, and the Contractor accepts the unit, the Contractor shall pick up the key no later than 3:00 p.m. that day. The next day will be considered the first day of work in calculating the amount of time to complete the unit (including weekends and holidays).

If the Property Manager contacts the Contractor after 12:00 noon, and the Contractor accepts the unit, the Contractor shall pick up the key no later than 0800 am the next day after the initial call from the Maintenance/Property Manager. The day after the call/acceptance will be considered the first day of work in calculating the amount of time to complete the unit regardless of when the contractor picks up the key (including weekends and holidays).

If additional services are required due to excessive damage not apparent on the initial inspection, the Maintenance Manager shall be notified immediately.

5.2 *Time and Scheduling –*

Time is of the essence for unit turnovers and the Contractor must show proof of understanding of PHA's strict timeline for the three (3) to five (5) day turnover determined by unit size. The allotted time for turnover of units is determined as follows:

- Single Family Homes and Duplexes – 5 days

In some instances, due to the nature of work to be completed, it may become necessary for the completion of work to take longer than the allotted 3- or 5-day turn around. PHA shall have sole discretion in determining the amount of time to be extended due to these circumstances.

6.0 Quality Control and Inspection

Upon completion of the Make Ready the Contractor shall complete and sign the Contractor's Quality Control Certification form (included as Attachment - Make Ready Unit Punch list) and submit it to the Maintenance Manager or Maintenance Supervisor. Contractor shall email/call the Maintenance Manager or Maintenance Supervisor that the unit is ready for inspection. After the inspection, PHA staff will return the punch list to the Contractor with any unsatisfactory or incomplete work marked that needs to be completed. After completing the punch list, the Contractor shall notify the Maintenance Manager/Maintenance Supervisor through email/phone call that the property is ready for inspection again.

Inspections shall be scheduled no later than 4:00 pm prior to the last day of the standard completion time to complete the unit, in order to be accepted within the specified time allowed. The Maintenance Manager or Maintenance Supervisor will walk the unit with the Contractor no later than the next day when notified by contractor that the unit is ready in order to verify that the items on the punch list have been completed and the unit is ready for move in. Contractor shall invoice PHA direct at the PHA Office.

Contractor shall turn in key as soon as the unit is complete, inspected, and approved.

7.0 Trash

- The Make Ready contractor is responsible for all trash and debris in front and rear yards of vacant units
- All trash and recycling receptacles should be cleaned and empty with completion of the unit.
- Contractors are not to remove the trash receptacles (wheeled waste carts) from the units as they are the property of the Waste Collection Services Contractor. The cost for any missing trash receptacles will be deducted from the contractor's invoice

8.0 Physical Security –

- Contractors will be issued by PHA, no more than two keys
- Contractor shall be responsible for safeguarding all PHA property provided for Contractor use. At the close of each workday, PHA facilities, property and materials shall be inspected and secured. The Contractor shall establish and implement methods of ensuring that all keys issued to the Contractor by PHA are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by PHA shall be duplicated. If the Contractor loses the keys to the lock, PHA will replace the lock and bill the Contractor for the cost to replace the locks.
- Contractor shall use reasonable care to clearly mark all work areas that might be expected to endanger the health and safety of residents, guest or any other persons. Contractor will provide at their own expense such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.
- At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of PHA into a unit that is being turned over.

9.0 Materials and Supplies

The Contractor must provide supervision and other items, at Contractor's own expense, all equipment, labor, cleaning supplies, to include but not limited to bleach, oven cleaner, glass cleaner, floor stripper and wax, non-abrasive bathroom cleaners, tools, etc., necessary to perform all of the required services under this RFP and any resulting contract. PHA may, based on availability and at the discretion of the property manager/maintenance supervisor, provide maintenance materials (e.g., paint, flooring, doors, etc.) with the exception of the following items, unless authorized by Maintenance Manager:

- Drywall
- Drywall compound
- Spackling/Plaster • Paint brushes, rollers, drop cloths
- Adhesives
- Caulk • Fasteners
- Door Stops

10. Janitorial Supplies –

Janitorial supplies must be comparable to what PHA purchases for use by in-house staff.

If the maintenance materials are not furnished by PHA, the contractor will need to purchase the materials in order to complete the unit turnover in the allotted time. These expenses must be approved prior to purchase, by the Maintenance Manager, for the contractor to be reimbursed with proof of receipt. Please note that some of the properties which PHA manages are tax-exempt. PHA will not pay taxes on any purchases made by the contractor for those properties.

TPS reserves the right, if in its best interest to do so, to request a change in products (i.e. brand or type of product) used by the contractor should the product be deficient and/or not in accordance with PHA current products used.

Any remaining materials and supplies provided by and/or charged and reimbursed by PHA are the property of PHA and shall be returned to the Maintenance Manager upon completion of the Unit.

11.0 Qualified Staff –

Contractor shall have work crews, qualified by training and experience, and licensed to perform the work required. Contractor shall have adequate staff to insure make ready units are completed to include punch list items within the 3-5 days of purchase order. If there is a change in the level of staff as listed in the proposal, Contractor shall notify the Procurement Director Maintenance Management immediately.

