

Manchester Housing and Redevelopment Authority

REQUEST FOR PROPOSAL FOR Vacant Unit Turnover Services

RELEASE DATE:
10/01/2026

RESPONSE DUE DATE AND TIME:
10/15/2026 by 2PM

MHRA CONTACT:
John Bocci, Asset Supervisor - Maintenance
Manchester Housing and Redevelopment Authority
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603-851-1774

Instructions: Packages may be emailed or delivered or mailed in a sealed envelope.

Please notify of submissions (whether delivery, mail, or email) by sending an email to the Contact above.

All packages not received by the deadline will be considered late and returned to the sender unopened. MHRA DOES NOT ACCEPT RESPONSIBILITY FOR LATE OR MISDELIVERED PACKAGES.

MHRA WILL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT IN EMPLOYMENT DECISIONS BECAUSE OF RACE, MARITAL STATUS, COLOR, RELIGION, AGE, NATIONAL ORIGIN, SEX, SEXUAL PREFERENCE, DISABILITY OR VETERAN'S STATUS.

SECTION I - GENERAL TERMS AND CONDITIONS

1.00 INTRODUCTION

Manchester Housing and Redevelopment Authority (MHRA) seeks Proposals for Cleaning and Painting Services of vacant apartments. Interested firms shall provide a proposed plan and pricing based on unit size and certain background information on the Interested Firm submitting the Proposal.

1.01 DEFINITION OF TERMS

The following general terms and conditions apply to any contract issued hereunder, except where the clauses are self-deleting because of monetary thresholds, or the clause prescriptions. Other provisions, including contract clauses, may be added to individual contract(s) by mutual agreement of MHRA and the Contractor. It is understood by MHRA and the Contractor that, where appearing in the referenced clauses, the terms "Government," "Contracting," "Officer," and named contracting agency shall mean "MHRA," except where the terms "Contractor" and "Subcontractor" are used in a clause where in the normal relationship between parties denoted by these terms is stated or implied. The "Interested Firm" is the company submitting a Proposal in response to this Request for Proposal. The "Contractor" also means the successful "Firm" which signs a contract based on its response to this Request for Proposal (RFP). Notwithstanding the above, all audit rights of the Contractor's books and records shall be reserved to the Government.

1.01 DESCRIPTION OF HOUSING AUTHORITY

MHRA was established in 1941 and its administrative office is located at 198 Hanover Street, Manchester, New Hampshire 03104. MHRA is federally subsidized by the U.S. Department of Housing and Urban Development (HUD) to provide decent, safe, sanitary, and affordable housing to low-income individuals and families. It is regulated by the Housing Act of 1937 as amended, regulations promulgated pursuant thereto, as well as laws of State of New Hampshire. MHRA is a political subdivision of the State of New Hampshire and therefore is exempt from state, local, and federal taxes.

MHRA owns and/or manages 1,476 units of affordable housing plus facilities for maintenance and administration in Manchester. Residential units for families, elderly and the disabled range in size from studio/zero- to five-bedroom apartments.

1.02 REQUESTS FOR INFORMATION

Any Interested Firm desiring an explanation or interpretation of this RFP must request in writing, by email or mail, such request for information **no later than five (5) days prior to the Proposal due date**. Requests should be directed to the Contact at the email address listed on the cover page. Any information given to an Interested Firm concerning the solicitation will be furnished promptly to all Interested Firms, if that information is necessary in submitting an offer or if the lack of it would be prejudicial to any other prospective firm. Oral explanations or instructions given before the award will not be binding on contract performance.

1.03 PROPOSED SUBCONTRACTING

The Interested Firm is required to include in their response a list of any proposed subcontractors, and a list of tasks or items, if any, which the Interested Firm intends to subcontract.

SECTION II - DESCRIPTION OF SERVICES

2.00 PROJECT DESCRIPTION

MHRA intends to enter into one or more contracts for Cleaning and Painting Services at various locations owned, managed, or leased by MHRA. The locations may consist of residential and administrative properties.

2.01 SCOPE OF WORK AND BASIS OF PRICING

Proposals shall include the Interested Firm's response to the Scope of Work in EXHIBIT 1.

Please provide pricing in EXHIBIT 2.

