

Request for Proposals (RFP)

HomeRise Vendor Services: Front Desk Clerk, Janitorial Services, Elevator Services, Maintenance Support, etc.

Issued by: HomeRise

Issue Date: October 6, 2025

Proposal Due Date: November 3, 2025

1. Introduction

HomeRise is a nonprofit supportive housing provider committed to stability, dignity, and community for residents across San Francisco. To strengthen operations and align with our updated procurement policies, we are seeking qualified vendors to provide desk clerk, janitorial, and maintenance services.

This RFP also serves as a gateway for vendors in related property management disciplines (such as Front Desk Clerk, Janitorial Services, Elevator Services, Maintenance Support, etc.) to express interest in being considered for future opportunities with HomeRise.

2. Scope of Services

Vendors are invited to submit proposals for one or more of the following service categories:

- Front Desk Clerk Services: Onsite resident support, visitor management, monitoring building entry points, incident reporting.
- Janitorial Services: Daily cleaning, sanitation, trash removal, recycling, common area upkeep, and deep cleaning.
- Elevator Services: Performing routine or emergency elevator maintenance, elevator inspection, etc.
- Maintenance Services: Routine repairs, preventative maintenance, and emergency response for building systems, fixtures, and equipment.

Additional disciplines may submit a Vendor Interest Form (Appendix A) to be considered for inclusion in our refreshed vendor roster.

HomeRise must specify

- If this RFP is for a one-year or multi-year contract,
- If the requested vendors can bid for multiple sites across one RFP
- If this RFP is site-specific
- Who is the designated HomeRise Point of Contact for this procurement

3. Proposal Requirements

Each proposal must include:

Technical Approach (10 pages maximum, 11 pt font Times New Roman)

- Statement of commitment to HomeRise's mission and values.
- Company overview, years in business, and service specialties.
- Proposed staffing plan and wage structure as needed (must align with fair wage and benefits standards).
- Expected service hours/shifts
- Period of performance and specific dates of services requested, if applicable
- References from at least three similar clients.

Pricing (no maximum page limit)

- Cost proposal, including hourly rates and/or service package pricing.
- Proposed pricing sheet including hourly rates, overtime/premium rates, supply/equipment fees, and any discount structures. Pricing will be used to establish the HomeRise Preferred Vendor List and will be updated annually.
- Proof of insurance, licenses, and compliance with City and State requirements.

4. Evaluation Criteria

Proposals will be evaluated on the following:

- Demonstrated experience in affordable/supportive housing or similar environments.
- Quality and clarity of service plan.
- Compliance with HomeRise procurement and labor standards.
- Cost competitiveness.
- References and past performance.

Vendors selected through this RFP process may be placed on the HomeRise Preferred Vendor List, with pricing recorded in the Vendor Pricing Sheet. Vendors on this list will be eligible for future opportunities without needing to re-bid, provided compliance and performance standards are maintained.

5. Submission Instructions

Proposals must be submitted electronically to procurement@homerisesf.org by November 3, 2025. Late submissions will not be considered.

6. Timeline

- RFP Issued: October 6, 2025
- Vendor Q&A Period: October 6-17, 2025
- Proposals Due: November 3, 2025

- Vendor Selection and Notification: November 17, 2025
- Contract Start: December 1, 2025

7. Terms

HomeRise reserves the right to reject any or all proposals, negotiate with selected vendors, and award contracts in the best interest of the organization.

All submitted proposals will be considered valid for 180 days after submission and will be regarded as confidential and proprietary.

HomeRise reserves the right to cancel any solicitations or terminate any awards at its discretion.

Vendors approved through this process will be included on HomeRise's Preferred Vendor List, subject to quarterly review by the Contracts Review Committee.