

Request for Proposal (RFP)

RFP Number: RFP-2025-001

RFP Title: Residential Homes Maintenance Services

Issued by: KenCCID

Main Office Address: 9350 Ashton Road, Rm 202, Philadelphia PA 19114

Website: www.kenccid.org

Point of Contact: Francis Sivieri

Title: KenCCID – CFO

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Date RFP Issued: April 17, 2025

Due Date for Questions: May 15, 2025 by 3 PM US EST

Due Date for Proposals: May 30, 2025 by 3 PM US EST

Introduction:

KenCCID is a nonprofit organization based in the City of Philadelphia. KenCCID has been supporting individuals with intellectual and development disabilities for over 50 years. KenCCID provides housing, medical care, and job coaching to our residents. Many of our residents received round-the-clock care. Others live in assisted-living arrangements with roommates. We currently operate 30 homes in the northeast area of the City of Philadelphia.

KenCCID is seeking proposals from qualified vendors to provide maintenance services to our residential homes. The purpose of this Request for Proposal (RFP) is to obtain detailed proposals from maintenance service providers to manage and maintain residential homes in a professional and timely manner. **Note: All work must be in compliance with PA 6400 regulations.** These homes are part of our housing portfolio, and we are looking for a long-term partnership to ensure the upkeep of these properties.

1. Scope of Services:

The scope of services required for residential homes maintenance includes but is not limited to the following (**Note: All work must be in compliance with PA 6400 regulations**):

1.1 Routine Maintenance:

- **Landscaping:** Lawn care, tree trimming, pruning, seasonal planting, and debris removal.
- **HVAC Systems:** Routine inspections, filter replacement, and preventive maintenance.
- **Plumbing:** Inspection and repair of water fixtures, pipes, and drainage systems.

- **Electrical Systems:** Checking electrical systems, outlets, and lighting for proper operation and safety.
- **Appliances:** Regular checks, maintenance, and repairs of in-home appliances such as dishwashers, refrigerators, and washers/dryer
- **Carpentry repairs**
- **Snow and Ice removal** including salt placement

1.2 Preventive Maintenance:

- **Roof and Gutters:** Inspections for leaks, cleaning, and minor repairs annually.
- **Pest Control:** Pest control treatments and inspections at least quarterly or upon request.
- **Safety Equipment Systems:** Ensure that smoke detectors, carbon monoxide detectors, and fire extinguishers are in proper working condition. Complete quarterly inspections.
- **Hot Water Heater:** Implement temperature safety best practices.
- **Exterior Home Maintenance:** Inspect and maintain the exterior of homes, including siding, windows, power washing, including entry doors, and painting (Spring to Fall).

1.3 Emergency Maintenance:

- **24/7 Availability:** Provision of emergency maintenance services for urgent repairs (e.g., plumbing issues, electrical outages, heating/cooling system failures). **This is a key element of the agreement.**
- **Response Time:** Response time within 2-3 hours for emergency service requests.

1.4 Additional Services:

- **Seasonal Tasks:** Winterizing homes (e.g., managing water supply in cold weather) and preparing for summer (e.g., air conditioning/heating filter preventive maintenance).
- **Job Tracking Program:** System to track jobs added, their status, and completion date.
- **Renovations & Repairs:** Minor repairs or renovations, drywall patching, repainting, hanging doors and installing related hardware.
- **Major Repairs:** **Roofing, flooring, kitchen remodeling, bathroom remodeling, carpet replacement, and fencing are subject to KenCCID's bidding policy. Vendor bids are welcome.**

2. Vendor Qualifications:

Proposals will only be accepted from vendors that meet the following qualifications:

- **Experience:** At least 5 years of experience in providing residential maintenance services. Familiarity with PA 6400 regulations.

- **References:** At least three client references from similar residential maintenance contracts.
- **Licensing:** All necessary licenses and certifications required by State of Pennsylvania and City of Philadelphia regulations, including PA 6400 regulations.
- **Insurance (or intent to obtain required insurance within 15 days of issuance of contract):**
 - Liability insurance coverage with a minimum of \$1,000,000
 - Workers' Compensation coverage with a minimum of \$1,000,000
 - General Liability of \$1,000,000 each occurrence and \$3,000,000 in the aggregate
- **Staff:** Qualified and trained maintenance staff to perform the various services listed in the scope.

3. Proposal Submission Requirements:

Interested vendors should submit a detailed proposal that includes the following:

- **Company Profile:** A brief company background, including main point of contact, company contact information (e.g., website, phone, email), years in operation, staff qualifications, and relevant experience.
- **Service Offerings:** Detailed explanation of services provided, including standard procedures and timelines for completing routine maintenance tasks.
- **Pricing Structure:** A clear pricing structure for various services, including hourly rates, fixed pricing for specific tasks and on-call availability, clear cost communication for emergency services.
- **Insurance and Licensing:** A copy of the vendor's insurance certificates, licenses, and any other relevant documentation.
- **References:** At least three (3) references from current or past clients for whom similar services were performed. Include reference name, company, relevant project, phone number and/or email address.
- **Warranty and Guarantee:** Details on any warranties or guarantees offered for completed services or repairs
- **Safety Practices:** Explanation of safety protocols in use, as well as any applicable procedures followed to ensure the safety of residents and our staff.

4. Proposal Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- **Experience and Qualifications** (30%)
- **Quality of Service** (25%)
- **Pricing Structure** (20%)
- **References and Reputation** (15%)

- **Insurance, Licensing, and Certifications (10%)**

The selected vendor will be required to enter into a formal service agreement with KenCCID, Main office at 9350 Ashton Road, Suite 202, Philadelphia PA, 19114

5. Submission Deadline:

The deadline for submitting proposals is May 30, 2025 by 3 PM US EST. Proposals received after this time will not be considered.

6. Proposal Submission Instructions:

Please submit your proposal as a PDF attachment via email to RFP@kenccid.org by the specified deadline:

For any questions or additional information regarding this RFP, please email us directly at RFP@kenccid.org by May 15, 2025. All other forms of contact will not be considered official.

7. Contract Term:

The selected vendor will enter into a one (1) year contract with KenCCID with a clause to terminate with 30 days' notice for violation of any part of the contract. Also included as part of the contract is a denial of payment for work not completed. Renewal of contract will be based on performance.

8. Terms and Conditions:

- **Confidentiality:** All proposals and information provided will be treated as confidential.
 - **Right to Reject Proposals:** KenCCID reserves the right to reject any or all proposals.
 - **Compliance with Laws:** All vendors must comply with all applicable local, state, and federal laws and regulations.
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