2.02 MINIMUM STANDARDS OF PERFORMANCE

The Contractor's performance will be evaluated in accordance with MHRA and HUD standards. If work is not satisfactory, the Contractor may be called back to the site. If the Contractor fails to arrive at the MHRA location within a time specified after the request for call-back service, MHRA shall have the right to obtain the service through another vendor and the Contractor agrees that the actual cost of such service shall be deducted from the Contractor's invoice covering the period for which the outside service was obtained. This deduction will be supported by a copy of the invoice covering the emergency service obtained elsewhere.

2.03 TERM OF CONTRACT

The term of this contract shall be for a period of one (1) year, potentially beginning 10/15/2026. This contract may be modified upon notification to the Contractor in writing by MHRA. The pricing provided shall be valid for the term of the contract, beyond that will require an agreed adjustment between both parties.

MHRA may discontinue this contract immediately upon furnishing notice to the Contractor if the parties fail to agree upon any deletion, amendment, or addition to this contract, which is required by statute, Executive Order, procurement regulation, or HUD regulations. No deletion, modification, addition to, or discontinuance of this contract shall affect any orders hereunder entered into prior to the effective date of such change, unless mutually agreed to by the parties or otherwise required by operation of law.

SECTION III - EVALUATION FACTORS

3.00 EVALUATION FACTORS

Contract will be awarded to the responsible firm whose Proposal is most advantageous to MHRA based upon, but not limited to, the evaluation criteria specified below:

A. Fee/Price:

- a. Reasonableness of proposed costs in relation to other offers.
- b. Proposed costs in relation to evaluated company experience, qualifications, services offered, and proposed work plan.
- c. "Added Value Services" offered.

B. Company Qualifications and Experience:

- a. Qualifications and experience working with the statutes and regulations which govern the services specified herein.
- b. Experience with housing entities providing the services specified in the RFP.
- c. References of other companies for which bidders have provided similar services as specified in this RFP.

SECTION IV - PROPOSAL INSTRUCTIONS AND SUBMITTAL

4.00 GENERAL INFORMATION

1. The Proposal shall be signed by an official authorized to bind the company and shall contain a statement that the Proposal is firm for 45 days from the due date.
2. Proposals may be withdrawn by the bidder via written or email request received by MHRA no later than the due date for the Proposal. Any Proposal that is withdrawn may nevertheless be opened and reviewed. Proposals opened on the due date shall not be withdrawn without the consent of MHRA for 120 days after the Proposal due date.
3. MHRA reserves the right to accept or reject any and all Proposals received as a result of this RFP, to take exception to these RFP specifications, or to waive any informalities, or the failure of any Interested Firm or of MHRA to comply therewith, to negotiate all terms and conditions with any qualified source, or to cancel or amend in part, or entirety, this RFP. All or part of a Proposal will be incorporated into the final contract. Interested Firm may be excluded from further consideration for failure to fully comply with the specifications of this RFP.
4. Failure of the successful Firm to accept these and other terms will void the award.
5. MHRA reserves the right to make a contract award based solely upon the Proposals, or to negotiate with one or more bidders. The bidder(s) selected for the award will be chosen on the basis of greatest benefit to MHRA, and not necessarily on the basis of lowest price.

4.01 MATERIALS TO INCLUDE WITH PROPOSAL

Response to Request for Proposal including the following:

1. Proposal Transmittal/Introduction Letter:
 - i. Company – including name, mailing address, phone number, Fed Tax ID.
 - ii. Contact Person - name, email address, and phone number.
2. Proposal noting exceptions to requirements in Request for Proposal/ Exhibits.
3. A resume of pertinent experience and references.
4. Basis of Pricing – See EXHIBIT 2.
5. List of proposed subcontractors (if any) and list of tasks bidder intends to subcontract – See Section 1.03.
6. Non-Collusive Affidavit – See EXHIBIT 3.
7. Certified statement that the Firm is not debarred or suspended or otherwise prohibited from professional practice or service by any Federal, State, or local agency. NOTE: MHRA will reject the Proposal of any bidder who is debarred by the U.S. Department of Housing and Urban Development (HUD), and/or the State of New Hampshire from providing services to public housing authorities, and reserves the right to reject the Proposal of any bidder who has previously failed to perform any contract properly for any purchaser, or to complete on time, contracts of a similar nature, who are not in the position to perform the contract, or who has neglected the payment of bills or otherwise disregarded as obligations to clients, purchasers, subcontractors, material men, or employees.
8. Signature of a person authorized to bind offering Firm to the terms of the Proposal.

