



**May 6, 2026**

**TO: All Potential Bidders**

**SUBJECT: Residential Property Maintenance & Management**

**RFP #26-049**

Proposal Submission Deadline: **May 14, 2026 @ 5:00 p.m.**

**ADDENDUM NO. 1**

The items contained in this addendum are hereby incorporated into the specifications and proposal documents for the above-referenced Request for Proposal. Proposers **must acknowledge receipt** of this addendum on their proposal cover sheet and include a signed copy of this document within their final submission. *Note: Proposals must be received by the deadline above. There will be no public opening of proposals. Submissions will be evaluated by the selection committee, with an anticipated review period of approximately two weeks following the deadline.*

**QUESTIONS AND ANSWERS**

1. What is the average number of work orders/month? *Answer: Historically between 80 and 100 per month.*
2. Average number of make-readies per year? *Answer: Approximately five (5) per year.*
3. What is the scope of a "Make-Ready"? *Answer: The City's expectation for a "make-ready" includes: trash-out, paint prep/painting, all necessary repairs (plumbing/electrical/drywall), flooring repair/cleaning, final professional janitorial clean, and a final quality inspection.*
4. What are basic tenant responsibilities? *Answer: Tenants are responsible for basic housekeeping and light bulb replacement. However, as the Agency is tasked with "Preventative Maintenance" per the RFP, the Agency is responsible for smoke alarm battery and AC filter replacements during scheduled inspections.*
5. Expectation for turnover time? *Answer: Units must be "rent-ready" within 14 calendar days of the Agency receiving access to the vacant unit.*
6. Protocol for reporting tenant damage? *Answer: The Agency must document damage via photos and a line-item estimate within Propertyware. Once the repair is completed, the Agency submits the cost for the City/Manager to back-bill the tenant.*

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7. Condition of properties? *Answer: The units are generally well-maintained. There is no known large-scale deferred maintenance.*
8. Current maintenance provider? *Answer: James Unlimited (General Contractor).*
9. When will the address list be provided? *Answer: See attached.*
10. Are work orders filtered or direct? *Answer: While the Property Manager oversees the account, the Maintenance Agency must monitor Propertyware directly and communicate with tenants for scheduling to meet the "timely response" requirement.*
11. Will the Agency have master keys? *Answer: Yes. The successful Responder will be issued master keys/codes for all properties to facilitate 24-hour emergency response.*
12. Who handles move-out inspections? *Answer: The Property Manager performs the formal move-out inspection. However, the Maintenance Agency is required to conduct a pre-turnover walk-through to confirm the scope of work and budget for the City's approval.*
13. Is there an inventory of materials? *Answer: No. The Responder is responsible for procuring all supplies, as stated in the RFP.*
14. Is there a list of filter sizes? *Answer: Not at this time. The successful Responder will develop this inventory as part of the initial preventative maintenance cycle.*

*Ricky Gladney*

Buyer

**End of Addendum 1**

CC:

Melinda Clemons, Property Manager DCED  
April Mahone, Deputy Director, DCED

Attachments:

- Revised Price Proposal "Exhibit B"
- List of Property Addresses "Exhibit C"

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## EXHIBIT B: PRICE PROPOSAL FORM (REVISED)

### RFP #26-049: Residential Property Maintenance & Management

*Proposers must complete all fields. Rates must include all overhead, travel, and mandatory Propertyware data entry.*

#### 1. MAINTENANCE LABOR RATES (HOURLY)

*Applies to routine repairs, preventative maintenance, and administrative support.*

Labor Category	Standard Rate (M-F 8AM–5PM)	Emergency/After-Hours
Lead Maintenance Tech	_____ / hr	_____/hr
General Maint. / Janitorial	_____ / hr	_____/hr

#### 2. UNIT TURNOVER & FLAT-RATE SERVICES

*Standardized costs for preparing vacated units for re-leasing. Standard turnovers must include trash-out, paint prep/painting, repairs, flooring cleaning, and deep-clean.*

Service Description	Proposed Flat Fee
Standard Unit "Make-Ready" (Turnover)	\$_____ / unit
Initial Safety & Onboarding Inspection	\$_____ / unit
Preventative Maintenance Inspection	\$_____ / unit

#### 3. PROCUREMENT & COORDINATION MARKUPS

*Covers administrative costs for supplies and third-party specialty contractor management.*

Category	Proposed Percentage Markup
Materials & Supplies Markup (Over cost)	_____ %
Subcontractor Coordination Fee (for repairs over \$2,500)	_____ %

#### PROPOSER CERTIFICATION & ACKNOWLEDGMENT

By signing, the Proposer certifies rates are firm for one year and staff capacity meets the **14-day turnover** and **24-hour emergency response** requirements.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name/Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

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# INSTRUCTIONS FOR COMPLETING THE PRICE PROPOSAL FORM

## Overview

The City seeks a transparent, all-inclusive pricing model. The rates provided in **Exhibit B** shall be the sole basis for compensation. The City will not pay separate charges for fuel, travel time, tool rentals (standard), or administrative overhead.

## Section 1: Maintenance Labor Rates

- **Standard vs. Emergency:** Standard rates apply Monday–Friday, 8:00 AM to 5:00 PM. Emergency rates apply only to City-verified emergencies occurring outside these hours or on City-observed holidays.
- **Propertyware Entry:** These hourly rates must incorporate the time required for staff to document work, upload photos, and close out work orders in the **Propertyware** system. No separate administrative or "clerical" fees will be accepted.

