



**RFP 2020-7003;
MOVING AND PACKING SERVICES
ATTACHMENT A: SCOPE OF WORK**

1.0 SCOPE OF WORK (SOW)/TECHNICAL SPECIFICATIONS (T/S)

Services may include:

- Moving furniture and personal belongings
- Provide packing/unpacking assistance as needed
- Tagging of boxes
- Providing packing supplies
- Providing packing tips and moving guidelines to be distributed to residents

Contractors may be requested to provide moving, packing, and storing services for tenant relocations as well as moving offices for CMHA staff, or for resident groups. Typically, CMHA moves approximately 75 tenants per year. Residents have the option to receive a fixed moving expense dollar amount and procure their own movers or accept the CMHA moving company procured with this solicitation.

CMHA has applied to convert the remainder of its housing stock to U. S. Department of Housing and Urban Development's (HUD) Rental Assistance Demonstration (RAD) Program which will require additional tenant relocations. CMHA owns approximately 1,617 high-rise units, 1,875 family development units, and 1,221 scattered sites totaling slightly over 4,900 units for Asset Management and 113 properties, 47 of which are single family homes for Affordable Housing throughout Hamilton County, Ohio.

The RAD program requires that CMHA develop and implement a relocation program in accordance with the Uniform Relocation Act (URA) and the RAD relocation guidelines. Contractors are to provide moving, packing, and storing services for RAD relocations as needed. Contractors may be requested to provide other moving, packing and storing services such as moving offices for CMHA staff, or for resident groups.

2.0 GENERAL REQUIREMENTS:

When and as directed by CMHA, the Contractor shall perform, as necessary, all moving services, coordination, and planning in relocating tenants, and offices. Services will include full packing, moving, loading, unloading, unpacking, and full replacement value insurance necessary to move the household's personal property to and from their housing unit. *The relocations will be funded, in part, by using Federal funds. As such, applicable relocation regulations shall apply, and will be included in the proposed costs.*

The moving/storage services shall include, but not be limited to:

2.1 Resident Community Meetings for RAD relocations

- 2.1.1** If CMHA determines to utilize resident meetings as part of the relocation effort, the moving company shall be available to attend resident community meetings coordinated by CMHA for the site relocations. CMHA has not determined whether resident relocation meetings will be conducted on the sites. The use of a resident



**RFP 2020-7003;
MOVING AND PACKING SERVICES**

meeting is determined on a site-by-site basis as some sites have little relocation. During the Resident Community meetings the Contractor shall be prepared to discuss:

- 2.1.1.1 Moving Company policy as it pertains to damaged goods and theft claim.
- 2.1.1.2 Discuss arrival times on the date of the move
- 2.1.1.3 Damaged goods and theft claims procedures / threshold amounts
- 2.1.1.4 Valuable items
- 2.1.1.5 Disclaimers, if any
- 2.1.1.6 Detailed moving instructions related to packing, storage, and un-packing of resident's belongings, including electronics, televisions, pictures with glass, etc.
- 2.1.1.7 No access to storage facility by residents during the relocation period if items are stored on site
- 2.1.1.8 Discuss policy regarding pet(s) in unit
- 2.1.1.9 Discuss resident responsibility to be present during move
- 2.1.1.10 Discuss insect or pest policy
- 2.1.1.11 Provide distribution of a written list of instructions summarizing all instructions described above. These will be issued to all affected residents and any residents who may have missed the meetings.

2.1.2 The Contractor(s) shall not charge CMHA for participation at the community meetings.

2.2 CMHA Contact and Scheduling – The contractor(s) must work with CMHA and/or Developers working with CMHA to determine and establish a mutually agreed upon schedule for each move or relocation. This schedule will be adhered to in strict accordance with the requirements of this RFP. The selected contractor shall provide all required labor, tools, equipment, vehicles, supplies and supervision, necessary to move furnishings, goods and personal effects which may include fragile and perishable items.

