



November 14, 2016

To All Interested Providers:

Maine State Housing Authority (MaineHousing) is requesting proposals from qualified candidates to perform property preservation, maintenance and inspections for single-family properties with delinquent or foreclosed loans. Proposals are due by 5:00 p.m. ET on December 12, 2016.

A copy of the Request for Proposals (RFP) is enclosed.

MaineHousing reserves the right to schedule interviews, in person or by phone, with select candidates based on evaluation of the proposals received.

The proposal and all questions regarding this RFP must be directed by email to Bobbie Jo Marcoux, Loan Administration Manager of MaineHousing, [bmarcoux@mainehousing.org](mailto:bmarcoux@mainehousing.org), as specified in the enclosed RFP.

Sincerely,

Bobbie Jo Marcoux  
Loan Administration Manager



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# Request for Proposals

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## Property Preservation, Maintenance and Inspection Services for Single-Family Properties with Delinquent or Foreclosed Loans

**Proposal Deadline:** December 12, 2016 5:00 p.m. Eastern Time

*MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.*

## MAINE STATE HOUSING AUTHORITY

### REQUEST FOR PROPOSALS

#### Property Preservation, Maintenance and Inspection Services

#### **A. PURPOSE OF RFP AND CONTRACT TERM**

1. **Purpose.** Maine State Housing Authority (“MaineHousing”) is issuing this Request for Proposals (“RFP”) to request proposals from qualified candidates to perform property preservation, maintenance and inspection services for single-family properties throughout Maine with delinquent or foreclosed loans. For consistency, in this RFP the party submitting a proposal to MaineHousing in response to this RFP is referred to as “Vendor.”
2. **Contract Term.** The initial term of any contract awarded pursuant to this RFP will be up to a maximum of three (3) years from the date the contract is executed by Vendor and MaineHousing. MaineHousing will have the sole right to determine the initial term of the contract at the time of any selection of a proposal submitted pursuant to this RFP and will also have the sole right and option to extend the contract for two (2) additional terms of one (1) year each, for a maximum term of five (5) years. The start of the initial contract term is expected to be on or near January 1, 2017.

#### **B. DESCRIPTION OF MAINEHOUSING**

MaineHousing is an independent quasi-state agency that was created in 1969 by the Maine Legislature. It is authorized to issue bonds for the purchase or origination of notes and mortgages for the purpose of providing housing for persons and families of low-to-moderate income in the State of Maine. In this capacity MaineHousing functions similarly to a financial institution.

#### **C. THRESHOLD REQUIREMENTS**

The threshold requirements in this Section C. must be satisfied for a proposal to be eligible for consideration under this RFP. Vendor must demonstrate that each of the following threshold requirements has been satisfied by providing all required information and submitting all required documentation with its response to this RFP. Proposals that demonstrate satisfaction of the threshold requirements and otherwise comply with this RFP will be evaluated in accordance with the selection factors and scoring criteria set forth in Section E. of this RFP. Proposals that do not demonstrate satisfaction of the threshold requirements will be rejected and will not be considered further by MaineHousing.

1. Evidence that Vendor has been in the property maintenance and preservation business for at least three years.
2. Evidence that Vendor is duly authorized to do business in Maine and in good standing under the laws of the State of Maine, and is licensed as a Residential Real Estate Property Preservation Services Provider by the State of Maine Bureau of Consumer Credit

Protection. Submit a Certificate of Good Standing from the Maine Secretary of State and a copy of your current Maine Residential Real Estate Property Preservation Services Provider license.

3. Evidence that Vendor maintains the following commercial insurance coverages:
  - (i) Commercial General Liability coverage, occurrence basis, with a minimum of \$1,000,000 combined single limit (with defense costs in excess of limit of liability), including care, custody, and control coverage in the amount of \$50,000; and
  - (ii) Professional Services Liability, including Errors and Omissions coverage, with a minimum limit of insurance of \$1,000,000.

Vendor's insurance coverages must be primary insurance with respect to MaineHousing. Any insurance maintained by MaineHousing will be excess of Vendor's insurance and will not contribute with it.

Submit certificates of insurance evidencing required coverages.

4. Evidence that Vendor has a web-based portal/system to allow MaineHousing staff access to view property inspections, approve work, review photos and work order results, correspond with staff at Vendor's office, and download information to use in submissions to mortgage insurers.

#### **D. DESCRIPTION OF SERVICES REQUIRED**

MaineHousing's single-family loan portfolio currently consists of approximately 6,600 loans throughout Maine. MaineHousing estimates that approximately 3.5% of the single-family properties associated with these loans will require property inspection, preservation and maintenance services annually, but this percentage may vary from year to year.