The Contractor shall visually inspect the property in order to learn the characteristics of the site and to agree (in writing) with the Maintenance Manager as to the level of work if different than that specified in the purchase order. No plea of ignorance by the Contractor of the conditions that exist as a result of failure or omission on the part of the Contractor to make the necessary examinations and investigations and to agree with the Maintenance Manager before work commences, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirement of PHA or the compensation to the Contractor.

12.0 Invoicing

Contractor must submit a **separate invoice** for each unit turnaround, with complete description of work performed.

13.0 Turnaround Checklist

A maintenance turnaround checklist is provided as an attachment, however you made utilize one of your own design for compliance completion and submission with each invoice.

14.0 Meetings

The Contractor is required to meet with PHA, or representative, to resolve any technical or contractual problems that may occur during the contract term or to discuss progress made in the performance of their respective obligations, at no cost to PHA.

CHECKLIST UNIT TURNAROUND ITEMS

Kitchen/Dining Area	31 Walls
1 Disposal Cap	
2 Sink & Faucet	32 Ceiling
3 Ranae Hood/Exhaust Fan	33 Doors
A Light	34 Locks
B. Shield	35 Door Jambs
4 Windows	36 Tub/Stopper/Grab Bars.
5 Glass	37 Faucet
6 Screens	38 Shower/Rod/Enclosure
7 Drapery Liners/Shades	39 Wash Basin
8 Light Fixtures/Globes	A
9 Electric Outlets/Covers	B. Handles
10 Refrigerator Clean	C. Stopper
A Gasket	40 Cabinets
B. Freezer Door	41 Commode
C. Main Door	A
D. Shelves	B. Tank
E. Trays (<i>Ice / Butter</i> dish)	42 Light Fixture
F. Crisper Drawers	A
11 Cabinets	B. Bulb
A Doors	43 Med1c1ne Cabinet
B. Shelf	44 Toothbrush Holder
12 Countertops	45 Electric Outlets/Covers
13 Ranae Clean	46 Towel Rack/Soap Tray
A Model #	47 Exhaust Fan
B. Burners	48 Emergency Alarm cord
C. Drip Pan	Bathroom U£ - Hall Bath
D. Door	49 Floor
E. Oven	50Walls
F. Elements	ITEMS
G. Handles	General Interior
H. Broiler Pan/Grill	51 Stairways
14 Floors	A
15 Walls	B. Banister Handrail
ITEMS	C. Liaht Fixtures/Globes
16 Ceiling	D. Bulbs
17 Doors	52 Hallways
A Viewer	53 Storage Closets/Shelves
18 Door Locks	54 Vestibule
19 Door Jam	A
Living Room	B. Lights
20 Floor	
21 Walls	55 Basement
22 Ceiling	A
23 Light Fixtures/Globes	B. Handrail
24 Windows	C. Floor
25 Screens	LJ. Walls
26 Glass	E. Ceilings
27 Drapery Liner/Shades	F. Doors
28 Electric Outlets	G. Door Locke
30 Floors	H. Door Jamb

ITEMS	B. Walls
1. Glass (2)	C. Windows
2. Screens (2)	76 Extermination Status
56 Laundry Room	ALL BEDROOMS: ITEMS -
57 Laundry Tub	
A. Faucet	77 Floors
B. Legs	78Wall
C. Stopper	79 Ceiling
58 Washer/Dryer Hookup	80 Doors
59 Hot Water Tank	A
60 Outside Dryer	B. Jambs
61 Floor Drains/Sumo Pump	81 Windows
Major Equipment	82 Glass
62 Heating	
A. Baseboard Heaters	83 Screens
B. Heat pump	84 Electrical Outlets & fixtures
C. Breaker Box	85 Closets
D. Thermostat(s)	86
E. Basement-Crawlspace Heater	B. Walls
F. Ventilating ran Whole House	C. Windows
G. Fan Control Switch	76 Extermination Status
63 Plumbing	ALL BEDROOM : ITEMS -
64 Structural - Drywall	
Unit Exteriors	77 Floors
65 Light Fixtures	
66 Walkways	78Wall
67 Parking Area	79 Ceiling
68 Patio/Deck	80 Doors
69 Storage Room	A
A. Door	B. Jambs
8. Light	81 Windows
70 Front Porch/Railings	82 Glass
71 Storm/Screen Doors	83 Screens
A. Glass	84 Electrical Outlets & Fixtures
B. Locks	85 Closets
C. Closure	86
D. Sorinas	B. Walls
E. Screens	C. Windows
F. Outside Light Globe	
72 Sliding Glass Doors	
A. Glass	
8. Locks	
C. Rollers	
ITEMS	
D. Security Bar	
E. Screens	
F. Drapery Liner/Rod	
G. Hooks & Cord Guide	
General Housekeeping	
73 Interior Trash	
74 Exterior Trash	

75 Cleanliness	
A. Floors	

Maintenance Services Vacant Unit Turnaround