## Section 2: Flat-Rate Service Requirements

To provide consistent quality across the housing portfolio, bidders must use the following definitions when calculating their flat-rate fees:

- **Standard Unit "Make-Ready" (Turnover):** This fee is a **comprehensive "all-in" labor price** to bring a vacant unit to rent-ready status within 14 days. It must include:
  - **Trash-out:** Removal of all debris/abandoned items to an off-site legal disposal location.
  - **Paint:** Full professional paint prep (patching/sanding) and a minimum of one coat of paint on all walls/trim.
  - **Mechanical Check:** Testing of all outlets, bulbs, faucets, and appliances.
  - **Flooring:** Professional steam cleaning of carpets or deep cleaning of hard flooring.
  - **Janitorial:** "White-glove" cleaning of kitchens (inside cabinets/appliances), bathrooms, windows, and baseboards.
- **Preventative Maintenance Inspection:** This fee covers a proactive walk-through of an occupied unit. The price must include the labor to replace **AC filters** and **smoke alarm batteries** (materials will be billed separately at the markup rate in Section 3).

## Section 3: Markups

- **Materials:** Applies to the actual wholesale/retail cost of parts (e.g., a water heater or a faucet). Receipts must be provided with invoices.
- **Subcontractor Coordination:** This fee covers the Agency's time spent soliciting the **two required bids** for large repairs (over \$2,500) and supervising the third-party contractor (e.g., a licensed roofer) while they are on-site.

## EXHIBIT C: CITY OF ALBANY RENTAL PROPERTY LIST

#	Unit	Address	#	Unit	Address	#	Unit	Address
1	215	Barton Ave	30	307	Gowan Ave	59	602	Medlock Ct
2	217	Barton Ave	31	432	Heard Ave	60	1310	Mobile Rd
3	304	Barton Ave	32	526	W Highland	61	1309	Montego Ct
4	317	Barton Ave	33	520	Holloway Ave	62	1309	Towering Pines
5	418	Carver Ave	34	522	Holloway Ave	63	600	Urghart Ave
6	421	Carver Ave	35	524	Holloway Ave	64	602	Urghart Ave
7	513	Carver Ave	36	526	Holloway Ave	65	608A	Willard Ave
8	504	Cochran Ave	37	528	Holloway Ave	66	608B	Willard Ave
9	508	Cochran Ave	38	2402	S Jackson St	67	215	Broadway 1-8
10	520	Cochran Ave	39	2404	S Jackson St	68	215	Broadway 9-16
11	610	Cedar Ave	40	407	Jefferies Ave	69	215	Broadway 17-24
12	612	Cedar Ave	41	409	Jefferies Ave	70	2206	Habersham 1-10
13	614	Cedar Ave	42	411A	Jefferies Ave	71	2206	Habersham 11-30
14	616	Cedar Ave	43	411B	Jefferies Ave	72	2206	Habersham 41-60
15	801	N Davis St	44	422	Jefferies Ave	73	1400	S Jeff. Bldg D
16	803	N Davis St	45	518	Jefferies Ave	74	1410	S Jeff. Bldg A
17	805	N Davis St	46	1300	S Jefferson St	75	1401	MLK Jr. Bldg C
18	633	Dorsett Ave	47	1302	S Jefferson St	76	1411	MLK Jr. Bldg B
19	635	Dorsett Ave	48	1304	S Jefferson St	77	243	Bonnyview Ave
20	637	Dorsett Ave	49	1306	S Jefferson St	78	245	Bonnyview Ave
21	839	Dorsett Ave	50	210	S Madison St	79	247	Bonnyview Ave
22	710	W First St	51	212	S Madison St	80	248	Bonnyview Ave
23	432	Gaines Ave	52	302	S Madison St	81	249	Bonnyview Ave
24	442	Gaines Ave	53	1301	MLK Jr. Dr	82	250	Bonnyview Ave
25	454	Gaines Ave	54	1303	MLK Jr. Dr	83	251	Bonnyview Ave
26	456	Gaines Ave	55	1305	MLK Jr. Dr	84	252	Bonnyview Ave
27	301	Gowan Ave	56	1307	MLK Jr. Dr	85	253	Bonnyview Ave
28	303	Gowan Ave	57	1309	MLK Jr. Dr	86	254	Bonnyview Ave
29	305	Gowan Ave	58	1311	MLK Jr. Dr			

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**April 14, 2026**

**REQUEST FOR PROPOSAL  
Residential Property  
Maintenance & Management  
Reference No. 26-049**

The City of Albany, Georgia, is soliciting competitive sealed proposals from qualified firms to provide **Residential Property Maintenance & Management** for its diverse housing portfolio. Proposals will be received by the **Procurement Division at 222 Pine Avenue, Suite 260, Albany, GA 31701, until 5:00 p.m. on May 14, 2026.** The term of the contract shall be for one (1) year, with the option to renew for up to three (3) additional one-year terms at the City's sole discretion. The selected firm will be responsible for comprehensive property operations, including 24-hour emergency maintenance, unit turnovers, preventive inspections, and ensuring strict compliance with local building codes, health and safety regulations, and federal housing standards.