All services rendered must comply with the United States Department of Housing and Urban Development ("HUD") *Single Family Housing Policy Handbook 4000.1* as may be amended from time to time (the "HUD Handbook"), in particular Section III.A.2.t.ii(C). The HUD Handbook and related information can be accessed from the following HUD website page:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/housing/sfh/handbook\\_4000-1](http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/handbook_4000-1). The HUD Handbook is incorporated by reference into this RFP and will be

incorporated by reference into any contract awarded pursuant to this RFP. In addition, Vendor will be required to perform the services in accordance with any procedural, process or similar guide that may be issued by MaineHousing.

MaineHousing may require some or all of the following services for single-family properties with delinquent or foreclosed loans.

1. Photo Documentation – Provide photo documentation, including a street scene and house number, for all inspection services and preservation and maintenance work performed.

2. Inspections – Perform property inspections to determine occupancy and property condition through drive-by or interior inspection as needed. Perform ongoing inspections and report damages during entire foreclosure process.
3. Securing – Once a property is determined to be vacant, secure property with lock change and boarding if required to properly secure. Perform detailed property inspection, including photo and written documentation of all damages existing at the time of first secure to ensure protection against claims for mortgagee neglect.
4. Winterization – Properly winterize vacant properties, shut off water to residence, close valves to prevent water back-flow into lines, drain all water lines and blow out with air, perform pressure test of domestic water and heating lines to determine if damaged, add anti-freezing agent to system, disconnect the water meter by removing it from the cradle and leaving it on the premises, and place warning signs and dates on all items winterized. Provide detailed documentation, including photos, to support the work performed. If freeze damage was observed at the time of the initial winterization, provide detailed documentation and photos to support observation of such damage along with an estimate to repair the damage.
5. Pools, spas, and hot tubs maintenance – Secure all in-ground and above-ground swimming pools and all hot tubs and spas as required by local codes and ordinances. Drain the pool and hot tub and secure them with a removable cover. Secure and repair any fences around a pool in order to restrict access. Submit bid and proposals to remove pools that are in poor condition, cannot be secured, or are considered a safety hazard concern.
6. Hazards and Debris removal and disposal – Remove debris from property and dispose of all items determined to be debris in accordance with local ordinance for all hazardous material disposals.
7. Sump pump and dehumidifiers – Evaluate current condition of property to determine if sump pump is operational, or if one needs to be installed. Determine if a dehumidifier is required to mitigate or control moisture. Submit recommendations and bid proposal.
8. Eviction/access – Coordinate with local law enforcement to be present at eviction of occupants after redemption expiration. Contact borrowers to determine need to re-enter property to remove personal property after eviction, and be available to meet borrowers at scheduled time to supervise during removal.
9. Preservation and repairs – Provide photos and detailed descriptions of all damages existing and discovered at property. Submit detailed bids for repair and preventative measures required to preserve and protect property.
10. Lawn care and snow removal – Mow lawns, weed around buildings, fixtures and plants and remove clippings on a bi-weekly basis for all vacant properties. Plow drives, shovel walk-ways and steps and apply anti-slip agents to all paths after each snow or ice event.

11. File police reports – Contact local authorities when properties are found un-secure after initial secure. Report all damages and unauthorized access to local authorities and MaineHousing at time of first discovery.
12. Coordinate with town and city Planning and Code Enforcement – Notify mortgagee of all postings from local code enforcement and municipalities. Apply for permits and coordinate inspections as required to conform to local ordinances.
13. Obtain quotes from third party specialists – Contact electricians, plumbers, heating and foundation specialists, bio-hazards remediation and other qualified specialists to provide expert opinions and bids for work requiring special licensing and qualifications.

Any contract awarded pursuant to this RFP will provide that (i) Vendor is an independent contractor and not an employee or agent of MaineHousing, (ii) Vendor will use only qualified personnel (whether employees or, if approved by MaineHousing, subcontractors) to perform the services, and (iii) all services will be performed in a professional and workmanlike manner with the skill and competence consistent with the standards of care and performance applicable to the single-family property inspection, preservation and maintenance business and in compliance with the HUD Handbook and applicable federal and Maine laws and regulations.

#### **E. SELECTION FACTORS AND SCORING CRITERIA**

Proposals that meet the threshold requirements and otherwise comply with this RFP will be evaluated and scored by a committee consisting of MaineHousing staff using the non-price and price factors and the scoring criteria below. Vendors must provide all information and documentation required with respect to a selection factor to be eligible for any of the points specified. In evaluating proposals, MaineHousing will take into account the detail and completeness of proposals.