2.2.1 CMHA will coordinate all moves and will provide the selected contractor with a minimum of 48 hours' notice for a required move. However, there may be occasions when less than 48-hour notice is given or an additional move is added due to an emergency. The selected contractor shall be required to commence moves as scheduled. (Note: The mover will note in their proposal their ability/inability to respond to emergency moves.)

2.2.2 CMHA must approve in advance, any changes or delays in the schedule.

2.2.3 CMHA will contact the selected contractor via telephone and/or e-mail, and provide the number of move(s) needed and date(s) requested.



RFP 2020-7003; MOVING AND PACKING SERVICES

- 2.2.4** The request will contain the tenant name, current address, bedroom size, move date, address tenant is moving to (if applicable) and any other identifiable concerns related to moving.

- 2.2.5** Moves may not begin prior to 8:00 A.M. and must be completed by 7:00 P.M. All moves must be completed the same day the move began unless approved by CMHA.

- 2.2.6** CMHA staff will be available on Saturdays as needed for RAD relocations.

- 2.2.7** In the event that a resident is not prepared to be moved or another issue arises that would prevent the Mover, at no fault of their own, from providing the requested services, the Mover may charge a maximum amount of \$150.00. However, the Mover must contact the responsible CMHA Representative to make the appropriate decision on the matter.

2.3 Packing Materials, Hauling and Storage

- 2.3.1** The contractor shall provide packing tips and moving guidelines to provide to residents. **A sample shall be submitted in the contractor's proposal.**

- 2.3.2** Provide all necessary packing materials to the location requested within 3 days.

- 2.3.3** On the moving date, provide the resident with an inventory sheet that lists everything the movers are responsible for moving. Note any visible damaged items.

- 2.3.4** Residents will be responsible for being present during the relocation.

- 2.3.5** Provide the resident with the option of packing high-value items and provide a 'High-value Inventory Sheet.' These items are to be packed by the resident in front of the mover to ensure proper measures are taken to preserve their value. These items must be inspected upon the residents move-back into the newly rehabilitated unit.

2.4 Number of Moves

Firm must be able to handle up to 6 moves in one day at any given phase.

2.5 Packing/Unpacking

- 2.5.1** Moving company is to provide packing and unpacking services to the residents upon request to expedite their exit on the scheduled move-out date. No resident belongings are to be left behind.

**RFP 2020-7003;
MOVING AND PACKING SERVICES**



2.5.2 CMHA staff will assess the unit for packing. CMHA will schedule packing assistance if required.

2.5.3 CMHA makes every effort to eradicate infestation concerns. However, there have been circumstances of which CMHA is not aware and which may be identified by the mover. In this case, the appropriate CMHA Representative must be contacted immediately to allow CMHA to treat the infestation concern. The Mover may charge a maximum amount of \$150.00 due to this issue. (Note: The Mover may request an inspection of the housing unit before the scheduled date of the move to avoid this contingency.)

2.5.4 The moving company will be responsible for disconnecting, securing, and reconnecting appliances (washers, dryers, refrigerators) owned by the tenant.

2.6 Hauling and Storage

2.6.1 Provide storage facility. For example, during the RAD conversion some tenants may elect to live with family and need to store some or all of their goods. Storage could last up to 14 months. **The cost for the storage facility will be separated on invoices.**

2.6.2 Discuss whether tenants will be able to access goods in storage and the process.

2.7 Supervision

On the date of the move, one representative from the bidder's company shall be designated as the move manager for the entire duration of the move to ensure all residents are packed and moved on time.

2.8 Theft and Damage Insurance

2.8.1 Contractor shall include theft and damage insurance for each residential unit for the replacement value.

2.8.2 The replacement value will be based on the cost to replace an item of similar age and condition and not solely based upon the weight of the item. CMHA recognizes the industry standard as being valued in terms of the weight of the item. However, CMHA is not considering mere weight as the value of the object. CMHA will want to see that its residents are made whole for any loss that they experience which is directly attributable to the mover.

2.9 Claims

Claims arising as a result of the moves in terms of damaged items or theft related shall be resolved within 30 calendar days and filed against the Contractor's liability insurance.