**Pre-Proposal Conference** (non-mandatory) will be held at **10:00 a.m. on April 22, 2026**, virtually on **Zoom** to review requirements and answer questions. Firms are encouraged to submit all questions in writing as well so that an addendum can be issued with all answers and information becoming part of the solicitation. All prospective respondents are encouraged to attend. **Zoom Link:**  
<https://us06web.zoom.us/j/81500168815?pwd=EameMCAxavrKukBU9PIIFYST3UKIJ.1>  
Meeting ID: **815 0016 8815**      Passcode: **519818**

The City of Albany strongly encourages Small Business firms to participate in this RFP. All corporations should provide corporate seal (cover sheet) or an authorized digital signature, a copy of the Secretary of State's Certificate of Incorporation and listing of the principles of the corporation with their response.

The City of Albany reserves the right to reject any and all responses and to waive technicalities as deemed to be in the best interest of the City. The City of Albany reserves the right to request additional information from a respondent(s) as deemed necessary to analyze responses.

For additional information, contact Ricky Gladney, Buyer at [rgladney@albanyga.gov](mailto:rgladney@albanyga.gov) cc: [kross@albanyga.gov](mailto:kross@albanyga.gov) and [jswilliams@albanyga.gov](mailto:jswilliams@albanyga.gov). The deadline for questions is **5:00 pm on April 30, 2026**. Questions received after this deadline may not be answered. Replies of substance will be in the form of written addenda and made available to all potential respondents.

City of Albany,

A handwritten signature in black ink that reads "Joshua Williams".

Joshua Williams, CPPB  
Procurement Manager

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**CITY OF ALBANY  
FINANCE DEPARTMENT  
PROCUREMENT DIVISION  
ALBANY, GEORGIA  
INSTRUCTIONS TO PROPOSERS**

These instructions will bind proposers to terms and conditions herein set forth,

1. The following criteria are used in determining which proposal is in the best interests of the city.
  - (a) The ability, capacity and skill of proposer to perform required service.
  - (b) Whether proposer can perform service promptly or within specified time.
  - (c) The character, integrity, reputation, judgment, experience and efficiency of proposer.
  - (d) The performance of previous contracts.
  - (e) The suitability of equipment or material for City/County use.
  - (f) The ability of proposer to provide future maintenance and parts service.
2. Payment terms are Net 30 unless otherwise specified. Favorable term discounts may be offered and will be considered in determining best proposer if they are deemed advantageous to the City.
3. All requested information should be included in submittal package. All desired information must be **signed** and included for your proposal to receive full consideration. **Failure to submit any required form will be cause for proposal to be rejected as non-responsive.**
4. All questions, inquiries and requests for clarification shall be directed to Procurement.
5. For multi-year contracts the following clauses pursuant to OCGA 36-60-13 apply: (1) The contract shall terminate absolutely and without further obligation on the part of the City or County at the close of the calendar year in which it was executed and at the close of each succeeding calendar year for which it may be renewed; (2) The contract may provide for automatic renewal unless positive action is taken by the City or County to terminate such contract, and the nature of such action shall be determined by the City or County and specified in the contract; (3) The contract shall state the total obligation of the City or County for the calendar year of execution and shall further state the total obligation which will be incurred in each calendar year renewal term, if renewed; and (4) The contract shall provide that title to any supplies, materials, equipment, or other personal property shall remain in the vendor until fully paid for by the City or County.
6. Quote all prices F.O.B. Albany or our warehouse or as specified in proposal documents.
7. Each proposal shall be clearly marked on the outside of the package as a Sealed Proposal.
8. Proposal must be received and stamped by the Procurement Office before time stipulated in proposal documents. No responsibility will attach to any City representative or employee for premature opening of proposal not properly addressed or identified.
9. Proposals received late will not be accepted, and the City will not be responsible for late mail delivery.
10. Should a proposal be misplaced by the City and found later it will be considered.
11. Proposals requiring bid security **will not** be read or considered if security is not enclosed. Security may be in the form of cash, certified check, cashier's check or Surety Bond issued by a Surety Company licensed to conduct business in Georgia.
12. All proposers must be recognized as authorized dealers in the materials or equipment specified and be qualified to advise in their application or use. A proposer at any time requested must satisfy the Procurement Office and City Commission that he has the requisite organization, capital, plant, stock, ability and experience to satisfactorily execute the contract in accordance with the provisions of the contract in which he is interested.
13. Any alterations, erasures, additions or omissions of required information or any changes of specifications, or cost schedule are done at the risk of the proposer.
14. When requested, SAMPLES will be furnished free of expense, properly marked for identification and accompanied by list where there is more than one sample. The City reserves the right to mutilate or destroy any samples submitted whenever it may be in the best interests of the City to do so for the purpose of testing.
15. City will reject any material, supplies or equipment that do not meet the specifications, even though proposal lists the trade name or names of such materials on the price quotation form.
16. The unauthorized use of patented articles is done entirely at the risk of the successful proposer.
17. The ESTIMATED QUANTITY given in the specifications or advertisement is for the purpose of seeking a proposal. The City may purchase more or less than the estimated quantity, and the vendor must not assume that such estimated quantity is part of the contract.
18. Only the latest model equipment as evidenced by the manufacturer's current published literature will be considered. Obsolete models of equipment not in production will not be acceptable. Equipment shall be composed of new parts and materials. Any unit containing used parts or having seen any service other than the necessary tests will be rejected. In addition to the equipment specifically called for in the specifications, all equipment catalogued by the manufacturer as standard or required by the State of Georgia shall be furnished with the equipment. Where required by the State of Georgia Motor Vehicle Code, vehicles shall be inspected and bear the latest inspection sticker of the Georgia Department of Revenue.