The evaluation process is intended to enable MaineHousing to select the proposal that provides the best value in meeting the objective of this RFP by considering both non-price and price factors. A trade-off method of selection will be used by MaineHousing to award a contract to the Vendor providing the best value, recognizing that best value may result in an award not representing the lowest price or the highest-scoring non-price factors in a proposal. Accordingly, to accomplish this balancing, or trade-off, between price and non-price factors and to aid in determining best value, price will be evaluated and scored separately from non-price factors.

MaineHousing may select a Vendor based on the evaluation and scoring of proposals, or MaineHousing may establish a competitive range of Vendors after evaluating and scoring proposals (“Finalist Vendors”) and schedule interviews in-person or by telephone with Finalist Vendors at a mutually convenient time. Failure to attend an interview (unless previously rescheduled) will disqualify a Finalist Vendor from further consideration.

In addition to contacting references provided by Vendors, the evaluation committee may contact any Vendor to clarify any information provided and seek and review publicly available information concerning a Vendor or any aspect of its proposal.

All proposals must remain open, without change, for a minimum of 90 days from the proposal submission deadline under this RFP and may not be unilaterally modified by Vendor during this 90-day period.

Subject to the reservation of rights by MaineHousing and the other terms and conditions of this RFP, the responsible Vendor whose proposal is most advantageous to MaineHousing, taking into account the scoring results, will be awarded a contract. Any contract award is contingent on successful negotiation of the final contract terms. In no event will any claimed obligations of any kind be enforceable against MaineHousing unless and until MaineHousing and the selected Vendor have executed a written contract. This RFP and the Vendor’s proposal, as each may be modified pursuant to this RFP, will be incorporated by reference into and be part of any contract between MaineHousing and the Vendor.

**Non-Price Selection Factors and Scoring**

A total of 120 points is allocated to the non-price selection factors, as follows:

**1. Experience with Property Preservation, Maintenance and Inspection (maximum of 60 points).**

Proposals must describe Vendor’s experience with inspection, preservation and maintenance services for single-family properties with delinquent or foreclosed loans. Include the following information:

<u>Factor</u>	<u>Points</u>
a. Experience in providing the types of services described in Section D. of this RFP	Up to 25 points
b. Knowledge of and experience with mortgage guarantor and insurer guidelines, including FHA, VA and USDA-RD, and state of Maine requirements	Up to 15 points
c. A description of similar services provided for other clients over the past two years, including dates, and details and dates of any alleged or actual prior or ongoing contract failures or breaches	Up to 10 points
d. Vendor’s policies and measures for protecting Personally Identifiable Information and other information that is confidential under Maine or federal law from unauthorized use and disclosure	Up to 10 points

Include information on any cyber risk insurance carried by Vendor, including coverage amount and specific risks covered (such as unauthorized access to, use or disclosure of, or tampering with data, and

notification and legal expenses).

For purposes of this RFP, “Personally Identifiable Information” means information that can be used to distinguish or trace an individual’s identity, either when used alone or when combined with other personal or identifying information which is linked or linkable to a specific individual.

**2. Work Plan to Perform Services (maximum of 25 points).**

Proposals must include a work plan describing the approach used in providing each of the services required in Section D. of this RFP. Include the following information:

<u>Factor</u>	<u>Points</u>
a. Specific tasks and anticipated timelines	Up to 10 points
b. Staffing plan, including key personnel, whether employees or subcontractors	Up to 10 points
c. Timing of availability of Vendor for project start, which is anticipated to be around January 1, 2017	Up to 5 points

**3. Capacity to Perform Services (maximum of 35 points).**

Because the single-family properties in MaineHousing’s single-family loan portfolio are located throughout the entire state of Maine, MaineHousing seeks a Vendor with the capacity to provide the services requested in this RFP on a statewide basis. Vendor proposals demonstrating statewide capacity to provide the services, including the identification and description of factors supporting such statewide capacity, will be scored more favorably than proposals limited to regional or other local coverage.

For each individual who will provide services required under this RFP, whether an employee or a subcontractor’s employee, Vendor must provide a resume and a brief narrative that includes a description of the individual’s role and a summary of relevant skills, qualifications and experience, including similar projects completed.

If the proposal includes the use of subcontractors, identify the subcontractors to be used and describe their qualifications and experience. The proposal must also identify the specific services and tasks for which each proposed subcontractor will be used, describe how each subcontractor’s work will be monitored and supervised, and provide reasons for selecting the specific subcontractors proposed. **Please note:** Performance of any of the services under this RFP by one or more subcontractors is subject to MaineHousing’s prior consent. Vendor – subcontractor agreements must contain terms and conditions required by MaineHousing. Vendor will remain solely responsible for performance by any subcontractors consented to by MaineHousing. Vendor may not make substitutions

for any subcontractor approved by MaineHousing without obtaining MaineHousing’s prior written consent.

