

REQUEST FOR PROPOSALS (RFP)

Ongoing Maintenance Services

Shelter Facility (43-Person Capacity)

RFP Issue Date	March 11, 2026
Proposal Due Date	April 1, 2026

1. INTRODUCTION AND PURPOSE

Community Crisis Services, Inc. (CCSI) (hereinafter referred to as the "Organization") is seeking proposals from qualified vendors to provide comprehensive ongoing maintenance services for our shelter facility. The shelter serves as emergency housing with a capacity of 43 individuals and requires reliable, professional maintenance to ensure a safe, clean, and well-functioning environment for residents and staff.

The purpose of this RFP is to identify and contract with a qualified maintenance service provider(s) who can deliver responsive, high-quality maintenance services on a consistent basis throughout the contract term. Vendors can bid on one or multiple areas of the scope of work.

2. FACILITY INFORMATION

- **Facility Type:** Emergency/Transitional Shelter
- **Capacity:** 43 individuals
- **Facility Address:** Confidential
- **Building Square Footage:** 7,693
- **Lot/Grounds Size:** 94,090
- **Hours of Operation:** 24 hours/7 days per week

3. SCOPE OF WORK

The selected vendor shall provide the following maintenance services:

3.1 Lawn Care and Landscaping

- Regular mowing of all lawn areas (minimum weekly during growing season)
- Edging along sidewalks, driveways, and building perimeters
- Trimming of shrubs, hedges, and ornamental plants
- Weed control in flower beds, walkways, and parking areas
- Seasonal planting and mulching

- Leaf removal and fall cleanup
- Snow removal from walkways and parking areas (if applicable)
- Irrigation system maintenance and winterization
- Tree trimming and removal of dead branches

3.2 Minor Repairs and General Maintenance

- Drywall repair and patching
- Door adjustments, repairs, and hardware replacement
- Window repairs (screens, frames, weatherstripping)
- Flooring repairs (tile replacement, carpet patching, vinyl repair)
- Cabinet and shelving repairs
- Furniture repairs and assembly
- Caulking and sealing around windows, doors, and wet areas
- Minor concrete and masonry repairs

3.3 Painting Services

- Touch-up painting of interior walls and trim
- Full room repainting as needed (turnover between residents)
- Exterior painting and touch-ups
- Graffiti removal and prevention
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3.4 Lock and Security Hardware

- Changing and rekeying locks
- Lock repair and replacement
- Key management and duplication
- Installation and repair of deadbolts and security hardware
- Door closer adjustments and replacements
- Panic bar and exit device maintenance

3.5 Minor Plumbing

- Faucet repairs and replacements
- Toilet repairs (flappers, fill valves, handles)
- Drain clearing and snaking
- Showerhead and fixture replacements
- Leak detection and minor pipe repairs (Licensed Technician only)
- Garbage disposal repairs

3.6 Minor Electrical

- Light bulb and ballast replacement
- Outlet and switch cover replacement
- Outlet and switch repairs/replacements
- Light fixture repairs and replacements

- Smoke detector and carbon monoxide detector maintenance and/or replacement
- Exit sign and emergency lighting maintenance
- GFCI outlet testing and replacement

3.7 HVAC Maintenance

- Air filter replacement (monthly or as needed)
- Thermostat repairs and programming
- Vent and register cleaning
- Seasonal HVAC inspections (must be Licensed HVAC Specialist)
- Coordination with licensed HVAC contractors for major repairs

3.8 Safety and Compliance

- Fire extinguisher inspections and maintenance
- Safety signage installation and replacement
- Handrail and guardrail repairs
- ADA accessibility maintenance
- Slip and trip hazard remediation
- Emergency exit lighting and signage

3.9 Pest Control Coordination

- Sealing of entry points for pests
- Coordination with licensed pest control services
- Preventive maintenance to deter pest activity

3.10 Emergency Response

- 24/7 emergency response availability for urgent repairs
- Response within 2 hours for emergencies (flooding, no heat, security breaches)
- Same-day response for urgent but non-emergency issues

4. CONTRACT TERM

The initial contract term shall be for one (1) year, with the option to renew for up to four (4) additional one-year periods upon mutual agreement and satisfactory performance. Contract renewal will be contingent upon available funding, performance evaluations, and organizational needs.

5. PROPOSAL REQUIREMENTS

Proposals must include the following information:

5.1 Company Information

- Company name, address, phone, email, and website

- Year established and ownership structure
- Primary contact person for this RFP
- Description of company history and relevant experience

5.2 Qualifications and Experience

- Minimum three (3) years experience providing similar maintenance services
- Experience with residential or shelter facilities preferred
- Three (3) professional references from similar contracts
- List of current and past clients (within last 5 years)
- Staff qualifications, certifications, and training programs

5.3 Insurance and Licensing

- Proof of current general liability insurance (minimum \$1,000,000)
- Proof of workers' compensation insurance
- All required state and local business licenses
- Any trade-specific licenses or certifications

5.4 Pricing

Vendors must provide pricing using one or more of the following structures:

- **Monthly Retainer:** Flat monthly fee for routine maintenance services
- **Hourly Rates:** Rates for regular hours, after-hours, and emergency calls
- **Task-Based Pricing:** Unit prices for common tasks (e.g., lock changes, room painting)
- **Materials:** Policy on materials markup or pass-through costs
- **Travel/Trip Charges:** Any applicable service call fees

5.5 Service Approach

- Proposed staffing plan and response protocols
- Work order and communication procedures
- Quality assurance and inspection processes
- Emergency response protocols
- Reporting and documentation practices

6. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

Criteria	Weight
Qualifications and Experience	25%
Proposed Approach and Service Plan	25%
Pricing and Value	25%

References and Past Performance	15%
Responsiveness to RFP Requirements	10%

7. TERMS AND CONDITIONS

- The Organization reserves the right to reject any or all proposals
- The Organization reserves the right to negotiate with one or more vendors
- Proposals become the property of the Organization
- All costs incurred in preparing proposals are the vendor's responsibility
- Background checks will be required for all personnel working at the facility
- The selected vendor must comply with all applicable federal, state, and local laws
- The selected vendor must maintain confidentiality regarding shelter residents
- Work must be performed in a manner that minimizes disruption to shelter operations

8. SUBMISSION INSTRUCTIONS

Proposal Deadline: April 1, 2026 by 5:00 PM local time

Submit proposals electronically to:

Tasheika Wester
 Operations Manager
 [Community Crisis Services, Inc. (CCSI)]
 Email: tasheikaw@ccsimd.org
 Phone: (301) 306.5253

Please include "RFP: Shelter Maintenance Services" in the subject line.

9. QUESTIONS AND SITE VISITS

Questions regarding this RFP must be submitted in writing by [Date - 2 weeks before deadline] to the contact listed above. Answers to all questions will be distributed to all prospective vendors.

A site visit will be scheduled for interested vendors on [Date/Time]. Attendance is strongly encouraged but not mandatory. Please contact the above to confirm attendance.

10. ANTICIPATED TIMELINE

Milestone	Date
RFP Issued	March 11, 2026

Site Visit	[Date/Time TBD]
Questions Due	[Date - 2 weeks before deadline]
Proposals Due	April 1, 2026
Evaluation Period	[1-2 weeks after deadline]
Vendor Interviews (if needed)	[As scheduled]
Contract Award	April 15, 2026
Contract Start Date	May 1, 2026