19. The successful proposer on motor vehicle equipment shall be required to furnish with delivery of vehicle, Certificate of Origin and Georgia vendors shall provide Georgia Motor Vehicle form MV1.
20. Proposers are responsible for examining the location of the proposed work or delivery and determining, in their own way, the difficulties, which are likely to be encountered in the prosecution of the same.
21. All materials, equipment and supplies shall be subject to rigid inspection, under the immediate supervision of the Procurement Officer and/or the Department to which they are delivered. If defective material, equipment or supplies are discovered, the contractor, upon being instructed by the Procurement Officer, shall remove, or make good such material, equipment or supplies without extra compensation. It is expressly understood and agreed that the inspection of materials by the City will in no way lessen the responsibility of the contractor or release him from his obligation to perform and deliver to the City sound and satisfactory materials, equipment or supplies. The proposer agrees to pay the cost of all tests on defective material, equipment or supplies or allow the cost to be deducted from any monies due him by the City or County.
22. Unless otherwise specified by the procurement officer all materials, supplies or equipment quoted herein must be delivered within thirty (30) days from date of notification or exception noted on price quotation sheet.
23. A contract **will not** be awarded to any corporation, firm or individual who is, from any cause, in arrears to the City/County or who has failed in any former contract with the City/County to perform work satisfactorily, either as to the character of the work, the fulfillment of the guarantee, or the time consumed in completing the work.
24. Reasonable grounds for supposing that any proposer is interested in more than one proposal for the same item will be considered sufficient cause for rejection of all proposals in which he/she is interested.
25. Unless otherwise specified the City reserves the right to award each item separately or on a lump sum basis, whichever is in the best interest of the City/County.
26. The City reserves the right to waive any minor discrepancies, reject any or all proposals, and to purchase any part, all or none of the services, materials, supplies or equipment specified.
27. Failure of the proposer to sign the offer or have the signature of any authorized representative or agent on the proposal **will** be cause for rejection of the proposal. Signature must be written in ink.
28. Any proposer may withdraw his proposal at any time before the time set for opening of proposals. No proposal may be withdrawn without cause in the 60-day period after proposals are opened.
29. It is mutually understood and agreed that if any time the Procurement Officer shall be of the opinion that the contract or any part thereof is unnecessarily delayed or that the rate of progress or delivery is unsatisfactory, or that the proposer is willfully violating any of the conditions or covenants of the agreement, or is executing the same in bad faith, the Procurement Officer shall have the power to notify the aforesaid proposer of the nature of the complaint. Notification shall constitute delivery of notice, or letter, to address given in proposal. If after three working days of notification the conditions are not corrected to the satisfaction of the Procurement Officer, he shall thereupon have the power to take whatever action he may deem necessary to complete the work or delivery herein described, or any part thereof, and the expense thereof, so charged, shall be deducted from any paid by the City out of such monies as may become due to the said proposer, under and by virtue of this agreement. In case such expense shall exceed the last said sum, then and in that event, the bondsman or the proposer, his executors, administrators, successors, or assigns, shall pay the amount of such excess to the City on notice by the Procurement Officer of the excess due.
30. If the proposer proposes to furnish any item of a foreign make or product, he should write "Foreign" together with the name of the originating country opposite such item on proposal.
31. Any complaint from proposer relative to the Request for Proposals or any attached specifications should be made prior to the time of opening of proposals, otherwise such complaint cannot be properly considered.
32. Contracts may be cancelled by the City/County with or without cause with 30-day written notice.
33. **All Corporations should provide the corporate seal, a copy of the Secretary of State's Certificate of Incorporation, and a listing of the principals of the corporation with the bid/proposal.**
34. **All bidders/proposers should provide their tax identification number with the bid/proposal.**
35. **The Board of Commissioners passed a local preference ordinance on January 27, 2015. Where applicable, this ordinance will govern. Local preference will not be a basis of award for projects that are federally funded.**
36. The proposer shall secure all permits, license certificates, inspections (permanent and temporary) and occupational tax certificate, if applicable, before any work can commence. Proposer as well as any and all known subcontractors must possess or will be required to obtain a City of Albany Occupational Tax Certificate or Registration.
37. **Prior to submitting proposal, check website at [www.albanyga.gov](http://www.albanyga.gov) or call the Procurement Office at 229-431-3211 for any subsequent addendums.**

**PROCUREMENT FORM – Revised 4/20/2018**

**CITY OF ALBANY**  
**Residential Property**  
**Maintenance & Management**  
**GENERAL INFORMATION**  
**RFP #26-049**

1. **Submission Instructions:**

Proposers must submit their responses in the following format to ensure a fair and compliant evaluation. Failure to separate the **Cost Proposal** from the **Technical Proposal** may result in disqualification.

**Hard Copy & Digital Requirements:**

- One (1) Original: A complete technical proposal on company letterhead, clearly marked "ORIGINAL," featuring the wet signature of an authorized official.
- Five (5) Printed Copies: Duplicate copies of the technical proposal (without pricing).
- One (1) USB Flash Drive: A digital version of the technical proposal (without pricing) in PDF format and a PDF copy of the "COST PROPOSAL".
- One (1) Separately Sealed Envelope: Labeled "COST PROPOSAL" containing the firm's pricing and rate schedules.