As used in this RFP, “subcontractor” means any third party not employed by Vendor who will provide services identified in this RFP; it does not include third parties who will provide support or incidental services to Vendor or third party specialists requiring special licensing and qualifications as described in Section D. item 13 of this RFP.

Also describe Vendor’s familiarity with, or the approach to be used to gain an understanding of, relevant MaineHousing servicing requirements, programs and processes, and security protocols.

<u>Factor</u>	<u>Points</u>
a. Capacity to provide the services on a statewide basis	Up to 10 points
b. Qualification and skills of key personnel	Up to 10 points
c. Experience of key personnel on similar projects	Up to 10 points
d. Familiarity with, or approach for learning, MaineHousing requirements	Up to 5 points

Disclose details and dates of any criminal or civil investigations or proceedings, and any disciplinary proceedings or actions involving licensing as a Residential Real Estate Property Preservation Services Provider, pending or in which Vendor or any key personnel who may provide services to MaineHousing under any contract awarded pursuant to this RFP has been adjudged guilty or liable.

MaineHousing reserves the right to conduct criminal or other background checks as deemed necessary in MaineHousing’s judgment.

MaineHousing reserves the right to reject any proposal based on Vendor’s history with MaineHousing or any other party that involved unsatisfactory performance under a contract, any criminal conviction, any pending or ongoing criminal proceeding or investigation, any pending or ongoing civil proceeding, or disciplinary action or proceeding that MaineHousing, in its judgment, determines may materially adversely affect Vendor’s ability to provide the services required under any contract awarded pursuant to this RFP.

**Price Selection Factors and Scoring (maximum of 40 points)**

After Vendor proposals are scored based on an evaluation of the non-price factors above, Vendor price proposals will be evaluated and scored separately.

Pricing in Vendor proposals must not exceed the maximum allowances included in Appendix 6.0 of the HUD Handbook. Lower pricing will be scored more favorably. For scoring purposes, pricing that exceeds the maximum allowances set forth in Appendix 6.0 of

the HUD Handbook will be treated as if the maximums allowed by HUD had been set forth in the price proposal.

Proposals must include all of the following pricing information:

<u>Factor</u>	<u>Points</u>
a. All-inclusive price covering all services described in this RFP, equipment, materials and out-of-pocket expenses (such as mileage). Describe underlying basis and assumptions for both (i) direct costs and (ii) any indirect costs that are allocated to providing services under this RFP.	Up to 25 points
b. Price adjustments over the contract term, including any contract extensions. Describe underlying basis and assumptions for adjustments, frequency, and any maximums below the maximum allowances in the HUD Handbook. <i>Please note:</i> Any adjustments will be subject to maximum allowances in the HUD Handbook.	Up to 15 points

## **F. PROPOSAL SUBMISSION REQUIREMENTS**

All proposals must be submitted to MaineHousing as a PDF attachment to an email with the subject line "Response to Property Preservation, Maintenance and Inspection Services RFP" sent to Bobbie Jo Marcoux, Loan Administration Manager, at [bmarcoux@mainehousing.org](mailto:bmarcoux@mainehousing.org).

Proposals must be received by MaineHousing no later than 5:00 p.m. Eastern Time on December 12, 2016. It is the responsibility of each Vendor to ensure timely receipt of its proposal by MaineHousing. MaineHousing is not responsible for any late delivery of a proposal for any reason.

Proposals must include all of the following and be organized and refer to the headings and numbering below and in the other specific Sections of the RFP referred to below:

1. General Information
  - a. Name, address, phone number and website address of Vendor
  - b. State of organization
  - c. Ownership type (e.g., sole proprietorship, corporation, partnership, etc.)
  - d. Dun and Bradstreet number
  - e. Years in business
  - f. Name(s) of principal(s) of Vendor
  - g. Location(s) of office(s) that will provide services described in this RFP

- h. Name, telephone number and email address of person authorized to discuss this proposal
- i. Vendor's equal employment opportunity and affirmative action policy
- j. Three business references, including name, telephone number and email address of contact person for each reference, and the association between Vendor and each reference. MaineHousing reserves the right to contact all references provided.

2. Threshold Requirements

The information and documentation required under Section C., Threshold Requirements, demonstrating that the threshold requirements have been satisfied.

3. Non-Price and Price Selection Factors

The information and documentation on non-price and price factors required under Section E., Selection Factors and Scoring Criteria.