Failure to return any requirements or attachments will deem your Proposal as non-responsive.

4.02 CONTRACTOR RESPONSIBILITY

Notwithstanding the right of the federal government and MHRA to review the Contractor's efforts and progress and particularly with reference to the specifications, and deliverable items, which may be provided for elsewhere in this contract, it is expressly understood that the Contractor is completely responsible for the compliance of contract and items with the provisions of this contract and any reviews and approval given by MHRA or the government, do not relieve the Contractor of this responsibility without written approval of MHRA's Executive Director or their designee.

4.03 APPLICABILITY OF PUBLIC RECORDS LAW

Interested Firms are advised that all bids/Proposals submitted to MHRA are subject to public records laws and may be subject to disclosure to the public. Information in bids/Proposals and other submissions that would be deemed a trade secret or otherwise not subject to disclosure under public records laws shall be clearly indicated as such by the Interested Firm. Also, the Interested Firm shall submit one copy of its bid/Proposal and other submissions, which has been redacted of all trade secrets and other information not subject to disclosure pursuant to a public

records request. Failure to do so may subject the entire contents of a bid/Proposal or other submission to disclosure under public records laws.

SECTION V – POST-APPROVAL INFORMATION AND REQUIRED DOCUMENTS

5.00 CONTRACT

The Contract or Agreement shall also include this Request for Proposals and the Contractor's Proposal. A copy of the contract will be provided following the award.

5.01 WORKERS' COMPENSATION AND LIABILITY INSURANCE

The successful firm will be required to provide evidence of insurance for workers' compensation, general liability, and motor vehicle liability. Certificates of Insurance must be provided for all coverage stating the limits and the effective and expiration dates of coverage. Coverage for Comprehensive General Liability insurance must have limits of not less than \$1,000,000 per occurrence and include bodily injury, property damage, personal injury, advertising injury, blanket contractual coverage, and owner/contractor protective liability. Coverage for Workers' Compensation and Automobile Liability must be provided at limits that meet or exceed the limits required by state law. MHRA shall be listed as "Other Insured." Evidence of continuous Workers' Compensation coverage throughout the duration of the contract must be provided to MHRA.

5.02 OTHER FORMS AND INFORMATION REQUIRED BY HUD

The following are to be completed and/or initialed as part of the contract:

1. Contract Clauses:
 - i. HUD Procurement Handbook for Public Housing Agencies (HUD 7460.8 REV 2) Table 5.1 Mandatory Contract Clauses for Small Purchases Other Than Construction.
 - ii. General Contract Conditions for Non-Construction Contracts with Maintenance (HUD Form 5370-C2)
2. Davis Bacon Wage Rates and Certified Payrolls. Note: Rates will be dramatically different for each building due to having high-rise buildings. This may result in different pricing per building.
3. HUD Section 3 Contractor Compliance Efforts – MHRA FORM
 - i. The work to be performed under this contract is subject to the requirements of Section 3, a provision of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) that is regulated by the provisions of 24 CFR 75. Section 3 regulations ensure that employment and other economic opportunities generated by certain HUD financial assistance shall, to the greatest extent feasible, and consistent with existing Federal, State, and local laws and regulations, be directed to low- and very low-income

persons, particularly those who are recipients of government assistance for housing, and to business concerns which provide economic opportunities to low- and very low-income persons. MHRA encourages all its Contractors to learn more about Section 3 business opportunities at the HUD Opportunity Portal and notify MHRA on utilization of Section 3 business entities or workers associated with this contract.

5.03 INVOICING AND PAYMENT

Invoices or vouchers for payment shall be certified by an approved and responsible official of the Contractor's organization. A monthly invoice must be submitted within thirty (30) days after services are provided. MHRA will pay invoices net thirty (30) days after receipt of the invoice. Each invoice or voucher shall, at a minimum, be supported by a summary of the cumulative costs and a description of the service provided, as well as certified payrolls. The Contractor shall submit the invoice by mail/email to the MHRA Contact on the cover page.

