

REQUEST FOR PROPOSALS

Temporary Resident Relocation Services for Wisteria View Manor

RFP ISSUE DATE:

MONDAY, AUGUST 19, 2019

PROPOSAL DUE DATE:

FRIDAY, SEPTEMBER 6, 2019 12:00pm

Wisteria View Housing Corporation
DBA Wisteria View Manor
1400 S. Main Street
Seattle, Washington 98144

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1.0 PURPOSE OF THIS REQUEST

Wisteria View Manor (WVM) is soliciting proposals from qualified Resident Relocation providers (also referred to in the RFP as “Proposer(s)” or “Contractor(s)”) for the provision of services related to the temporary resident relocation and coordination for Wisteria View Manor.

2.0 PROJECT OVERVIEW

WVM plans to undertake renovation and repair work at Wisteria View Manor located in Seattle, Washington. The Project will be financed with an FHA insured 221(d)(4) mortgage.

Each apartment and various components of the building will undergo rehabilitation.

Year Built:	1979
Federal Subsidy:	Project-Based Section 8
No. of Stories:	06
No. of Units:	86
Unit Mix:	85 - One Bedrooms (subsidized) 1 - One Bedroom (unsubsidized)
Households Served:	Seniors 62+
Number of Residents:	110
Primary Resident Language:	40% Mandarin, 37% Cantonese, 9% Korean, 9% English, 3% Japanese, 2% Vietnamese
Construction Schedule:	Construction is anticipated to begin in May 2020. The construction completion is assumed to be JULY 2021 .

The Relocation Contractor will coordinate and conform to a detailed project schedule that will be developed by the architectural, construction and relocation teams in consultation with WVM. Schedule development will occur within the next several months and will be refined upon final construction scope and relocation coordination.

As project schedules are refined and Relocation Services are required, WVM will contact the Relocation Contractor and provide a project-specific scope of work and confirm a cost proposal based upon established unit pricing submitted by the Relocation Contractor.

3.0 SCOPE OF SERVICES

The range of services which selected Proposer(s) may be asked to provide may include, but is not limited to, the following:

A. General Responsibilities:

1. Participate in community/resident meetings.
2. Cooperate with WVM and other agencies.
3. Contract with other service providers and consultants to support the relocation project. Additional service providers may include moving & storage companies, pest control services and cleaning companies.
4. Provide status reports of relocation project progress at regular intervals as required.
5. Other duties as assigned by WVM to address specific conditions of the project activity which will cause the least disruption to the resident(s) and maintain the construction schedule.
6. Participate in Project Team Meetings.
7. Locate, price, and reserve accommodations to temporarily house residents, as directed by WVM.
8. Submit invoices to WVM for services provided.
9. Provide relocation staff that are highly knowledgeable about local, state and federal relocation regulations and requirements.
10. Develop relocation plan that identifies relocation challenges and overall costs.
11. Provide final report to WVM, in paper and/or electronic file, as requested.
12. Perform all work according to the MAP Guide, applicable state law, and the Uniform Relocation Act, including all updates thereto.
13. Train and coordinate translators.

B. Residential

1. Assist in identifying all resident occupants and/or activities and determine eligibility for relocation benefits.
2. Establish and maintain a separate file for each resident.
3. Prepare and coordinate the delivery of appropriate and timely notices to residents.
4. Provide an individual to assist WVM's primary resident Point of Contact (POC) in meetings with residents to explain the anticipated relocation activities. Note: WVM intends to provide a bilingual POC to communicate with non-English speaking residents before and during relocation.
5. Assist in conducting individual personal resident surveys and interviews to determine relocation needs and preferences.
6. Provide support to WVM's POC to explain residents' rights under applicable relocation laws and the Uniform Relocation Act as applicable.
7. Develop a relocation plan that includes temporary relocation or resident activities as required and/or appropriate for each resident.
8. Prepare relocation forms and claim forms for use in the project.
9. Assess the needs of each resident and offer transportation, or other services.
10. Assist in providing current and ongoing information to each resident including the status of the relocation process, benefits, relocation options and availability of replacement sites.
11. Obtain estimates for moving/storage costs, coordinate and monitor moving services and the associated billing as provided in the proposal.
12. Monitor move(s) as necessary.
13. Should there be an instance whereby a resident believes their item(s) is missing or damaged through the relocation process (storage, construction) assist in informing each resident in filing a properly documented relocation claim and submit to WVM for review and processing.

14. If necessary, assist WVM in responding to residents who file a relocation grievance and provide supporting information.
15. Present residential relocation benefits to WVM for review and approval.
16. At the conclusion of the project, provide copies of completed relocation.

4.0 SUBMISSION REQUIREMENTS

A. Cover Letter

Limited to maximum of two (2) pages. Introduce your firm and describe your general philosophy and relevant experience for the contemplated work. An authorized representative of the firm shall sign the letter.