**Packaging and Labeling:**

- All items must be enclosed in a single, sealed master envelope or box. The outside of the package must be **clearly marked with your company information and as follows:**

**RFP #26-049: Residential Property**  
**Maintenance & Management**

**Delivery Address:**

Proposals must be delivered to the following address no later than the date and time specified in the Procurement Schedule:

**CITY OF ALBANY**  
**PROCUREMENT DIVISION**  
**222 PINE AVENUE, SUITE 260**  
**ALBANY, GEORGIA 31701**

2. Proposals must be received no later than **5:00 P.M. May 14, 2026**, at the City of Albany Procurement Office, **222 Pine Avenue, Suite 260, Albany, Ga. 31701**. Sealed responses may be hand delivered or mailed to the above listed address. **SEALED SUBMITTALS MUST BE DELIVERED IN WRITING AND DIGITAL FORMAT AS SPECIFIED IN SECTION 1. VERBAL RESPONSES ARE NOT ACCEPTABLE.** The City of Albany assumes no responsibility for submittals received after the advertised deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistake, mishandling, or any other reason. If submittals are delivered by other than hand delivery, it is recommended that the respondent verify delivery. Any submittal received after the specified time and date will not be considered and will be returned unopened to the firm.
3. The contact person for this RFP is Ricky Gladney, Buyer, at [rgladney@albanyga.gov](mailto:rgladney@albanyga.gov). Explanation(s) desired by proposer(s) regarding the meaning or interpretation of this RFP must be requested from the Procurement office, in writing, as is further described below.
4. Proposers are advised that from the date of release of this RFP until award of the contract, **NO contact with the City of Albany personnel related to this RFP is permitted, except as authorized by the Procurement office.** Any such unauthorized contact may result in the disqualification of the proposer's submittal.
5. Requests for additional information or clarifications must be made in writing no later than the date specified in the RFP. The request must contain the proposer's name, address, phone number, and email

address. Email questions to [rgladney@albanyga.gov](mailto:rgladney@albanyga.gov); cc: [kross@albanyga.gov](mailto:kross@albanyga.gov) and [jswilliams@albanyga.gov](mailto:jswilliams@albanyga.gov).

6. The Procurement Office will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda issued prior to the Proposal Due Date. Proposers should not rely on any representations, statements or explanations other than those made in this RFP or in any addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.
7. Proposers are responsible for ensuring they have received all addenda. Before submission, please verify the final count with the designated contact person. State the total number of addenda received on your cover sheet and include a signed copy of each with your proposal.
8. Proposals received after the Proposal Due Date and time are late and will not be considered. The proposer may withdraw his/her submitted proposal by providing a written request to the Procurement Division before the stipulated closing date and time. Withdrawal of your proposal will not cause prejudice or interfere with the right of the proposer to submit a new proposal, provided the latter is received by the predetermined date and time provided herein. No proposal may be withdrawn for a period of sixty (60) days following the stipulated closing date.

The City of Albany may, at its sole and absolute discretion, reject any and all, or parts of any and all, proposals; re-advertise this RFP; postpone or cancel, at any time, this RFP process; or waive any irregularities in this RFP or in the proposals received as a result of this RFP.

All expenses involved with the preparation and submission of proposals to the City, or any work performed in connection therewith, shall be borne by the proposer(s). No payment will be made for any responses received, or for any other effort required of or made by the proposer(s) prior to commencement of work as defined by a contract approved by the City of Albany Board of Commissioners.

9. Proposers may be required to give oral presentations in support of their proposals or to exhibit or otherwise demonstrate the information contained therein.
10. Proposers may take exceptions to any of the terms of this RFP unless the RFP specifically states where exceptions may not be taken. Should a proposer take exception where none is permitted, the proposal may be rejected as non-responsive. All exceptions taken must be specific, and the Proposer must indicate clearly what alternative is being offered to allow the City a meaningful opportunity to evaluate and rank proposals.

Where exceptions are permitted, the City shall determine the acceptability of the proposed exceptions and the proposals will be evaluated based on the proposals as submitted. The City, after completing evaluations, may accept or reject the exceptions. Where exceptions are rejected, the City may request that the Proposer furnish the services or goods described herein or negotiate an acceptable alternative.

No proposal shall be accepted from, nor will any contract be awarded to, any proposer who is in arrears to the City of Albany upon any debt, fee, tax or contract, or who is a defaulter, as surety or otherwise, upon any obligation to the City, or who is otherwise determined to be irresponsible or unreliable by the City of Albany.

The City of Albany may award a contract on the basis of information received without the RFP moving through all three phases described in the Selection Process section of the RFP. Therefore, each proposal phase should contain a proposer's best presentation of its position to serve.

11. **Selection Process Clause:** A Proposal Analysis Group (PAG) will review all proposals submitted. Based upon the background information reported in the RFP, the PAG will determine whether the respondent is qualified or unqualified. Cost will not be the sole determining factor in selecting a firm. The Proposal Analysis Group will rank the qualified firms based on the data submitted. The PAG may require each firm to make a formal presentation regarding its qualifications to perform the requested services. The top ranked firms will be selected for final negotiations.

