



AUSTIN STREET CENTER

Request for Proposal (RFP)
HVAC Maintenance Service Provider
Issued by: Austin Street Center
Issue Date: 7/21/2025
RFP Number: RFPHVACFY25

1. Introduction

Austin Street Center is a nonprofit organization committed to providing safe shelter and meeting the basic needs of the most vulnerable homeless. We are seeking qualified HVAC contractors to provide preventative maintenance, diagnostics, and repairs for heating, ventilation, and air conditioning (HVAC) systems across multiple buildings on our campus.

Austin Street Center operates a multi-facility campus including 6 buildings:

Chafin/Admin Building – 2929 Hickory St. Dallas, TX 75226

ASC2/Old Shelter – 2929 Hickory St. Dallas, TX 75226

Chapel – 1718 Jeffries St. Dallas, TX 75226

Pathway/Sisterhood Building – 2916 Hickory St. Dallas, TX 75226

Warehouse – 1719 Chestnut St. Dallas, TX 75226

Engagement Center = 1717 Jeffries St. Dallas, TX 75226

To ensure safety, comfort, and operational efficiency, our HVAC equipment must be properly maintained and serviced.

2. Scope of Work

The selected vendor will be responsible for:

- **Quarterly Preventative Maintenance:** Inspections, cleaning, filter changes, lubrication, testing of electrical and refrigerant components.
 - **Annual Performance Check:** Detailed system evaluation including coil cleaning, thermostat calibration, air flow measurements, and efficiency assessment.
 - **On-Call Repair Services:** Emergency services available 24/7 with a response time of 4 hours or less.
 - **Parts & Equipment Replacement:** Proposal of necessary replacements (with prior approval) for failing equipment or components.
 - **Reporting & Documentation:** Written maintenance logs after each service, including unit condition, actions taken, and follow-up recommendations.
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3. Contractor Qualifications

All proposals must include:

- Copy of HVAC license and applicable certifications
- Evidence of liability insurance and workers' compensation coverage
- Minimum of 5 years of experience with commercial HVAC systems
- List of at least 3 recent or current commercial/nonprofit clients
- Bios/resumes of assigned technician(s) or team
- Emergency service availability and contact process
- Overview of your maintenance process and schedule

4. Proposal Requirements

Vendors must include the following in their proposal:

- Company name, address and contact information
- Company Overview: Years in business, size, and relevant experience.
- Detailed maintenance plan (frequency, inspections, response time)
- Pricing breakdown: routine maintenance, hourly repair rates, emergency rates, materials markup
- Warranty terms for labor and parts
- Emergency service availability and contact process
- Optional services or value-adds (energy audits, system upgrades, etc.)
- Any exclusions or limitations
- Proof of general liability insurance.
- Payment terms and accepted payment methods
- Three (3) references from current or past clients

5. Term of Agreement

The contract will be awarded for an initial **one-year term** beginning **September 1, 2025**, with **options to renew annually for up to three years**, subject to performance and mutual agreement.

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Cost competitiveness.
- Clarity of scope and deliverables
- Experience with similar facilities
- Availability and response time
- Quality of completeness of proposal
- Quality of references
- Minority or Women-Owned Business Certified

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7. Timeline

Site walkthroughs can be scheduled upon request before the proposal deadline.

Milestone	Date
RFP Released	07/21/2025
Questions Due	08/04/2025
Proposal Submission Due	08/11/2025
Vendor Interviews (if needed)	08/18/2025
Vendor Selection/Notification	08/25/2025
Contract Start Date	09/01/2025

8. Submission Instructions

Attn: Alissa Rodgers, Chief Financial Officer
Austin Street Center
accounting@austinstreet.org
PO Box 710729 Dallas, TX 75371
972-807-0017

9. Questions and Clarifications

Any questions related to this RFP must be submitted in writing to accounting@austinstreet.org by the date listed in the Timeline. Please include the RFP Number in the subject of the email.

10. Terms and Conditions

Austin Street Center reserves the right to:

- Accept or reject any or all proposals
- Award contracts to multiple vendors
- Request additional information from any respondent
- Cancel or modify this RFP at any time

Appendix A – HVAC Equipment Inventory

(Attached separately – includes equipment models, locations, and serial numbers for Old Shelter, Sisterhood, Chapel, Chafin, Warehouse, and Engagement Center buildings.)