**RFP 2020-7003;
MOVING AND PACKING SERVICES**



2.10 Other

- 2.10.1** Efforts needed to treat any pest infestation issues, including bed bugs, will be made in advance of the move to ensure the household overall move readiness, and to ensure the vacated unit will not jeopardize the health or safety of contractors moving the unit or working in the unit.
- 2.10.2** Tenants may elect to move themselves. CMHA will determine if the move is a self-move or if a moving company will handle the move. The decision is up to the discretion of CMHA based on the number or units being moved and the location of the moves.
- 2.10.3** A RAD move logistics and phasing plan has not been developed at this time. This plan will be developed after construction-phasing options are received from the architects and contractors. The goal would be to have the moving contractors and/or the households vacate in sub-groups of 4-5 per day.
- 2.10.4** Contractor shall provide a contact number. This phone must be answered by an individual employee of the moving and relocation service during normal business hours. Answering services or automated services are acceptable only for after hours or holidays and weekends.
- 2.10.5** In addition to relocating tenants, the Contractor may also relocate offices for both CMHA and for resident groups. For those types of relocations, the cost breakdown fees on the cost submission will be utilized. The Contractor may be asked for an estimate of time and/or materials and/or a not to exceed price for the hourly relocations.
- 2.10.6** When utilizing the per unit prices for a relocation, CMHA and the contractor will together make a determination if the goods or packing in a unit are excessive with CMHA having the ultimate authority. The price for that unit will be agreed upon prior to the contractor starting work and shall be based on the fees submitted by the Contractor for hourly work.
- 2.10.7** CMHA reserves the right, if in its best interest to do so, to request a change in products (i.e. brand or type of product) used by the contractor should the produce be deficient and/or not in accordance with CMHA's Gold Standards.

3.0 POOL OF CONTRACTORS

- 3.1** CMHA intends to create a "pool" of Contractors to provide Moving and Relocation Services. The Pool will consist of various Contractors which will be available on an as-needed basis to provide moving and/or relocation services. The actual number of Pool participants chosen will depend on the number of qualified proposals received.

**RFP 2020-7003;
MOVING AND PACKING SERVICES**



- 3.2** Proposers selected to participate in the Pool will be assigned work at the discretion of CMHA based on cost, quality of work, availability, manpower and timeliness and will serve in the Pool for a period of one (1) year with the option, at CMHA's sole discretion, to extend the contract for up to an additional four years for a maximum total of five years. CMHA will attempt to match each assignment to the Pool Participant best suited for a given task. CMHA will also determine the number of units any contractor will be assigned at any given time or duration. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected. Time is of the essence with regard to Pool Participants' availability for and performance of the assignments.
- 3.3** If a Pool Participant is selected to perform one or more work assignments, CMHA will formally request the Pool Participant to perform such work by executing a purchase order. The Contractor will be notified by CMHA when a unit is ready for a move or relocation. CMHA will provide the scope of work to the contractor before work is to begin. Once the Contractor is notified, the move or relocation will be scheduled with CMHA. The move or relocation will be completed as scheduled including completing a punch list and final inspection. The purchase orders may be issued at any time during the term of the Pool Agreement and the assignment of work projects will be made solely at the discretion of CMHA.

4.0 PERFORMANCE STANDARDS

- 4.1** The Contractor(s) shall be obligated to pay CMHA the sum of twenty-five and no/100 dollars (\$25.00) per day for each day that the Contractor(s) fails to complete moving or relocation services unless conditions beyond the control of the Contractor(s) exist and mutual agreement with CMHA has been obtained.
- 4.2** Failure to comply with all of the requirements above may result in a reduction of the Contractor's fee by 10% for that service.
- 4.3** CMHA may waive the fee reductions at its discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

5.0 INDEFINITE QUANTITY CONTRACT

Indefinite Quantities Contract (IQC) – The Authority does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

- 5.1** Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires the Authority to award the responsive



**RFP 2020-7003;
MOVING AND PACKING SERVICES**

and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$400,000 annually. The Authority reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.