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# ON-CALL HOME REPAIR INSPECTION SERVICES

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Memphis Area  
Association of  
Governments

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Paul Morris, Program  
Developer/Housing Coordinator

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## **REQUEST FOR PROPOSAL**

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## **I. REQUEST SUMMARY**

The Memphis Area Association of Governments (MAAG) is seeking proposals for home repair inspections and support services on an as-needed basis to ensure customer service and cost savings to the Memphis area. MAAG's contract terms of three (3) years include options to renew for two separate one (1) year terms. The selected firm shall provide services in accordance with the proposal's project scope.

## **II. INTRODUCTION**

### **A. Community Profile**

The Memphis Area Association of Governments is the regional economic development agency for the Memphis metropolitan area. MAAG was created in 1968 as part of the nine development districts established by the general assembly under the Tennessee Development District Act.

MAAG's study area includes Shelby County, Fayette County, Tipton County and Lauderdale County in Tennessee, Desoto County, Mississippi, and Crittenden County, Arkansas.

### **B. Background**

MAAG receives funds for home repairs through the Tennessee Housing Development Agency (THDA). Specifically, MAAG receives \$300,000 annually through THDA's Emergency Repair Program (ERP). The Emergency Repair Program is designed to correct, repair, or replace an essential system and/or critical structural problem for homeowners who are either elderly (age 60 or over) or disabled. ERP's primary purpose provides stabilization of the homeowner's residence through essential home repairs and as a result making the home more livable.

MAAG's primary focus for home repair projects is within the City of Memphis. The focus results in a portion the THDA ERP funds for home repairs provided to residents living within the Memphis City Limits.

### **C. General RFP Submittal Information**

MAAG's designated staff shall evaluate proposals received.

During the review process, MAAG reserves the right to request additional information or clarification from those that submit proposals, or allow clarifications, corrections of errors, or omissions. Any and all changes in the RFP shall be communicated by written addendum, which shall be issued either via email (provide by the respondent) or by U.S. Postal Service.

MAAG reserves the right to retain all proposals submitted. Submission of a proposal indicates the Proposer's acceptance of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the MAAG and the Proposer selected.

The proposal preparation is at the total expense of the Proposer. There is no expressed or implied obligation for MAAG to reimburse responding Proposers for any expense incurred in the preparation of proposals in response to this request. All proposals submitted to MAAG shall become properties of MAAG and is not returnable. If any information in your proposal is confidential and/or proprietary, please further submit a separate, redacted copy for servicing public records requests.

MAAG reserves the right to reject any or all proposals, in whole or part, to waive any informality in any proposal, and to accept the proposal which, in its discretion, is in the best interest of MAAG.

For consideration, proposers must send three (3) hard copies of their proposal in a sealed envelope with the name of the company submitting the proposal and the title of "RFP #2017-001 – On-Call Home Repair Inspection Services" to:

Memphis Area Association of Governments  
8289 Cordova Road  
Suite 103  
Cordova, TN 38016

For a complete list of MAAG's submittal terms and conditions, legal statements, and insurance requirements, please refer to the exhibits attached hereto.

#### **D. RFP Questions**

Questions with regard to this RFP shall be submitted by e-mail to Paul Morris, Program Developer, at [pmorris@maagov.org](mailto:pmorris@maagov.org) by Thursday, July 27, 2017. All firms submitting an RFP will receive responses to all questions and any other addenda that may be released, via e-mail by Friday, August 4, 2017.

## **E. Schedule**

MAAG reserves the right to make changes to the below schedule, but plans to adhere to the implementation of this RFP process as follows:

RFP released:	July 20, 2017
Deadline for receiving questions:	July 27, 2017
Response to questions:	August 4, 2017
Proposals due:	August 18, 2017, at 3:00pm (PST)
Finalists selected:	August 25, 2017
Presentations/Interviews (if necessary):	Week of September 11, 2017
Vendor selected:	September 18, 2017

## **III. SCOPE OF SERVICES**

MAAG intends to obtain the services of a qualified contractor firm to provide home repair inspection services as outlined below. Best industry practices and/or best management practices may require additional services not explicitly enumerated. The proposer should identify any additional services required, price them, and explain them in their response. Service requirements shall include, but not be limited to:

1. Perform all home repair inspections as needed by MAAG;
2. Provide initial assessment of needed home repairs, and provide adequate documentation of such repairs;
3. Provide expertise in review estimated costs for home repairs;
4. Perform final inspection and sign all related THDA documents related to the completion of the home repair projects.