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APPENDIX A

ASSET		Model/Location/Serial			Year
HVAC	Old Shelter	AirEase	IWS Intake area	BCE3M36C00NA1P-1	Unknown
HVAC	Old Shelter	Rheem	IWS Kitchen	EZ-1620-FC	Unknown
HVAC	Old Shelter	Modine	IWS Intake area	PDP150AE0130	Unknown
HVAC	Old Shelter	Modine	IWS Serving area	PDP250AE0130SBAN	Unknown
HVAC	Old Shelter	STERLING	IWS Sleeping area Far back right side	TF-200	Unknown
HVAC	Old Shelter	Modine	IWS Sleeping area Far back left side	PDP250AE0130SBAN	Unknown
HVAC	Old Shelter	Modine	IWS Sleeping area bye AC-4	PDP175AE0130	Unknown
HVAC	Old Shelter	Modine	IWS sleeping area middle section-1	PDP200AE0130	Unknown
HVAC	Old Shelter	Modine	IWS sleeping area middle section-2	PDP175AE0130	Unknown
HVAC	Old Shelter	Modine	IWS Sleeping area middle section-3	PDP150AE0130SBAN	Unknown
HVAC	Old Shelter	Reznor	IWS Sleeping area left side far wall	UDBP125	Unknown
HVAC	Old Shelter	GG Series	IWS Laundry area (Inside)	T1-03369-S	Unknown
HVAC	Old Shelter	Rheem	IWS Pantry area	EZ-2025-FC-W	Unknown
HVAC	Old Shelter	Carrier	IWS Laundry area (Inside)	40RUAA08A2A6-0A0A0	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area (Inside)	40RUAA16A2A6-0A0A0	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area (Inside)	40RUAA16T2A6-0A0A0	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area (Inside)	40RUAA16T2A6-0A0A0	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area (Inside)	40RUAA16T2A6-0A0A0	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area (Inside)	40RUAA16T2A6-0A0A0	Unknown
HVAC	Old Shelter	Rheem	IWS Shelter area Office #4 (Inside)	EZ-1625	Unknown
HVAC	Old Shelter	Rheem	IWS Shelter area Office #4 (Inside)	EZ-1625	Unknown
HVAC	Old Shelter	Rheem	IWS Shelter area Office #4 (Inside)	EZ-1625	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area Bag room (Inside)	EZ-2025	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area Bag room (Inside)	EZ-2025	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter area Bag room (Inside)	EZ-2025	Unknown
HVAC	Old Shelter	AirEASE	IWS Shelter area Bag room (Inside)	EZ-2025	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter street side (Outside)	38AUZA08A0A0	Unknown
HVAC	Old Shelter	Rheem	IWS Shelter street side (Outside)	13ADN36A01	Unknown
HVAC	Old Shelter	Rheem	IWS Shelter street side (Outside)	13ACD-036-230-17	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter street side (Outside)	PA13NR036-J	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter back area	2815P48875	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter back area	2319C90903	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter back area	0819P32712	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter back area	2919P34837	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter back area	2519P31510	Unknown
HVAC	Old Shelter	Carrier	IWS Shelter back area	2919P34951	Unknown
HVAC	Old Shelter	Carrier	IWS Roof	1015C93035	Unknown
HVAC	Old Shelter	GREENHECK	IWS Roof	GB-131-LMDX-QD	Unknown
HVAC	Old Shelter	Marathon electric	IWS Roof	KWC-48A170313A-K	Unknown
HVAC	Old Shelter	Marathon electric	IWS Roof	KWM-48A170313A-K	Unknown
HVAC	Old Shelter	GREENHECK	IWS Roof	90C15D	Unknown
HVAC	Sisterhood	Carrier 48TCDD12A2A5AOAOAO			Unknown
HVAC	Sisterhood	Carrier 48TCD09A25A5AOAOAO			Unknown
HVAC	Sisterhood	Carrier 48TCDD12A2A5AOAOAO			Unknown
HVAC	Sisterhood	Carrier 48tcdd12A2A5AOAOAO			Unknown
HVAC	Sisterhood	GREENHECK g-095-DGEX-OD			Unknown
HVAC	Sisterhood	GREENHECK g-095-DGEX-OD			Unknown
HVAC	Warehouse	Modine	PDP200AEO130		
HVAC	Chapel	Carrier	Inside FB4CNP036		2024
HVAC	Chapel	Carrier	Inside FB4CNP036		2024
HVAC	Chapel	Carrier	Inside FB4CNP036		2024
HVAC	Chapel	Carrier	Inside FB4CNP036		2024
HVAC	Chapel	Carrier	Inside FB4CNP036		Unknown
HVAC	Chapel	Carrier	Outside 38CKW036310		Unknown
HVAC	Chapel	Carrier	Outside 24ACC436A300		Unknown
HVAC	Chapel	Carrier	Outside 24ACC436A300		Unknown
HVAC	Chapel	Carrier	Outside 24ACC436A300		Unknown
HVAC	Chapel	Carrier	LC 70LE6502		Unknown
HVAC	Chafin	TRANE		CNPVT60024ALAAAAA	Unknown
HVAC	Chafin	TRANE		TXC024C4HPB1	Unknown

HVAC	Chafin	CARRIER		CNPVT60024ALAAAAA	Unknown
HVAC	Chafin			24ACC460A300	Unknown
HVAC	Chafin			PA13NR024-H	Unknown
HVAC	Chafin			24ACC460A300	Unknown
HVAC	Engagement Center	Carrier	48A3W050-QG64GLW	ASC Roof	2022
HVAC	Engagement Center	Carrier	48A3W035-PG64GLW	ASC Roof	2022
HVAC	Engagement Center	Carrier	48A3S050-QG64GLW	ASC Roof	2022
HVAC	Engagement Center	Carrier	48A3S030-NG64GBL	ASC Roof	2022
HVAC	Engagement Center	LG	38MHRBC24AA3	ASC Roof IT Room	2022
HVAC	Engagement Center	AHRI		ASC Roof	2022
HVAC	Engagement Center	Econ-air	EABDU18	ASC Roof	2022
HVAC	Engagement Center	Captive Aire	DU33HFA	ASC Roof	2022
HVAC	Engagement Center	GREENHECK	CUE-100HP-4-VG-1-19-X	ASC roof	2022
HVAC	Engagement Center	Captive Aire	A2-D250-20D-MPU	ASC roof	2022