RFQL # SOL1300

VARIOUS HOME REPAIR AND REHABILITATION SERVICES

REVISED SERVICES AND/OR ITEMS REQUIRED

Dated: October 22, 2026

A. General Requirements

1. The successful Offeror(s) shall provide all labor, materials, supplies, equipment, transportation, and incidental items of any kind as necessary, to provide the services being sought by the City of Roanoke on an as needed basis.

2. All work performed under any resultant contract shall be done in a manner that will not adversely affect the integrity of the home's electrical, fire protection, and life safety systems or any other of the home's features that will overload or render useless any group of circuits.
3. The successful Offeror(s) shall be responsible for to assure that all materials used comply with all applicable laws, ordinances, rules, regulations, and codes and are compatible with pre-existing materials and equipment of the home(s) involved.

4. The successful Offeror(s) must provide all necessary safety and equipment, whenever required, in order to perform work in a safe working environment.

5. The successful Offeror must provide all materials, equipment, and rental equipment to fulfill the requirements of any resultant contract(s). The City reserves the right to furnish materials and equipment necessary to complete the work.

6. Successful Offeror(s) Employees:

    a. Properly trained and competent employee(s) must perform services and install all parts and materials provided under any resultant contract. All work must be performed in a good workman-like manner in accordance with the manufacturer's recommended procedures. This must include strict adherence to all applicable codes, rules, and regulations.

    b. All employees of the successful Offeror must comply with the policies, rules, regulations of the City at all times and shall maintain proper conduct. The successful Offeror shall, at all times be responsible for the actions and work of their designated employees while performing services on City property. The successful Offeror must ensure that all service personnel are identified as the successful Offeror's employees while performing their job duties for services requested by the City.

    c. The City reserves the right to reject any of the successful Offeror's employee(s) who, in the City's judgment, are not adequately qualified to perform the work required. Any such

determination will be made in writing. Rejection of the successful Offeror's employee(s) must in no way relieve the successful Offeror or any performance obligations.

7. Regular Work Hours: The successful Offeror(s) must provide sufficient employees to respond to service requests, relating to the services and repairs being sought under this solicitation Regular work hours are from 8:00 AM to 5:00 PM, Monday through Friday. All services shall be performed during regular service working hours unless approved and/or instructed by the City to perform the work outside of regular work hours.

8. Ordering Procedures:

9. Any estimates provided under any resultant contract shall include.

    a. Types and quantities of labor multiplied by their pay rates.

    b. All dumping/disposal fees of regulated waste shall be reimbursed to the successful Offeror at actual invoiced cost.

    c. A list of materials, equipment, and rentals required to perform the assigned project/work and their costs.

    d. A target date for starting work expressed as number of days after issuance of a contract and/or Purchase Order.

    e. An estimated completion date.

10. The starting and completion dates shall be agreed upon between the City and the successful Offeror(s).

11. The successful Offeror must perform no work that will result in exceeding the dollar limitation of the estimate without having written or verbal approval from the City's Lead Safe Roanoke Manager or authorized representative.

12. The City reserves the right to obtain other estimates prior to authorizing the successful Offeror(s) to proceed. If the estimate is considered not to be reasonable, the successful Offeror(s) must review their estimate and resubmit. If the revised estimate is still considered to be unreasonable, the City reserves the right to obtain the work from another source.

13. Failure to meet the response time requirements established above without City concurrence may result in the successful Offeror(s) being removed from the qualified list.

14. Parts and Materials:

    a. All parts and materials selected by the successful Offeror shall be approved by the City's Representative prior to application.

    b. All parts furnished under any resultant contract shall be new and genuine manufacturer's recommended or authorized replacement parts. Use of manufacturer rebuilt or used parts may be authorized by the City on a case-by-case basis provided each part is warranted for the same period and under the same conditions as the new part. All refurbished/used parts shall be approved in writing in advance.

    c. The City reserved the right to provide materials and/or parts.

15. Licenses and Permits:

    The successful Offeror(s) shall obtain all necessary licenses and/or permits required to perform work. The successful Offeror(s) shall take all precautions necessary to protect persons from injury and property from damage during the performance of any work. The successful Offeror(s) shall be responsible for any injury to itself, its employees City personnel, or any others, as well as any damage to public property that occurs during the performance of any work that is caused by him or through its employees' fault or negligence. The successful Offeror(s) shall provide proof of all licenses and/or permits upon request.

16. Invoicing: All invoices shall include the following:
    a. The company's name and address
    b. The City's work order number and/or purchase order number
    c. Location where work was performed
    d. Date(s) work was performed and hours expended
    e. Itemized list of materials used or parts replaced.
    f. Brief description of work performed, equipment serviced and the date the service was completed.