EXHIBIT 1

MHRA Vacant Unit Turnover Services

SCOPE OF SERVICES

Process: MHRA will inspect a vacant unit and issue a Unit Turnover Purchase Order, which will contain the scope of work and time for completion. An acceptance of a Purchase Order is a joint agreement by both parties of time and scope of work. The time allotted to complete all work in the unit will be specific at the time of assignment and must be completed in that time. Should the work not be completed in that time, MHRA will charge the contractor a fee of fifty (\$50.00) per day if the contractor exceeds the limit given on the purchase order. Any additional work beyond the Purchase Order will need to be quoted and approved by MHRA.

The following Scope of Services is for the MHRA cleaning and painting of vacant dwelling units. All work shall be done in accordance with this Scope of Services.

A. Cleaning: Scope of work includes, but is not limited to:

a. Kitchen:

i. Stove:

1. Remove grease and stains from burners and switches
2. Clean and replace burner drip pans
3. Clean inside of oven to remove all grease, burnt items or debris
4. Clean entire outside of stove to remove dirt, grease, and debris
5. Remove grease buildup on walls, hood (light and fan), and other areas adjacent to the stove
6. Remove hood fan filter and clean or replace as necessary
7. Move stove, clean walls and floor, reinstall in place

ii. Refrigerator:

1. Clean interior and exterior of refrigerator
2. Clean door gasket
3. Defrost when necessary
4. Remove vent cover, clean dust, and debris at base, reinstall cover
5. Move Refrigerator and clean floor and walls, reinstall

iii. Sink:

1. Remove grime buildup
2. Polish and remove stains
3. Clean and shine faucets and drain

iv. Cabinetry/Countertops:

1. Remove shelf lines, any mold, mildew, or grease buildup
2. Clean all surfaces inside and outside of all cabinets
3. Clean handles and doors

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4. Clean all countertops
5. Clean under, around and inside of the baseboard heaters
- b. Bathroom:
 - i. Sink/Vanity:
 1. Clean inside and outside surfaces, countertops, and doors
 2. Clean and shine metal handles, faucets, drains, and sink stoppers
 3. Clean adjacent wall surfaces, using a mold/mildew cleaner
 4. Clean pipes under sink
 5. Clean mirrors, interior and exterior of medicine cabinet, handles
 6. Clean interior/exterior surfaces of vanity and remove shelf liner
 - ii. Toilet:
 1. Clean and deodorize inside surfaces
 2. Clean outside surfaces
 3. Clean adjacent wall surfaces
 4. Clean thoroughly around base of toilet
 - iii. Shower/Tub:
 1. Clean inside and outside surfaces with mold/mildew cleaner
 2. Clean and shine metal fixtures
 3. Clean outer walls, rod and towel rods
 4. Clean vent fan thoroughly
 5. Recalk as necessary
- c. Flooring:
 - i. Tile/Linoleum
 1. Sweep and dust mop all areas to be cleaned
 2. Remove any foreign material from flooring surfaces
 3. MACHINE STRIP flooring with a non – ammoniated wax stripper
 - a. Remove all wax buildup in corners, under cabinet edges, baseboard heaters, and off cove base
 - b. Rinse area with clean water
 4. Apply two (2) coats of wax
 - ii. LVT/Plank Flooring:
 1. Sweep and dust mop all areas to be cleaned
 2. Remove any scuff marks or staining
 3. Mop with a nonabrasive, no rinse floor cleaner with warm water
- d. Other:
 - i. Cove base:
 1. Clean cove base ensuring no waxy residue is left over. Cove base replacement is at the direction of the Senior Asset Manager or their designee, which will be quoted separately
 - ii. Light Fixtures:
 1. Clean thoroughly

2. Remove globes, clean, and replace
- iii. Doors:
 1. Clean both sides of entry doors
 2. Clean doorframes and disinfect all doorknobs
 3. Paint exterior front and rear or unit entry doors and trim
 4. Interior doors are to be removed, cleaned, painted, and reattached when paint is dry
- iv. Closets/Shelving:
 1. Clean shelving throughout apartment including pantry
 2. Clean all closets both inside and out
- v. Windows:
 1. Clean window sills - paint or stain as necessary
 2. Clean interior glass
 3. Clean screens, should screen replacement or repair be necessary
MHRA will handle in-house
- vi. Heaters:
 1. Clean baseboard heaters/radiators inside and out
 2. Clean face panels, paint as necessary
 3. Remove all dust and buildup from ceiling and wall exhaust fans in kitchen, bathrooms, and living rooms
- vii. Other:
 1. Any other cleaning necessary to ensure a clean unit ready for occupancy