The proposer shall comply with all laws, ordinances and regulations applicable to the services contemplated herein, including those applicable to conflict of interest and collusion. Proposers are presumed to be familiar with all Federal, State and local laws, ordinances, codes and regulations that may in any way affect the services offered. No reimbursement will be made by the City of Albany for any costs incurred prior to a formal Notice To Proceed should an award of contract result from this solicitation.

12. **INDEMNIFICATION:** The Responder shall indemnify, hold harmless, and defend the City of Albany and its officers, employees, and agents from and against any and all losses, claims, damages, liabilities, or expenses (including reasonable attorney's fees and litigation costs) arising out of or resulting from the negligent acts, recklessness, errors, omissions, or willful misconduct of the Responder, its employees, or subcontractors in the performance of property management and maintenance services under this Agreement. This indemnification shall specifically include, but is not limited to:
- Financial Mismanagement: Any claims related to the mishandling of tenant rent, security deposits, or City-allocated maintenance funds.
  - Regulatory Penalties: Any fines or forfeitures levied against the City by state or federal agencies (including HUD) resulting from the Responder's failure to maintain properties according to applicable housing, fire, and safety codes.
  - Operational Liability: Claims for personal injury or property damage sustained by tenants, guests, or the public arising from the Responder's failure to address known maintenance hazards or manage the premises in a safe and sanitary condition.
  - Tenant Relations: Any legal claims or damages resulting from improper eviction procedures, fair housing violations, or breach of tenant privacy by the Responder or its agents.

**This clause shall survive the expiration or termination of this Agreement for any reason.**

13. **INSURANCE REQUIREMENTS:** The Responder shall maintain, at its own expense, the following minimum insurance coverage for the duration of the contract and any renewal terms:
- Commercial General Liability: \$1,000,000 per occurrence / \$2,000,000 aggregate, naming the City of Albany as an Additional Insured. This coverage must include premises/operations and contractual liability.
  - Automobile Liability: \$500,000 combined single limit covering all owned, non-owned, and hired vehicles used in the performance of services under this contract.
  - Workers' Compensation: Statutory limits as required by the State of Georgia, including Employer's Liability of \$1,000,000.

**Proof of Coverage:** A Certificate of Insurance (COI) must be submitted with the proposal. All policies must include a **Waiver of Subrogation** in favor of the City of Albany. The City must be notified at least thirty (30) days prior to any cancellation or material change in coverage.

14. **TERMINATION OF CONTRACT FOR CONVENIENCE:** The City of Albany shall have the right to terminate any contract to be made hereunder for their convenience by giving the proposer **sixty (60) calendar days** written notice of their election to do so and by specifying the effective date of such termination. The proposer shall be paid for its services through the effective date of such termination.
15. **TERMINATION OF CONTRACT FOR CAUSE:** Provided a contract is awarded, if a proposer shall fail to fulfill any of its obligations hereunder, The City of Albany may terminate the agreement with said

proposer for such default by giving written notice to the proposer at issue. If this agreement is so terminated, the proposer shall be paid only for work satisfactorily completed. Any termination that could occur would not happen without an opportunity to cure per the conditions outlined in the Contract between the successful proposer and the City.

16. Upon receipt of the proposals by the City of Albany, the proposal shall become property of the City without compensation to the proposers, for disposition or usage at discretion of the City of Albany.
17. **Georgia Security and Immigration Compliance Act:** The successful Responder will provide certification that they are in compliance with the Georgia Security and Immigration Compliance Act, certifying that the provisions of O.C.G.A § 13-10-91 and Chapter 300-10-1 of the Rules of the Georgia Department of Labor have been complied with in full. Pursuant to O.C.G.A § 13-10-91, all subcontractors entering into a contract or agreement for hire on this Project must be registered and participate in the Federal Work Authorization Program (E-Verify). (See attached affidavit documents at the end of this proposal).
18. **PROPOSAL RESPONSE:** All vendors/respondents should provide information as detailed in this RFP and any other pertinent information which will assist the Evaluation Committee in selecting the most qualified firm. The City of Albany Staff will be available at the pre-proposal conference to answer questions and offer explanations as needed. Any reply resulting in a change in the Request For Proposals (RFP) will be sent to all attendees. It is highly recommended that all interested proposers attend this conference.
19. Proposer shall provide satisfactory evidence of competency to perform the work presented in the RFP. The minimum requirements are a permanent office, adequate workforce and technical qualifications/experience, along with having a suitable financial status to meet obligations incidental to the workplace. **Submit with your proposal satisfactory evidence to meet these requirements.**
20. The proposer will give immediate notice to the City of Albany of any claims or suits made or filed against the vendor or its subcontractors on any matter pertaining to this contract. The vendor shall cooperate, assist, and consult with the City in any claim, suit, or action made or filed against the City as a result of or relating to the vendors obligation under this contract. Any cancellation or lapse of insurance affecting the operation of the City shall be deemed a material breach of contract and the Administrator must be notified immediately.