4. Conflict of Interest Disclosure

Vendor's response to the following question:

Does the Vendor, any principal or affiliate of the Vendor, or anyone who will be paid for work on any contract awarded pursuant to this RFP have business ties, familial relationships, or other close personal relationships with a current MaineHousing employee or commissioner or anyone who was a MaineHousing employee or commissioner within the past two years? **If yes, provide details.**

**G. INFORMATION CONTACT**

The MaineHousing designated contact for this RFP is:

Name: Bobbie Jo Marcoux  
Title: Loan Administration Manager  
E-mail: [bmarcoux@mainehousing.org](mailto:bmarcoux@mainehousing.org)

All inquiries relating to this RFP must be submitted to MaineHousing via e-mail with the subject line, "Questions Regarding Property Preservation, Maintenance and Inspection Services RFP" sent to [bmarcoux@mainehousing.org](mailto:bmarcoux@mainehousing.org) not later than November 22, 2016 at 5:00 p.m. Eastern Time.

MaineHousing reserves the right to discard questions it deems irrelevant or inappropriate, and the right to combine questions that are similar in nature. MaineHousing will post questions and answers deemed relevant and material to this RFP on the MaineHousing RFPs section of MaineHousing's website, [www.mainehousing.org](http://www.mainehousing.org), by November 28, 2016, which will become an Addendum to and part of this RFP. Any corrections, clarifications or revisions to this RFP initiated by MaineHousing will also be posted on MaineHousing's website and will become an Addendum to and part of this RFP.

MaineHousing will not be bound by, and Vendors may not rely on, information regarding RFP requirements obtained in any other manner.

#### **H. SUMMARY OF RFP TIMELINE**

<b>11/14/2016</b>	Issuance of RFP
<b>11/22/2016 5:00 P.M ET</b>	Deadline for questions
<b>11/28/2016</b>	Relevant and material questions and answers posted on MaineHousing's website
<b>12/12/2016 5:00 P.M. ET</b>	Deadline for submitting proposals
<b>12/13/2016 – 12/30/2016</b>	Estimated period for evaluation and scoring of proposals and any interviews and Vendor selection

#### **I. ADDITIONAL TERMS AND CONDITIONS**

This RFP is subject to the following additional terms and conditions:

1. In addition to the rights reserved by MaineHousing elsewhere in this RFP, MaineHousing reserves the right:
  - a. To adjust the timetable for this RFP as MaineHousing deems necessary.
  - b. To waive informalities and minor irregularities in proposals received.
  - c. To clarify, correct or amend this RFP, and in such event, the change will be posted on the MaineHousing RFPs section of MaineHousing's website, [www.mainehousing.org](http://www.mainehousing.org). If appropriate, in MaineHousing's judgment, an extension of time to submit proposals will be included.
  - d. To accept or reject any or all proposals received and not to award a contract pursuant to this RFP, or to cancel or terminate the RFP process at any time, whether before or after any proposals have been received by MaineHousing, if deemed by MaineHousing to be in its best interest.
  - e. To negotiate price or other factors included in any proposal submitted to MaineHousing, and in the event MaineHousing is unable to negotiate a mutually satisfactory arrangement with the successful Vendor under this RFP, or the successful Vendor does not enter into the required contract, MaineHousing may, in its sole discretion, negotiate with another Vendor or cancel this RFP and not award a contract to any Vendor.
  - f. To negotiate directly with one Vendor if the responses to this RFP demonstrate a lack of competition.

2. Costs for developing and delivering responses to this RFP and of any interviews and negotiations are the sole responsibility of Vendors. MaineHousing will also not be liable for any costs incurred by Vendors as a result of changes to this RFP.
3. Information submitted in any proposal becomes public information, and is subject to disclosure in accordance with the requirements of law, including without limitation the Maine Freedom of Access Act, 1 M.R.S.A. Section 401 et seq. (“FOAA”). MaineHousing is required to comply with FOAA.

## **J. PROTEST PROCEDURES**

Protests of any award made pursuant to this RFP must be submitted in writing to MaineHousing, to the attention of Linda Grotton, Manager of Audit and Compliance at the following email address: [lgrotton@mainehousing.org](mailto:lgrotton@mainehousing.org), with the following in the subject line of the email: “Protest regarding Property Preservation, Maintenance and Inspection Services RFP”. To be considered, protests must be received within fifteen (15) calendar days from the date of posting in the MaineHousing RFPs section of MaineHousing’s website, [www.mainehousing.org](http://www.mainehousing.org), of the contract award and must provide specific reasons and any supporting documentation for the protest.