B. **Groups & Disciplines –** The following is a list of groups and disciplines along with a description for which the Offerors may submit a proposal. Offerors may submit a proposal for any single or combination of the individual groups listed below and for the disciplines listed under the group heading.

1. **Group 1 – Roofing Repairs and/or Replacements:** The successful Offeror shall provide on-call roofing services, including inspection, repair, maintenance, and full replacement of residential roofing systems on homes as directed by the City. Services shall be performed on an as-needed basis.

    a. Types of Roofing Systems: Services may include, but are not limited to, the following roof types:

- Asphalt shingle roofs
- Metal roofing systems
- Flat or low-slope roofs (e.g., modified bitumen, TPO, EPDM)
- Ancillary roofing components (flashing, gutters, downspouts, vents, skylights)

b. On-Call Services: The successful Offeror shall:

- Respond to service request issued by the City.
- Provide routine, urgent and emergency roofing services.
- Perform work at individual residential properties as identified by the City.
- Coordinate scheduling with homeowners or designated representatives, when required.

c. Roofing Inspections and Assessments: The successful Offeror shall:

- Conduct roof inspections to assess damage, leaks, deterioration, or failure.
- Identify causes of roofing issues and recommend appropriate corrective action.
- Provide written estimates detailing, labor, materials, and anticipated timelines.
- Document conditions with photographs when requested.

d. Roof Repairs – The repair services may include, but are not limited to:

- Repairing active leaks.
- Replacing damaged or missing shingles or panels.
- Repair or replacement or flashing, vents, and penetrations.
- Repairing decking or underlayment where necessary.
- Temporary emergency repairs to prevent further damage.

e. Roof Replacements – When repairs are not feasible, the successful Offeror shall:

- Remove and properly dispose of existing roofing materials.
- Inspect and repair roof decking as required.
- Furnish and install new roofing systems in accordance with manufacturer specifications.
- Install all required underlayment, flashing, ventilation, and accessories.
- Ensure completed work is watertight and code compliant.

2. **Group 2 - Electrical Repairs:** The successful Offeror(s) shall provide on-call electrical inspection, troubleshooting, repair, and replacement services for residential homes as directed by the City. Services shall be performed on an as-needed basis at various locations.

a. Applicable Standards – All work shall at a minimum be performed in accordance with:

- National Electrical Code (NEC)
- Applicable state and local electrical codes
- Utility company requirements
- Manufacturer installation instructions
- OSHA safety standards

b. On-Call Services – The successful Offeror shall:

- Respond to service request issued by the City.
- Coordinate access with homeowners or designated representatives, when required.
- Provide routine, urgent and emergency electrical services.
- Perform work during normal business hours and outside normal hours when requested.

c. Electrical Inspections and Diagnostics – The successful Offeror shall:

- Inspect existing electrical systems to identify deficiencies, failures or safety hazards.
- Troubleshoot electrical issues including power loss shorts, overload circuits, and malfunctioning equipment.
- Provide written findings and recommended corrective actions upon request.

d. Electrical Repairs and Replacements – Services may include, but are not limited to:

i. Interior Electrical Work
   - Repair or replacement of outlets, switches, dimmers and receptacles.
   - Repair of lighting fixtures, ballasts, drivers, and lamps.
   - Replacement of damaged wiring, junction boxes, and conduits.
   - Repair of GFCI and AFCI devices

ii. Panels and Service Equipment
   - Repair or replacement of circuit breakers.
   - Panelboard repairs or upgrades (when authorized).
   - Correction of improper wiring or code violations within panels.
   - Replacement of meter bases, service disconnects, or grounding systems (as permitted by utility and code).

iii. Exterior Electrical Services
   - Repair or replacement of exterior outlets and lighting.
   - Weatherproofing of electrical components.
   - Repair of service mast, conduit, or grounding components.

3. **Group 3 – Plumbing:** The successful Offeror(s) shall provide on-call plumbing inspection, troubleshooting, repair, and replacement services for residential homes as directed by the City. Services shall be performed on an as-needed basis at various locations.

    a. Applicable Standards – All work shall be performed in accordance with:
        - Applicable state and local plumbing codes.
        - International Plumbing Code (IPC) or Uniform Plumbing Code (UPC), as adopted.
        - Utility provider requirements.
        - Manufacturer installation instructions.
        - OSHA safety standards.

    b. On-Call Services – The successful Offeror shall:
        - Respond to service request issued by the City.
        - Coordinate access with homeowners or designated representatives when required.
        - Provide routine, urgent and emergency plumbing services.

    c. Plumbing Inspections and Diagnostics – The successful Offeror shall:
        - Inspect plumbing systems to identify leaks, blockages, failures, or unsafe conditions.
        - Troubleshoot issues related to water pressure, drainage, and fixture operation.
        - Provide written findings and recommend corrective actions upon request.