## **IV. COMPENSATION FOR RENDERED SERVICES**

1. The Selected contractor will receive \$350 for the initial inspection and \$350 for the final inspection, for a total fee of \$700 per house.

## **V. PROPOSAL SUBMITTAL OUTLINE**

The proposal shall be organized and submitted with the following elements:

### **A. Cover Page**

### **B. Table of Contents**

### **C. Executive Summary**

Provide a brief summary describing the proposer's ability to perform the work requested, a history of the proposer's background and experience providing

services, the qualifications of the proposer's personnel assigned to this project, any subcontractor, sub consultants, and/or suppliers and a brief history of their background and experience, and any other information called for by this request for proposal which the proposer deems relevant, including restating any exceptions to this request for proposal. This summary should be brief and concise to apprise the reader of the basic services offered, experience and qualifications of the proposer, staff, subcontractors, and/or suppliers.

#### **D. Questionnaire/Response to Scope of Services**

Proposer shall provide responses and information to fully satisfy each item in the Questionnaire. Each question item should be presented before the proposer's response.

#### **E. Attachments**

### **VI. QUESTIONNAIRE**

#### **A. Company and General Information**

1. Company name and address.
2. Letter of transmittal signed by an individual authorized to bind the respondent, stating that the respondent read and complies with all terms and conditions of the RFP.
3. General information about the primary contact able to answer questions about the proposal. Include name, title, telephone number and email address of the individual.

#### **B. Qualifications and Experience of the Firm**

1. Describe your firm's history and organizational structure. Include the size of the firm, location of offices, years in business, organizational chart, name(s) of owner(s) and principal parties, and number and position titles of staff.
2. What is the primary business of the parent company and/or affiliates?
3. Which office(s) of your organization with primary responsibility for managing this account? List the members of your team responsible for providing the services and for ongoing support.
4. What is your firm's experience conducting the services requested? Describe comparable projects performed by your firm in the last five years, including the number of projects, scope of service, and status of projects.
5. Comment on other areas distinguishing your firm from your competitors.

#### **C. Qualifications and Experience of Proposed Project Team**

1. Describe the qualifications of staff proposed for the assignment, position(s) in the firm, and types and amount of equivalent experience. Be sure to include any

- municipal agencies they have worked with in the past three years and their level of involvement. Include a description of overall project and staff supervision.
2. Provide the name of the personnel assigned to this project.

#### **D. Questions/Response to Scope of Services**

1. Describe the methods by which your firm will fulfill the services requested in the Scope of Services and subsequent sections.
2. Provide a statement of the service(s) that differentiate your firm from others.

#### **E. References**

List the name, address and telephone number of references from at least three (3) recent similar projects. Include a brief description of the work provided for each reference. You may offer more than three recent similar projects if desired. The references should include the start date of the project and the date of completion for each project.

#### **F. Certificate(s) of Insurance**

MAAG requires the successful Respondent (or Proposer) to provide Certificates of Insurance evidencing required coverage types and the minimum limits.

### **VI. EVALUATION OF PROPOSALS**

Primary proposal evaluation considers the Proposer's ability to provide services that meet the requirements set forth in this document. MAAG reserves the right to make such investigations as it deems necessary to determine the ability of the Proposer to provide services meeting a satisfactory level of performance in accordance with MAAG's requirements. Interviews and presentations by one, several, or all of the Proposers may be requested by evaluators if deemed necessary to fully understand and compare the Proposer's capabilities and qualifications. The adequacy, depth, and clarity of the proposal will influence, to a considerable degree, its evaluation.