



CITY OF RICHMOND

Request for Proposal
Contract 2758P

PROPERTY MANAGEMENT SERVICES

1. Introduction

The City of Richmond proposes to engage the services of a of a licensed and bonded residential property management firm to manage both the City of Richmond's inventory of single family dwelling rental properties and commercial properties

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Submission Details

Two (2) copies of proposals marked **Property Management Services Contract 2758P** addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, **until 2:00 P.M., local time, on Thursday November 17, 2005**. Submissions received after this time will be returned to the sender

The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals shall be irrevocable until the City awards this Contract or cancels this Request for Proposals, whichever first occurs.

All proposals will remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Bidders to check with the City of Richmond's Website, BCBid and/or the Purchasing Section to ensure that all available information has been received prior to submitting a bid.

3. Enquiries

3.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Sheryl Hrynyk – Buyer II
Purchasing Department
City of Richmond

Tel: 604-276-4135

Fax: 604-276-4162

E-mail: purchasing@richmond.ca

3.2 Technical clarification shall be directed to:

Technical

Phil Hogg – Manager
Facilities Operations
City of Richmond

Tel: 604-244-1243

Fax: 604-233-3314

E-mail: phogg@richmond.ca

Enquiries on matters that affect the nature of this document will be conveyed to all parties receiving this document.

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

4. Project Description

Background: The City of Richmond presently has a portfolio of approximately 26 rental houses and 2 commercial properties that are held in anticipation of use for various municipal projects. The houses are rented at market levels until they are required for a specific project. The number of houses rented is constantly changing.

Purpose: The property manager is to attend to all aspects of renting and managing the houses owned by the City.

Scope of Work: Including but not limited to:

- Finding, screening and recommending new tenants;
- Collection of rent;
- Service of notices of eviction and other notices;
- Acting in a liaison capacity between the City and its tenants;
- Receiving and ordering repairs to the properties as required;
- Ensuring that the rents are kept at market levels;
- Conducting regular inspections of the properties every 60 – 90 days;
- Prepare "in and out of premises" inspection reports to the City;
- Advise City at change of tenancy to allow for inspection;
- Attendance at the Residential Tenancy Branch hearings as required;
- Operation of a trust account for the City to handle the rental funds;
- Inspect new house purchases, photograph outside, house condition, complete list of appliances with serial numbers for reference, complete a City checklist of interior conditions of building;
- Guarantee response to tenant calls: regular issues within two hours and emergency issues within one half hour;
- Maintain tenant list;
- Obtain approvals for maintenance expenditures exceeding \$500.00;
- Submission of a monthly reports to the City;
- Submission of rental payments to the City by the 15th of month following receipt.

5. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows. Submissions are to be brief and limited to approximately three (3) pages.

- A Corporate profile of their firm outlining its' history, philosophy and target market.
- A detailed listing of Property Management Services experience (demonstrated experience in dealing with alike clients i.e. those with a quantity of single family dwelling rentals).
- A description of the your understanding of the project objectives and outcomes and how these will be achieved.
- Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, etc., in addition to their availability for this project.
- Detail your proposed property management program detailing all financial considerations required from the City, services provided, process, Fee Structure, etc.
- A listing of the required credentials for Property Management firms and your firm's compliance to these requirements.
- A statement indicating what will be delivered, including the expected outcome and benefits to the City of Richmond
- A minimum of three (3) Client references from projects of a similar size and scope.

6. Working Agreement

The successful proponent will enter into a contract for services with the City for a three-year period with provision for a 30 day cancellation clause and the option for 2 one year extensions upon mutual consent based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

Proponents shall include in their submissions their standard terms of engagement.

7. Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

- Understanding of project objectives/outcomes (Compliance to the Request for Proposal)
- Proposed Management Program including monthly reports, and proposed agreement
- Team Composition & Strength/Depth of Firm – Experience and Qualifications of firm and those staff to be assigned to the project & their ability to establish, develop and maintain harmonious working relationships with City Staff and Tenants
- Project Deliverables
- Value for Money (Fee Structure)
- References
- Interview (if required)

CITY OF RICHMOND



Note: Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form. Please remember to include Quotation/Proposal/Tender No. at right.

Notice of No Bid

Quotation/Proposal/Tender
 No **2758P**.

A Quotation/Proposal/Tender is not being submitted for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications | <input type="checkbox"/> Cannot meet delivery requirements |
| <input type="checkbox"/> Specifications are not sufficiently defined | <input type="checkbox"/> Cannot quote/tender a firm price at this time |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender. |
| <input type="checkbox"/> Quantity too small | <input type="checkbox"/> We are unable to competitively quote/tender at this time. |
| <input type="checkbox"/> Quantity too large | <input type="checkbox"/> We do not have facilities to handle this requirement |
| <input type="checkbox"/> Quantity beyond our production capacity | <input type="checkbox"/> Licensing restrictions (please explain) |
| <input type="checkbox"/> Cannot meet packaging requirements | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading | <input type="checkbox"/> Other reasons or additional comments (please explain below) |

I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No	Authorized Company Official – Signature and Title	Date
This space for City of Richmond Comments	Firm Name	
	Address	
	City	
	Province	Postal Code
	Telephone Number	