    d. Plumbing Repairs and Replacements: Services may include, but are not limited to:

        i. Water Supply Systems
            - Repair or replacement of leaking pipes, fittings, and valves.
            - Repair or replacement of shut-off valves and hose bibs.
            - Repair of water pressure issues.
            - Repair or replacement of water service lines, where authorized.

        ii. Drain, Waste, and Vent (DMV) Systems
            - Clearing clogged drains and sewer lines.
            - Repair or replacement of drain and vent piping.
            - Repair of sewer line leaks or failures.
            - Camera inspection of sewer lines, when requested.

        iii. Fixtures and Appliances
            - Repair or replacement of sinks, faucets, toilets, tubs ,and showers.
            - Repair or replacement of garbage disposals.
            - Connection or disconnection of plumbing fixtures and appliances.

        iv. Water Heaters
            - Repair or replacement of residential water heaters (tank or tankless, when authorized).

- Repair or replacement of temperature and pressure relief valves.
- Flushing and maintenance of water heaters.

v. Exterior Plumbing
- Repair or replacement of exterior piping and hose connections.
- Repair of frozen or burst pipes.
- Weatherproofing exposed pipes.

4. **Group 4 – Carpentry Services:** The successful Offeror(s) shall provide on-call carpentry inspection, repair, and replacement services for residential homes as directed by the City. Services shall be performed on an as needed basis at various locations.

a. Applicable Standards. All work shall be performed in accordance with:
- Applicable state and local building codes
- International Residential Code (IRC), as adopted
- Manufacturer installation instructions
- OSHA safety standards

b. On-Call Services. The successful Offeror shall:
- Respond to service request issued by the City.
- Coordinate access with homeowners or designated representatives, when required.
- Provide routine, urgent, and emergency carpentry services.

c. Inspections and Assessments. The successful Offeror shall:
- Inspect carpentry components to identify deterioration, damage, or safety hazards.
- Assess structural and non-structural conditions.
- Provide written findings and recommended corrective actions upon request.

d. Carpentry Repairs and Replacements. Services may include, but are not limited to:

i. Interior Carpentry
- Repair or replacement of doors, frames, and hardware.
- Repair or replacement of trim, baseboards, casing, and molding.
- Repair or replacement of drywall, subflooring, and framing (non-structural unless authorized)
- Cabinet repair or replacement.
- Repair or replacement of stairs, handrails, and guardrails.

ii. Exterior Carpentry
- Repair or replacement of siding, fascia, soffits, and trim.
- Repair or replacement of decks, porches, steps, and railings.
- Repair or replacement of exterior doors and frames.
- Repair of wood rot and deterioration.

iii. Framing and Structural Repairs, (when authorized)
- Repair or replacement of wall studs, joists, rafters, and headers.
- Installation of blocking, bracing, or sheathing.
- Temporary shoring or stabilization.

e. Accessibility and Safety Repairs. Services may include:
- Installation or repair of handrails and grab bars.
- Minor modifications to improve accessibility.
- Repairs required to correct safety hazards.

5. **Group 5 – Radon Assessment and Mitigation Services (Residential Homes):** The successful Offeror(s) shall provide on-call radon testing, assessment, reporting, and mitigation services for residential homes as directed by the City. Services shall be performed on an as needed-basis at various locations to identify and reduce indoor radon levels in accordance with applicable standards and guidelines.

a. Applicable Standards and Guidelines. All services shall comply with:
- U.S. Environmental Protection Agency (EPA) radon testing and mitigation guidance.
- ANSI/AARST Radon Measurement Standards (as applicable)
- ANSI/AARST Radon Mitigation Standards for residential buildings.
- Applicable state and local regulations and licensing requirements
- Manufacturer installation instructions
- OSHA safety standards

b. On-Call Services. The successful Offeror shall:
- Respond to service request issued by the City.
- Coordinate access with the homeowners or designated representatives, when required.
- Provide routine, urgent and follow-up radon services.

c. Radon Mitigation Services. When elevated radon levels are identified, the successful Offeror shall:
- Elevate building conditions and recommend appropriate mitigation methods.
- Design and install radon mitigation systems, which may include:
  - Sub-slab depressurization systems
  - Crawl space depressurization or encapsulation
  - Sealing of foundation cracks and penetrations
  - Installation of vent piping and radon fans
- Ensure mitigation systems are properly labeled and operational.

d. Post-Mitigation Testing. The successful Offeror shall:
- Perform post mitigation radon testing to verify effectiveness.

- Provide written documentation demonstrating radon levels have been reduced to acceptable levels in accordance with EPA guidelines.

