

**Howard Center, Inc.  
208 Flynn Avenue, Suite 3J  
Burlington, VT 05401**

## **REQUEST FOR PROPOSAL FOR**

Property Management Services for 180-184 Pearl Street,  
Burlington, VT

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## Purpose and Scope

Howard Center, Inc. is a private, nonprofit organization located in Burlington, Vermont committed to providing effective and accessible services, for the benefit of our community. Founded in 1873 as an agency serving the children of the destitute, it now offers life-saving professional crisis and counseling services to children and adults; therapeutic interventions and education programs for children with emotional and behavioral issues; supportive services to individuals with autism and intellectual disabilities who need help with education, employment, and life maintenance skills; and counseling and medical services for adults struggling with substance abuse and mental health issues. Howard Center is seeking a bid response with regard to comprehensive property management services for a mixed-use building located at 180-184 Pearl Street in Burlington, VT.

Howard Center is under contract to purchase an historic building in downtown Burlington. The building provides space for nine apartments, a hair salon, and two Howard Center Programs. Howard Center is seeking to contract with an experienced, effective, and highly responsive firm to ensure that current and future residents, businesses and programs occupying space in the building continue to enjoy a high degree of customer service in leasing, maintenance, and assistance with any property-related issues that arise 24/7 M-F.

### ***SCOPE TO BE ENCOMPASSED IN REQUEST FOR PROPOSAL BID RESPONSE:***

Howard Center, Inc. will consider all proposed lengths of contracts terms as proposed by bidding parties.

#### Proposal Timeline

**The Request for Proposal timeline is as follows:**

**Request for Proposals:** Posted 12/22/20

**Deadline for Bidders to Submit Questions:** 12/29/20

**Howard Center, Inc. to Responds to Bidder Questions:** 12/31/20

**Final Bid to Howard Center, Inc.:** 1/4/2021

**Selection of Top Bidders** 1/8/20

**Contract Award Start Date:** 1/15/20

*Howard Center, Inc. will endeavor to administer the proposal process in accordance with the terms and dates outlined; however, the Howard Center, Inc. reserves the right to modify the activities, timeline, or any other aspect of the process at any time, as deemed necessary.*

**RESPONSE DATE**

Responses must be received no later than 5:00pm on 1/4/20. Responses should be clearly marked *RFP-Howard Center: Property Management Services* and emailed to:

Leo Gaudreau, Director of Facilities

[lgaudreau@howardcenter.org](mailto:lgaudreau@howardcenter.org)

**SELECTION CONSIDERATIONS & SERVICES REQUESTED**

Howard Center, Inc. seeks property management services for a newly acquired building at 180-184 Pearl St. in Burlington, VT. The following issues and questions should be addressed in the proposal.

The selection criteria will include but are not limited to:

1. Comprehensiveness of services provided
2. Appropriate level of knowledge and experience with residential and commercial property management.
3. Fees – affordability and structure

Proposals must include detailed information answers to the following:

1. Firm Information
  - a. Identifying information
  - b. Length of time in this industry
  - c. Mission, vision, values
  - d. Number and types of properties currently managed
  - e. References – include at least 3.
2. Fees
  - a. Describe all fees charged and the basis for calculation
  - b. Describe any and all services considered additional
  - c. Include any refund/guarantee policies
3. Money handling
  - a. Describe where funds are held, who is provided with access to accounts for this property.
  - b. Security deposit collection, and return policies
  - c. Process for reporting income and expenses (please include a sample report)
4. Services Provided
  - a. Provide a detailed list of services provided including but not limited to: rent collection, tenant placement, tenant disputes, repairs, tenant evictions, bill paying, and max management.
  - b. How are Maintenance and routine inspections conducted?

- c. Describe the process for service requests including the process for handling 24/7 emergent facility issues. Include the firm's definition of an "emergency"
  - d. What is the firm's response time for various service requests?
  - e. Describe the firm's resources- what is the firm's ability to provide needed services from other services such as contractors, service providers, etc.
- 5. Experience
  - a. Describe expertise with managing commercial and multi-unit housing properties
  - b. Educational background and professional development – include relevant certifications and plan to remain current in knowledge of applicable laws and codes.