

## REQUEST FOR PROPOSALS

### Property Management, Maintenance, Security/Monitoring Services

Klondike Development Organization (KDO) hereby requests proposals to source a contractor (or contractors) to provide various ongoing services for our 16 units of rental housing in Dawson City.

Please direct all questions and submissions to:

Evelyn Pollock, Project Manager on behalf of Klondike Development Organization

EMAIL: [klondikedevlopment@gmail.com](mailto:klondikedevlopment@gmail.com)

### The deadline for receipt of proposals is June 1, 2023, midnight (Yukon Time)

Responses will be evaluated in the best interests of Klondike Development Organization by Committee based on a combination of services offered, price, experience, and references. KDO reserves the right not to accept the lowest price or any proposal as submitted.

### Proposed Contract Start Date: June 12, 2023

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## ABOUT KDO

Klondike Development Organization is a not-for-profit that was founded in 2009 as a partnership of City of Dawson, Chief Isaac Incorporated, Dawson City Arts Society, Dawson City Chamber of Commerce, and Klondike Visitors Association. Our mission includes strengthening critical economic and social sectors. We have found that Dawson City's housing shortage acts as a barrier to its development and therefore KDO has prioritized working in this sector.

## PROPERTIES SUMMARY

Klondike Development Organization (KDO) currently operates two rental apartment buildings, comprised of eight units each for a total of 16 units. The buildings are:

- Built in 2019 and 2017
- Located at 1075 3<sup>rd</sup> Ave. and 1091 6<sup>th</sup> Ave.
- Two-stories, highly insulated, wood framed construction
- Exterior accesses to each unit (no interior hallways)
- In-suite laundry (no laundry room)
- Mechanical rooms contain hot water heaters, telephone/internet/cable connections and electrical meters for each apartment
- Electric heat, no fuel on site
- Have recirculation systems rather than bleeders to manage water line freezing
- Home to residents ranging in age from 8 to 80 years old, of various cultural backgrounds, physical ability levels and employment statuses

## **CONTEXT**

Currently, we cover property management, maintenance and security/monitoring as follows:

- KDO staff provides financial administration and general management of the apartments. This includes handling rent payments, tenancy applications, wait lists, tenancy agreements, move-in/out inspections, communications with tenants about issues that may arise, assessing maintenance issues, hiring contractors, ordering supplies and replacement appliances, and covering any other duties as needed. We anticipate keeping the financial administration and applications in-house, however we are interested in outsourcing the rest (if possible).
- A local company provides security/monitoring services with 24hr/7days a week call-out availability for our tenants. We still have a good relationship with this company, however we are looking to outsource more of the ongoing duties than they are currently able to provide so we are opening up all of the needed services to quotes to see if we can get more comprehensive coverage.
- Carpentry, plumbing, electrical, paint and drywall jobs are hired out to trades contractors as needed.
- Janitorial services such as deep-cleaning after a tenant moves out, or window-washing and deck cleaning are hired out to independent contractors as needed.
- Snow shoveling of decks/pathways and parking plowing are contracted out separately each winter.

## **INFORMATION TO INCLUDE IN PROPOSAL**

1. Complete the Service Needs Checklist indicating which services you can provide, and at what rate.
2. Indicate your and/or your team's experience and/or skills: provide brief descriptions of relevant experience in any of the services you are quoting. You may include a resume or company/team bios if desired.
3. Provide references for at least two clients or individuals you have worked with.

Note: Businesses and contractors may be required to provide proof of registration with Yukon Workers Compensations Health and Safety Board and liability insurance prior to contracting.

## **CRITERIA FOR EVALUATION OF PROPOSALS**

The proposal body should be a maximum of four (4) pages.

All submissions will be evaluated based on the following criteria:

1. Services Availability with Price (50%)  
Demonstrate capacity to provide services we need at competitive pricing.
2. Qualifications and Experience (40%)  
Demonstrate skills, background and/or experience to provide the services quoted.
3. References (10%)  
Demonstrate a record of quality work, reliability, and other desirable characteristics.

## SERVICE NEEDS CHECKLIST

Our aim is to hire as much of the following listed services as possible. We recognize that in our small market more than one company may be required to complete our service needs. Please indicate which of the following services you can provide, and at what cost.

Service	Yes or No	Cost/hour or/month
Requests for Assistance (Example: visit site as first response to potential urgent repair, respond to alarms, or provide key to a tenant who is locked out)		
Call-out to building in case of need during regular business hours		
Call-out to building in case of need after hours or weekends/holidays		
Respond to tenant-identified repair or maintenance needs (assessing and then addressing it yourself or bringing in tradesperson)		
General Maintenance		
Perform light repairs and handyperson services on an on-call or as-needed basis (example: change door locks, replace weather stripping, install a grab bar, replace a broken stair tread or railing spindle, replace caulking, install a shelf, thaw frozen ventilation unit, pull out broken appliance and put new one in, etc.)		
Perform light yard maintenance (summer) on an on-call or as-needed basis (example: fix fence, check/maintain site drainage, prepare hoses and outdoor faucets for season change, empty cigarette butt holders, empty garbage stand of loose rubbish, pick up litter, etc.)		
Do visual check around property & under buildings 1/month		
Clean air exchange filters in each apartment 1/ per year		
Cold Weather Building Monitoring/Maintenance		
In the event of long power outages, check re-circulation pump and water heaters in mechanical room. Communicate with tenants to ensure a bleeder is on if the power remains out.		
If there are dates where an apartment will be empty/unattended due to tenancy turnover or tenant absence, periodic site visits are required to prevent drains from freezing. When temperatures drop below -30C, this includes going to the apartment daily to run taps and flush toilet.		
Other Services		
Conduct standard move-in/move-out inspections with incoming/outgoing tenants		
If there are other services you would like to offer, please list here:		