

PROPERTY MANAGEMENT SERVICES

BIDDER SELECTION PROCESS

You will need to study the Bids that come in and choose the firm that best meets your needs. Follow the three-step process below.

Step 1

Review each bid to make sure it meets the mandatory requirements listed in the *Instructions to Bidders* and shown below. Disqualify any Bids that do not meet the first six and, if applicable, the seventh.

Mandatory Requirements		
Bidder:		Y/N
1.	Bid came in by the submission deadline.	
2.	Bid Form in Call for Tenders was used; all information was included; all questions have been answered; Bid is signed by the Bidder's authorized representative; Bid complies with all instructions to Bidders.	
3.	Bidder is incorporated.	
4.	Bidder is carrying or has said that it will get the minimum required insurance.	
5.	Bidder currently manages properties numbering at least 200 residential units altogether for at least four different third-party clients. —OR— Bidder currently manages properties numbering at least 100 residential units altogether for at least two different non-profit housing co-operatives and Bidder's principals between them have managed properties numbering at least 200 residential units altogether for at least four different third-party clients.	
6.	Bidder has a strong back-office capacity and the ability to integrate our housing co-operative into its larger management systems.	
7.	Bidder can provide service in French (answer NA if not applicable)	

Step 2

Look at the capacity of each bidder kept through Step 1. You can use the form below to do this. You will need to decide on a minimum acceptable total score. Check the bidders' references before scoring the bids.

Capacity		
Bidder:		
Factor	Max Score	Bidder Score
Clarity of response: the clarity of the response and understanding shown of the co-op's needs	10	
Staff resources: the experience, qualifications and general suitability of the Bidder's key personnel (senior managers, property-management staff and accounting staff)	20	
Property management approach: the Bidder's property-management systems and approach; its process for taking on new clients; its capacity to select, train, direct and evaluate staff, including any maintenance or caretaking staff; how it handles emergencies during and after business hours; its ability to provide substitute staff during illnesses, vacations and other absences	25	
Quality control: how the Bidder ensures the quality of its services and those of tradespeople; how the Bidder deals with errors, omissions, delays and tenant or member enquiries, concerns and complaints	15	
Experience and past performance: the Bidder's experience and track record in managing rental residential properties; if relevant, the Bidder's experience in managing financial workouts	20	
Knowledge of co-operative housing: how well the Bidder knows co-operative housing; its ability to support the co-op's good governance	10	
Maximum Score	100	

Step 3

Rank the bidders by capacity score, from highest to lowest. Look at the pricing of the top three firms. Unless its capacity score is below your minimum, choose the one with the lowest price.

Conduct any planned interviews. Then choose a firm from among the three top-ranked firms.