21. **EVALUATION CRITERIA:**

Experience and Qualifications	30%
Understanding of Scope and Approach	25%
References and Past Performance	20%
Cost Competitiveness	25%

- **Experience and Qualifications (30%)** Evaluation of the firm’s history and the specific qualifications of the personnel assigned to this contract. Priority will be given to Responders who demonstrate successful management of a diverse residential portfolio, specifically focusing on the logistical challenges of scattered-site single-family and multi-family units totaling 150+ units. This includes verifying required Georgia licenses and certifications for both management and maintenance staff.
- **Understanding of Scope and Approach (25%)** Assessment of the proposed operational methodology. The Responder must provide a clear plan for 24/7 emergency response, a preventive maintenance calendar, and a strategy for efficient "make-ready" unit turnovers. A critical component of this score is the Responder's demonstrated ability to integrate their daily workflows into the City’s mandatory Propertyware software for all work orders, tenant requests, and maintenance logging.
- **References and Past Performance (20%)** A review of the firm’s track record with existing or former clients. References will be used to verify that the firm’s actual performance—specifically

regarding response times, code compliance, and financial reporting—matches the claims made in the proposal. The City will prioritize firms with a proven history of managing high-volume residential maintenance for municipal or large-scale private portfolios.

- **Cost Competitiveness (25%)** Evaluation of the overall value provided to the City. While cost is a major factor, the City will prioritize "responsible" pricing that ensures sufficient resources are allocated for property safety, sanitary conditions, and full regulatory compliance. The fee schedule must be transparent, detailing management fees, hourly labor rates, and any applicable material markups.
22. **Certificate of Non-Collusion:** An executed copy of this form should accompany your submittal. (See Attached).
  23. **Governing Law & Venue:** An executed copy of this form should accompany your submittal. (See Attached).
  24. **Compliance with all applicable local, state, and federal regulations including Fair Housing Act, Title VI, and ADA requirements, is strictly required.**
  25. **Price Escalation:** Renewal terms shall be at the same prices as the initial term, unless a price adjustment is requested by the Responder and approved in writing by the City at least sixty (60) days prior to the renewal date. Any such adjustment shall not exceed the Consumer Price Index (CPI) for the Albany, GA area.
  26. **Transition Clause:** Upon expiration or termination of this Agreement, the **Responder** shall provide all **property management and maintenance data**, including but not limited to: digital maintenance records, **tenant ledgers/payment histories**, vendor contact lists, and pending work orders. All data must be provided to the City in an Excel or CSV format within five (5) business days. Additionally, all physical keys, access cards, and site-specific documents must be surrendered to the City immediately upon the contract end date to ensure no lapse in service or security.

**SCOPE OF WORK**  
**RESIDENTIAL PROPERTY MAINTENANCE & MANAGEMENT**  
**RFP #26-049**

1. **Program Overview**

The City of Albany requires a professional agency to provide turnkey maintenance and management for approximately **150+ residential units** (multi-family and scattered-site). The Responder is responsible for the proper operation, safety, and sanitary condition of all premises, ensuring 100% compliance with local, state, and federal standards.

2. **Maintenance Services**

The Responder shall furnish all labor, equipment, tools, and skills required to perform the following:

- **Routine & Emergency Repairs:** Perform plumbing, electrical, heating, and general maintenance for occupied and vacant units.
- **24-Hour Emergency Response:** Provide a dedicated service to respond to life-safety emergencies 24/7.
- **Site Inspections:** Conduct regular inspections to ensure safe/sanitary conditions and coordinate annual unit inspections in collaboration with City staff.

- **Preventive Maintenance:** Create and execute a regular preventive maintenance schedule to protect City assets.
- **Common Areas:** Provide janitorial services, refuse removal, and exterior maintenance for common areas shared by multiple tenants.
- **Unit Turnover:** Prepare vacated units for re-leasing, including all necessary repairs and cleaning.
- **Procurement:** Purchase all supplies and services necessary for operation. The Responder must maintain a procurement process that encourages competitive pricing.

### 3. **Operational & Financial Requirements**

- **Approval Threshold:** Except for emergency repairs, the Responder must obtain written City pre-approval for any individual repair exceeding \$2,500 and provide a minimum of two (2) competitive bids.
- **Budgeting:** Collaborate with City staff to develop annual operating and capital budgets. The Responder must maintain properties within these established budgets.
- **Bonding:** All staff performing services under this contract must be properly bonded.
- **Confidentiality:** All tenant data, plans, and costs must be held in strict confidence.

### 4. **Technology & Reporting**

- **Propertyware:** The City will provide access and training for Propertyware. This is the mandatory system for tenant work orders and maintenance requests.
- **Agency Technology:** The Responder is responsible for providing their own PCs, printers, internet connections, and financial management software.
- **Reporting Schedule:**
  - **Incident Reports:** Within 24 hours of occurrence.
  - **Monthly Service Reports:** Detailed report by address/unit showing work nature, costs, and services provided.
  - **Financial Records:** Maintain original receipts and disbursements to protect City assets from loss.

### 5. **Method of Payment & Audits**

- **Monthly Invoices:** Submit monthly invoices with supportive documentation for services performed in the preceding cycle.
- **Dispute Resolution:** Disputed invoice portions will be withheld until resolved per contract provisions.
- **Audits:** The City and HUD reserve the right to audit all records. The Responder must adhere to HUD-approved accounting procedures compatible with the City's system.

**\*\*COMPLETE AND SUBMIT\*\***

**EXHIBIT B: PRICE PROPOSAL FORM**

RFP #26-049: Residential Property Maintenance & Management

Responders must complete all sections below. Rates provided shall remain firm for the initial one-year term of the contract.

