



REQUEST FOR PROPOSALS FOR TENANT RELOCATION SERVICES

The City of West Hollywood as AGENCY, invites proposals for professional tenant relocation services to be Submitted to the following address:

City of West Hollywood
City Clerk's Office
8300 Santa Monica Blvd.
West Hollywood, CA 90069

The RFP Schedule is as Follows:

- July 28, 2016 Request for Proposal released – 3:00 p.m.
- August 25, 2016 Deadline for Proposal submission – 10:00 a.m.

The City of West Hollywood is seeking qualified professionals to submit proposals to provide tenant relocation services.

Minimum Qualification:

Vendor must have been in continuous existence providing housing relocation services or similar services for at least five (5) years.

Insurance Requirements:

It is not necessary to submit proof of insurance with your proposal however you should be aware of the City's insurance requirements, should you be awarded a contract:

- Commercial general liability insurance (including Products, Ongoing & Completed Operations coverage) in an amount of not less than \$1,000,000 per occurrence/\$2,000,000 general aggregate.
- Automobile Liability with minimum combined single limit of \$300,000 (for owned, non-owned, hired, rented vehicles as necessary), if vehicles will be utilized for transport.
- Workers' Compensation Insurance as required by applicable law & Employers' Liability Insurance with minimum limits of \$1,000,000.
- The CITY OF WEST HOLLYWOOD, its elected or appointed officers, officials, employees, agents, and volunteers are to be covered as additional insureds as their interests may appear (excluding Workers Compensation and Professional Liability). **Requires a policy endorsement*
- Include a Waiver of Subrogation Endorsement for the following:
 - ✓ Commercial General Liability & Auto
 - ✓ Workers Compensation Coverage
- Named insured must state their insurance is primary and non-contributory by policy endorsement.
- Certificate should indicate a 30 day notice of cancellation or reduction in limits applies.

Scope of Services:

The ideal consultant will provide relocation assistance to households facing eviction through no fault of their own. Total hours of consultation between consultant and displaced tenants have been 240 hours annually. Specifically, the consultant will provide on average five (5) hours of dedicated time per displaced household, which includes, but is not limited to, the following:

- An initial interview to assess the displaced household's replacement housing needs and develop a personal action plan for locating new housing.
- Assistance searching and applying for housing to referred households, including help filling out and filing waitlist applications and rental applications when requested by the household.
- Provide referrals to, and coordination with, community service resources, public housing agencies and other public services as appropriate based on the consultant's assessment of information received during the initial interview.

If authorized in advance in writing by the City, the consultant may provide an additional five (5) hours of assistance to elderly, disabled, or low income households, or families with dependent children.

This additional relocation assistance counseling should include, but not be limited to:

- Assistance locating supportive/special needs housing if a need has been identified by the consultant in the initial interview or at any time during assistance;
 - Referral listings targeted to the household's affordability needs;
 - Counseling on housing affordability and ways to find available affordable housing.
 - Assistance in negotiating rents and terms with landlords and management companies.
 - Referral to government agencies and private organizations providing social services to the elderly, lower income, and disabled households, and families with dependent children.
 - Transportation assistance and escort services to complete successful housing searches, as needed based on the consultant's initial assessment.
1. The Vendor shall notify the City when a household is not actively seeking new housing and appears to be having difficulty accepting relocation. With advanced authorization from the City, the consultant may allocate additional time and support in an effort to successfully help the household relocate.
 2. Upon request by the City, the consultant will provide a final report of services provided to a household no later than 10 working days after completion of services. The final report shall include the results of the housing search and the forwarding address for each referred tenant.

Owner's Rights:

The City of West Hollywood reserves the right to reject any and all proposals or to waive any irregularities or informalities in any proposals should it deem this necessary for the public good, and also the proposal of any Vendor who has been delinquent or unfaithful in any former contract with the City of West Hollywood and to take all proposals under advisement for a period of ninety (90) days. No proposer may withdraw its proposal for a period of (90) days after the date from the opening thereof.

Point of contact for this project is Anwar Zraikat, Rent Stabilization and Housing Division at 323-848-6449 or azraikat@weho.org

BY ORDER OF the City of West Hollywood.
Yvonne Quarker, City Clerk

AFFIDAVIT OF POSTING

State of California)
County of Los Angeles)
City of West Hollywood)

I declare under penalty of perjury that I am employed by the City of West Hollywood in the Office of the City Clerk and that I posted this agenda on:

Date: July 28, 2016
Signature: [Handwritten Signature]