6. **Group 6 – Foundation Inspections and/or Repairs:** The successful Offeror shall provide on-call foundation services, including inspection, repair, and maintenance of residential foundation systems on homes as directed by the City. Services shall be performed on an as-needed basis.

   a. Applicable Standards – All work shall at a minimum be performed in accordance with:
      - Applicable state and local building codes
      - Applicable state and local regulations and licensing requirements
      - Manufacturer installation instructions
      - OSHA safety standards

   b. Types of Foundation Systems: Services may include, but are not limited to, the following foundation types:
      - Concrete Slab (Slab-on-Grade)
      - Crawl Space
      - Basement
      - Historic Foundation Designs:
        - Hand-stacked stone
        - Soft-brick masonry

   c. On-Call Services: The successful Offeror shall:
      - Respond to service request issued by the City.
      - Provide routine, urgent and emergency foundation services.
      - Perform work at individual residential properties as identified by the City.
      - Coordinate scheduling with homeowners or designated representative, when required.

   d. Foundation Inspections and Assessments: The successful Offeror shall:
      - Conduct foundation inspections to asses damage, deterioration, or failure.
      - Identify causes of foundation issues and recommend appropriate corrective action.
      - Provide written estimates detailing, labor, materials, and anticipated timelines.
      - Document conditions with photographs when requested.

   e. Foundation Repairs – The repair services may include, but are not limited to:
      - Piering and Underpinning
      - Wall Stabilization
      - Concrete and surface repairs
      - Drainage and water management
      - Floor leveling

7. **Group 7 – HVAC Repairs:** The successful Offeror(s) shall provide on-call HVAC inspection, troubleshooting, repair, and replacement services for residential homes as directed by the City. Services shall be performed on an as-needed basis at various locations.

    a. Applicable Standards – All work shall at a minimum be performed in accordance with:
        - Applicable state and local electrical codes – Gas requirements
        - Utility company requirements
        - Manufacturer installation instructions
        - OSHA safety standards

    b. On-Call Services – The successful Offeror shall:
        - Respond to service request issued by the City.
        - Coordinate access with homeowners or designated representatives, when required.
        - Provide routine urgent and emergency electrical services.
        - Perform work during normal business hours and outside normal hours when requested.

    c. HVAC Inspections and Diagnostics – The successful Offeror shall:
        - Inspect existing HVAC systems to identify deficiencies, failures or safety hazards.
        - Troubleshoot HVAC issues including power loss, overload circuits, malfunctioning equipment, loose or disconnected ducts, indoor and outdoor unit inspections.
        - Provide written findings and recommended corrective actions upon request.

    d. HVAC Repairs and Replacements – Services may include, but are not limited to:
        i. Interior HVAC Work
            - Repair, replacement, or servicing of interior HVAC equipment and components (e.g., air handler units, furnaces, controls, etc.).
            - Repair, replacement, modification, or installation of HVAC ductwork, grills, diffusers, and other related air-distribution components.
            - Removal and proper disposal of failed, obsolete, or damaged HVAC equipment and installation of all new equipment as required.

        ii. HVAC Controls and Electrical
            - Repair, replacement, installation, and adjustment of thermostats, controls, control wiring, disconnects, sensors, and other HVAC-related electrical components.

        iii. Exterior HVAC Services
            - Repair, replacement, installation, and servicing of exterior HVAC equipment and components.

8. **Group 8 – General Contractor Services:** The successful Offeror(s) shall provide on-call General Contractor (GC) services for residential homes as directed by the City. Services shall be performed on an as-needed basis at various locations.

a. Applicable Standards: All work shall at a minimum be performed in accordance with:
    - Applicable state and local building codes
    - Utility company requirements
    - Manufacturer installation instructions
    - OSHA safety standards

b. On-Call Services – The successful Offeror shall:
    - Maintain all required licenses, registrations, insurance, and certifications
    - Respond to service request issued by the City.
    - Coordinate access with homeowners or designated representatives, when required.
    - Provide routine, urgent and emergency electrical services.
    - Perform work during normal business hours and outside normal hours when requested.

c. General Contractor Services: The successful Offeror shall be capable of performing applicable work directly or, when necessary, coordinating and supervising qualified subcontractors to complete specialized or trade-specific services.

    i. The successful Offeror is not required to self-perform every type of service identified in this solicitation; however, the Contractor may be required to provide overall coordination, scheduling, supervision, and quality control of subcontracted work as directed. This may include but not be limited to:
        - General home repairs
        - Structural repairs
        - Roofing
        - Siding
        - Windows and doors
        - Carpentry
        - Drywall
        - Painting
        - Flooring
        - Kitchens and bathrooms
        - Accessibility improvements
        - Porches and stairs
        - Concrete and masonry
        - Foundation and basement repairs
        - Weatherization
        - HVAC
        - Plumbing
        - Electrical
        - Drainage
        - Exterior improvements
        - Demolition

- Debris removal
- Emergency repairs

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