**SECTION 1: FIXED MONTHLY MANAGEMENT FEES**

This fee should cover all administrative overhead, including Propertyware data entry, financial reporting, and general portfolio oversight.

Service Description	Unit of Measure	Proposed Fee
Comprehensive Management Fee	Per Unit / Per Month (PUPM)	\$_____
Total Monthly Management	(PUPM x 150 Units)	\$_____

**SECTION 2: MAINTENANCE LABOR RATES**

These rates apply to in-house staff performing routine, emergency, or "make-ready" repairs.

Labor Category	Hourly Rate (Standard)	Hourly Rate (After-Hours/Emergency)
Lead Maintenance Technician	\$_____ / hr	\$_____ / hr
General Maintenance / Janitorial	\$_____ / hr	\$_____ / hr

**SECTION 3: UNIT TURNOVER & FLAT-RATE SERVICES**

Standardized costs for preparing vacated units for re-leasing (excluding materials).

Service Description	Proposed Flat Fee
Standard Unit "Make-Ready" (Cleaning & Paint Prep)	\$_____ / unit
Initial Safety Inspection (New Onboarding)	\$_____ / unit

**SECTION 4: MATERIAL & VENDOR MARKUPS**

The City permits a maximum markup on third-party costs to cover procurement and coordination.

Category	Percentage Markup (%)
Materials/Supplies (Markup over wholesale cost)	_____ %
Subcontractor Coordination (For repairs >\$2,500)	_____ %

By signing below, the Responder certifies that the above fees are inclusive of all travel, tools, and administrative costs required to fulfill the Scope of Work.

**Firm Name:** \_\_\_\_\_

**Authorized Representative:** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**\*\*COMPLETE AND SUBMIT\*\***

**Certification Regarding Lobbying**

(Required for all bids exceeding \$100,000 per 49 CFR Part 20)

The undersigned certifies, to the best of their knowledge and belief, that no federal funds have been used for lobbying activities, that they will report any non-federal funds used for lobbying using Form SF-LLL, and that this requirement will be included in all sub-awards.

This certification is a material representation of fact, and failure to comply may result in civil penalties between \$10,000 and \$100,000.

Proposer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

**\*\*COMPLETE AND SUBMIT\*\***

**CERTIFICATION OF NON-COLLUSION**

The undersigned certifies that this proposal was developed independently and without collusion, consultation, or communication with any other bidder regarding pricing or terms. Furthermore, no attempt has been made to induce others to submit or withhold a bid.

Firm Name:

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Authorized Representative Name:

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Title:

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Signature:

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Date:

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**\*\*COMPLETE AND SUBMIT\*\***

**ADVERTISEMENT FORM**

**For All Firms Participating in the bid please answer questions below:**

Please let us know how you heard about the BID/RFQ advertisement by selecting one of the following.

- 1. Internet/Social Media to include Facebook, etc. Yes\_\_\_ No\_\_\_
- 2. City of Albany website Yes\_\_\_ No\_\_\_
- 3. City of Albany local access channel (channel 16) Yes\_\_\_ No\_\_\_
- 4. Georgia Procurement Registry Yes\_\_\_ No\_\_\_
- 5. Other: \_\_\_\_\_

Please indicate if you are a **DBE**: Yes \_\_\_\_\_ No \_\_\_\_\_

DATE: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

AUTHORIZED REPRESENTATIVE NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**\*\*COMPLETE AND SUBMIT\*\***

***GOVERNING LAW AND VENUE***

Proposer agrees that as to any actions or proceedings arising out or related to this agreement, any such proceedings shall be governed and determined by Georgia Law.

Proposer further agrees that as to any actions or proceedings arising out of or related to this agreement, any such action or proceeding shall be resolved only in an appropriate court located in Dougherty County, Georgia.

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SIGNED (AUTHORIZED)

COMPANY NAME

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TITLE

DATE

**\*\*COMPLETE AND SUBMIT\*\***

**GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT AFFIDAVIT**

Contractor's Name:	
Address:	
Solicitation/Contract No.:	26-049
Solicitation /Contract Name:	Residential Property Maintenance & Management

**CONTRACTOR AFFIDAVIT**

I understand that the City of Albany may not enter into a contract with \_\_\_\_\_ (Name of Corporation) unless it has registered and does participate in the Federal Work Authorization Program defined in O.C.G.A. § 13-10-90(2), to-wit" (2) "Federal work authorization program" means any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603.

By executing this affidavit, the undersigned Contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, entity or corporation which is engaged in the physical performance of services on behalf of the **City of Albany** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91.

Furthermore, the undersigned Contractor will continue to use the federal work authorization program throughout the contract period and the undersigned Contractor will contract for the physical performance of services in satisfaction of such contract only with sub-Contractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13- 10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number  
(EEV/E-Verify Company Identification Number)

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Contractor

**I hereby declare under penalty of perjury that the foregoing is true and correct.**

\_\_\_\_\_  
Printed Name (of Authorized Officer or Agent of Contractor)

\_\_\_\_\_  
Title (of Authorized Officer or Agent Contractor)

\_\_\_\_\_  
Signature (of Authorized Officer or Agent)

\_\_\_\_\_  
Date Signed  
SUBSCRIBED AND SWORN BEFORE ME ON

[NOTARY SEAL]

Notary Public My Commission Expires: \_\_\_\_\_

Approved 10/23/2020