B. Painting: Scope of work includes, but is not limited to:

- a. MHRA maintains standardized paint for all units. Paint will be provided by MHRA to the contractor upon request. All tools, brushes, rollers and supplies necessary to complete the job in a safe professional manner are to be provided by the contractor at their expense and disposed of properly.
- b. Preparation of all ceilings, walls, and surfaces before painting, including caulking of cracks, scraping peeling paint, removing stickers, washing dirty areas, spackling and sanding of nail holes and cracks.
- c. Patching holes up to two feet in diameter and sanding patches to a smooth finish. Patched areas will be completely dry and sanded to a smooth finish prior to painting. Repair of any holes larger than two feet in diameter will be quoted separately by the contractor and will require the approval by the Senior Asset Manager of their designee before the work is started.
- d. Application of one or more coats of paint, until walls, ceilings, trim, window sills, pantry/closet shelving, and stairs are uniform in appearance is to be part of the unit price.

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- e. Painting of cove base, baseboard heaters and or radiator covers shall only occur at the direction of the Assistant Director of Operations or their designee.
- f. Removing, painting and reinstalling interior doors.
- g. Removing closet doors (does not include metal bi – fold doors) and all equipment that a door was there, installing a curtain rod.
- h. Primer/Sealer is to be used as a base coat on all stains and smoking units. Patched and repaired areas may be spot primed if finish product is uniform in appearance.
- i. All work is to be done in accordance with the paint manufacturer's recommendations. Surfaces that are not to be painted shall be protected from overspray, splatter, or drops.

C. Other:

- a. Sprinkler heads and couplings must be paint free. If the contractor gets paint on the sprinkler head or coupling MHRA will charge the contractor the cost of replacements.
- b. Any additional work necessary to bring the unit back to its original condition will be quoted separately by the contractor and will require approval from the Senior Asset Manager or their designee prior to commencing the work.
- c. MHRA maintains one type of paint for walls, ceilings, radiators, brick walls, cove base, and heaters. Paint will be supplied by MHRA to contractor upon request.
- d. MHRA will supply primer/stain sealer to the contractor upon request.
- e. MHRA maintains one type of paint for stairs/treads. The paint will be supplied by MHRA to the contractor upon request.
- f. All brushes, rollers, drop cloths, ladders and supplies are to be provided by the contractor at their expense.
- g. All cleaning equipment must be commercial grade and are to be provided by the contractor at their expense.
- h. All hardware, such as screws, switch plates, light globes, shades, and receptacles are to be removed, cleaned and reinstalled. They shall be free from paint.
- i. Any mold or mildew must be removed using a disinfecting cleaner or solution of bleach and water.
- j. Contractor is responsible for the cleanup and removal of empty containers and equipment.
- k. Contractor is responsible for the removal of wallpaper, borders, shelf paper, and any additional adhesives that may exist.

D. Additional:

- a. Contractors are not permitted to smoke inside any property and must be twenty-five (25) feet away from any building.
- b. Only those employed by the contractor shall be allowed entry into any property or apartment owned or operated by MHRA.

EXHIBIT 2

PAINTING AND CLEANING SERVICES
MHRA UNIT TURNOVER

UNIT PRICING

Unit pricing is to be based on Scope of Work in normal conditions and shall remain in effect for one (1) year.

BEDROOM SIZE:

Studio (0)		\$ _____
One (1)		\$ _____
Two (2)		\$ _____
Three (3)		\$ _____
Four (4)		\$ _____
Five (5)		\$ _____

Contractor Name: _____

Signature: _____

Title: _____

EXHIBIT 3

**PAINTING AND CLEANING SERVICES
MHRA UNIT TURNOVER**

NON-COLLUSIVE AFFIDAVIT

State of _____ ss

County of _____

_____, being first duly sworn deposes and
says:

That s/he is _____
(Title and Legal Business Name)

the party making the foregoing proposal or bid, 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 any bidder or person, 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 of affiant or of 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 the Manchester Housing and Redevelopment Authority or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Signature of: *

Bidder, if the bidder is an individual;

Partner, if the bidder is a partnership;

Officer, if the bidder is a corporation.

** Strike out inapplicable statements*

Subscribed and sworn to before me

this _____ day of _____, 20__.

My commission expires _____, 20__.