B. Firm Description

1. Discuss the firm's history, organization and size including number of staff.
2. Describe the overall staffing approach to be used in connection with the contract. Provide information regarding staff experience and qualifications that demonstrates the respondent's capacity to perform the required services. If the firm is multi-disciplinary, please describe the resources and skills it brings. If the firm is small or is a sole proprietorship, please describe the approach to involve 3rd party contractors for completing the required scopes.
3. Provide name, title and resumes of key personnel who will be assigned to the contract.
4. Identify the Project Manager who will be assigned to Wisteria View Manor's temporary resident location plan.
5. Provide (2) references, previous and/or current, including the name and title of the contact person, email address, and phone number.

C. Similar Project Experience

1. Describe your firm's relevant experience within the areas under Section 3.0 Scope of Services.
2. Describe in detail two relocation projects that your firm is currently working on and/or has completed in the last two years. Please describe the situations under which relocation took place, the number of relocations, and the length of the project. Please list any federal, state and local regulations with which compliance was required (i.e. MAP Guide, Uniform Relocation Act).
3. Please provide approach to budget control and schedule control as it relates to relocation and coordination with the project's renovation schedule.
4. Describe the firm's specific experience working with project-based Section 8 properties.
5. Describe the Relocation Firm's approach to communicating with residents and site staff, as well as the architectural and construction teams.
6. Describe lessons learned and key takeaways from the process for each project.
7. Describe the Relocation Firm's experience working with non-English speaking residents.

D. Fee Proposal

Include a fee proposal and schedule that identifies the reasonable hourly fee/unit costs for relocation services for all staff that might be required for work under the contract resulting from

the RFP. The fee schedule shall include all professional services and all administrative costs. Respondents will not be reimbursed for general overhead. For purposes of the Fee Proposal, assumes 12-14 month construction duration with temporary relocation stays. The final Relocation Plan and schedule will coincide with the final construction scope and schedule.

5.0 SUBMISSION INFORMATION

1. All facts and opinions stated within this RFP are based on information available at the time of release. No representation or warranty is made by WVM with respect thereto, nor will WVM have any liability for any erroneous or incomplete information.
2. WVM reserves the right to modify the selection process or other aspects of this RFP at its sole discretion.
3. WVM reserves the exclusive right to modify the time for submission of Proposals, Interviews, and to issue amendments to this RFQ.
4. Proposers are cautioned not to make any assumptions as to the implied meaning or intent of any part of the RFP. Proposers should request clarification or additional information concerning the RFP in writing no later than August 23, 2019.

Requests for clarification must be directed to:

Wisteria View Manor
Attn: Alan Hoshino, Executive Director
E-mail: alan@wisteriaview.org

5. Respondents are encouraged to utilize minority sub-consultants, women owned, and emerging small business, veteran owned, or disadvantaged business enterprises. By submitting for this RFQ, the Relocation Firm agrees it will comply with all federal, state and local laws prohibiting discrimination on the basis of age, sex, marital status, race, creed, color, national origin, handicap, or familial status. These requirements are specified in Section 109 of the Housing and Community Development Act of 1974; Civil rights Act of 1964, Title VI; Civil Rights Act of 1968, Title VIII; Executive Order 11063; Executive Order 11246; Architectural Barriers Act of 1968; Americans with Disabilities Act; and Section 3 of the Housing and Urban Development Act of 1968. Specifically, the Development Team is prohibited from making any discriminatory actions as defined in the HUD Regulations 24 CFR Section 570.601(b) (4).
6. Work issued to selected firm may be required to use HUD construction documents and adhere to the provisions of HUD certification documents.
7. Any and all costs or expenses associated with the preparation of a response to this request for qualifications and participation in the selection process, including travel time and expenses, shall be the responsibility of the firm submitting the proposal, and WVM shall not have any obligation to pay or reimburse any such cost of expense.

6.0 SUBMITTAL INSTRUCTIONS

Solicited firms wishing to respond shall submit their proposed qualifications electronically including but not limited to:

1. Cover letter.
2. Response to Evaluation Criteria.
3. Proof of current Professional Liability Insurance (Errors and Omissions).
4. M/WBE, Veteran Owned, Small Business or other similar certification if applicable.
5. Any additional information the firm wishes to submit to demonstrate its qualification.

Due Date: [NOON, FRIDAY, SEPTEMBER 6, 2019](#)

Deliver to: alan@wisteriaview.org

7.0 AWARD OF CONTRACT

WVM reserves the right to reject any, or all, responses at its discretion, and reserves the right to investigate the qualifications of all Proposers under consideration and to confirm any part of the information furnished by a Proposer, or to require additional evidence of managerial, financial, technical, or other capabilities that are considered necessary for the successful performance of the work.

Proposals that do not adhere to all terms and conditions of this RFP or that are otherwise nonresponsive may, in the sole discretion of WVM, be found to not meet the minimum requirements and may be rejected. The contract will be awarded to the candidate determined to be most qualified and advantageous to WVM.

8.0 TENTATIVE SCHEDULE

RFP Release	Monday, August 19, 2019
CLARIFYING QUESTIONS DEADLINE	Friday, August 23, 2019 by 12 pm PST
Response to Questions	Friday, August 30, 2019 by Close of Business
RFP DUE	Friday, September 6, 2019 By 12 pm PST
Interviews <i>(if needed)</i>	September 9 – 13, 2019
Final Selection and Notification by	Friday, September 20, 2109