

Request for Qualifications

After-Hour Answering Services For Resident Maintenance Calls

Solicitation No: **FY18-RFQ-02**
Issue Date: **December 6, 2018**
Submission Deadline: **Tuesday, December 18, 2018 2:00 pm (EST)**

Board of Commissioners:

Susan Johnson-Velez, Chair

James Cloar, Vice-Chair

Hazel S. Harvey

Billi Johnson-Griffin

Rubin E. Padgett

Bemetra L. Simmons



Tina Washington
Contracting Officer

Leroy Moore
Senior Vice President/Chief Operating Officer

Jerome D. Ryans
President & CEO

5301 W. Cypress Street
Tampa, Florida 33607

Phone: (813)341-9101
Fax: (813)367-0760

AN EQUAL OPPORTUNITY EMPLOYER



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Tina Washington, Contracting Officer
Contracting & Procurement
5301 W. Cypress St.
Tampa, FL 33607
Phone: (813) 341-9101 ext. 3500
Fax: (813) 367-0760



REQUEST FOR QUOTE			
To:	ALL PROSPECTIVE BIDDERS	From:	Tina Washington
Fax:		Pages:	
Attn:		Date:	12/6/18
Re:	Request for Written Quotation	Service	After-Hour Answering Services

The Housing Authority of the City of Tampa (THA) will receive written quotes from qualified firms or individuals interested in **After-Hour Answering Services for Resident Maintenance Calls**.

The Contractor shall furnish all labor, material, and equipment, needed to provide Telephone Answering Service during the hours of 5:00 p.m. until 8:00 a.m., Monday through Friday and 8:00 a.m. until 8:00 a.m. Saturdays, Sundays and Holidays.

The Contractor is to communicate with Tampa Housing Authority residents via telephone to receive log and contact assigned THA personnel who will dispatch maintenance work order requests to assigned THA staff. Vendor agrees to provide additional coverage on an as needed basis during normal working hours (8:00 a.m.–5:00 p.m.) at the same rate. Emergency maintenance work will be dispatched through telephone communication.

The following call information should be provided by email to the Tampa Housing Authority on the next business day:

- Date,
- Time,
- Nature of call,
- Issue,
- Property name,
- Caller's name,
- Caller's telephone contact number,
- Caller's address and apartment number, and
- Caller's message.

The information collected should also be disbursed to the Tampa Housing Authority in a searchable format on a monthly base.

Your bid must comply with the attached specifications. See Detailed Scope of Work and required Specifications labeled as Exhibit A. This service is to be provided to the attached list of the Tampa Housing Authority properties listed in Exhibit A. Bid will be accepted until **2:00 p.m. Tuesday, December 18, 2018.** Quotes submitted after this time will not be accepted.

The Tampa Housing Authority is exempt from all Federal, State and Local Taxes. All written quotes should be attached to this document and emailed to Tina Washington, Contracting Officer at tina.washington@thaf1.com or fax to (813) 367-0761.

BID FORM

We look forward to doing business with you and thank-you for your timely response.

Quote submitted by (Company): _____

ADDRESS

CITY/STATE

PHONE NUMBER

AUTHORIZED REPRESENTATIVE SIGNATURE

Total Price Quote: _____ Date: _____

*Tina D. Washington, Contracting Officer
Tampa Housing Authority
5301 W. Cypress St. Tampa, FL 33607
Phone: 813-341-9101 Fax: 813-367-0761*



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EXHIBIT A



SCOPE OF WORK

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TAMPA HOUSING AUTHORITY PROPERTY DIRECTORY

Property	Address	Units
J. L . Young Gardens	8220 N. Florida Avenue - 33604	400
J. L . Young Annex	8220 N. Florida Avenue - 33604	50
Robles Park Village	3814 Central Avenue - 33603	433
Northern Scattered Sites		
Seminole Park	4706 Muskogee Ct - 33610	100
Moses White Estates	4902 E. Diana Steet -33610	69
Scruggs Manor	11201 N 22nd St - 33612	86
Azzarelli Apts	5038 Temple Heights - 33617	30
Shimberg Estates	1314 W Sligh Avenue - 33604	78
Squire Villa	5918 N. Rome - 33603	30
C. Blythe Andrews	2201 E Osborne Ave - 33610	57
Osborne Landings	3502 E. Osborne Ave. 33610	43
Cedar Point	6926 Temple Palms Ave. - 33617	60
Southern Scattered Sites		
Arbors at Padget	4728 S. Trask St. - 33611	119
Azeele Apts	2801 Azeele - 33609	10
Bay Ceia Apts	3422 S MacDill Ave - 33629	40
So-Ho Apts	212 S Howard Ave - 33606	14
St. Louis/St. Conrad	2310 St. Louis - 33607	8