



VCU

Procurement Services

March 8, 2023

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

804 828-1077
Fax: 804 828-7837
www.vcu.edu/procurement

RE: Contract #: 7608269JK-1
Renewal #: Contract Extension

Ms. Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for **Move Management Services** expires on **June 30, 2023**. VCU intends to extend this contract for the period of July 1, 2023 through February 29, 2024, after which the contract shall terminate.

Your signature constitutes your firm's acceptance of this extension, to include the optional use language requirement provision below.

OPTIONAL USE CONTRACT

This contract is an optional use, requirements-based contract. VCU is in no way required to make purchases from the Contractor, and may in its sole discretion, purchase the identical and / or similar goods / services from other sources.

Pricing remains the same as the previous contract period.

By signing and submitting this contract extension letter, Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, P.O. Box 843040, Richmond, VA 23284.

Please return this executed document to me as soon as possible. Your response and any questions pertaining to this letter may be emailed to me at sfclark@vcu.edu.

Sincerely,

Susan Lewis

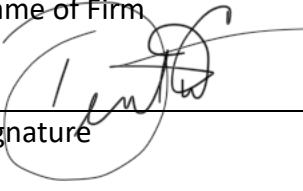
Susan Lewis, VCCO
Senior Buyer

Contract #: 7608269JK-1 Move Management Services

RESPONSE

PROVEN MANAGEMENT LLC

Name of Firm


Signature

Denita conway

Name Printed

President

Title

March 17, 2023

Date



VCU

Procurement Services

November 16, 2022

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

RE: Contract #: 7608269JK-1
Renewal #: Contract Extension through June 30, 2023

Ms. Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for **Move Management Services** expires on **February 1, 2023**. VCU intends to extend this contract for the period of February 2, 2023 through June 30, 2023, after which the contract shall terminate.

Your signature constitutes your firm's acceptance of this extension, to include the optional use language requirement provision below.

OPTIONAL USE CONTRACT

This contract is an optional use, requirements-based contract. VCU is in no way required to make purchases from the Contractor, and may in its sole discretion, purchase the identical and / or similar goods / services from other sources.

Pricing remains the same as the previous contract period.

By signing and submitting this contract extension letter, Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, P.O. Box 843040, Richmond, VA 23284.

Please return this executed document to me as soon as possible. Your response and any questions pertaining to this letter may be emailed to me at tlhall2@vcu.edu.

Sincerely,

Teresa Hall, VCA, VCO, VCCO, CUPO
Facilities Procurement Category Manager

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

804 828-1077
Fax: 804 828-7837
www.vcu.edu/procurement

Contract #: 7608269JK-1 Move Management Services

RESPONSE

Name of Firm

Denita R. Conway

Signature

Name Printed

Title

Date



VCU

Procurement Services

September 21, 2022

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

RE: Contract #: 7608269JK-1
Renewal #: Contract Extension

Ms. Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for **Move Management Services** expires on **December 10, 2022**. VCU intends to extend this contract for the period of December 11, 2022 through February 1, 2023, after which the contract shall terminate.

Your signature constitutes your firm's acceptance of this extension, to include the optional use language requirement provision below.

OPTIONAL USE CONTRACT

This contract is an optional use, requirements-based contract. VCU is in no way required to make purchases from the Contractor, and may in its sole discretion, purchase the identical and / or similar goods / services from other sources.

Pricing remains the same as the previous contract period.

By signing and submitting this contract extension letter, Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, P.O. Box 843040, Richmond, VA 23284.

Please return this executed document to me as soon as possible. Your response and any questions pertaining to this letter may be emailed to me at sfclark@vcu.edu.

Sincerely,

Susan Lewis

Susan Lewis, VCCO
Senior Buyer

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

804 828-1077
Fax: 804 828-7837
www.vcu.edu/procurement

Contract #: 7608269JK-1 Move Management Services

RESPONSE

PROVEN MANAGEMENT, LLC

Name of Firm

John W. Middlebrooks

Signature

John Middlebrooks

Name Printed

CHIEF OPERATION OFFICER

Title

09.21.2022

Date



VCU

Procurement Services

October 22, 2021

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

RE: Contract #: 7608269JK-1
Renewal No.: Four of Four available

Ms Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for **Move Management Services** expires on **12/10/2021**. VCU intends to exercise the renewal of this contract in accordance with the terms and conditions of contract 7608269JK-1.

Services shall be provided for renewal period: 12/11/2021 through 12/10/2022.

Your signature constitutes your firm's acceptance of this renewal, to include the optional-use language requirement provision below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities on a purchase order issued against this contract do not represent a purchase commitment by VCU.

_____ Pricing remains the same as the previous contract period.

_____ By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, P.O. Box 843040, Richmond, VA, 23284.

Please return this document to me as soon as possible. Your response may be emailed to me at tlhall2@vcu.edu.

Sincerely,
Teresa L. Hall, CUPO, VCA, VCO, VCCO
Senior Buyer

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

804 828-1077
Fax: 804 828-7837
www.vcu.edu/procurement

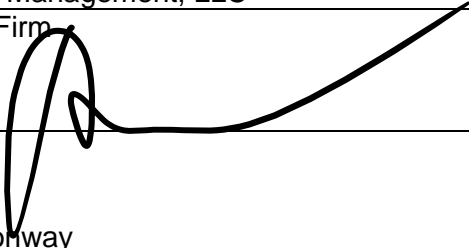
Contract #: : 7608269JK-1 Move Management Services

RESPONSE:

PROVEN Management, LLC

Name of Firm

Signature

A handwritten signature in black ink, appearing to read 'Denita Conway', is written over the signature line and extends upwards into the 'Name of Firm' line.

Denita Conway

Name Printed

President and CEO

Title

11.15.2021

Date



VCU

Procurement Services

December 7, 2020

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

RE: Contract #: 7608269JK-1
Renewal No.: Three of Four available

Ms Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for **Move Management Services** expires on **12/10/2020**. VCU intends to exercise the renewal of this contract in accordance with the terms and conditions of contract 7608269JK-1.

Services shall be provided for renewal period: 12/11/2020 through 12/10/2021.

Your signature constitutes your firm's acceptance of this renewal, to include the optional-use language requirement provision below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities on a purchase order issued against this contract do not represent a purchase commitment by VCU.

Pricing remains the same as the previous contract period.

By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, P.O. Box 843040, Richmond, VA, 23284.

Please return this document to me as soon as possible. Your response may be emailed to me at thall2@vcu.edu.

Sincerely,
Teresa L. Hall, CUPO, VCA, VCO, VCCO
Senior Buyer

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

804 828-1077
Fax: 804 828-7837
www.vcu.edu/procurement

Contract #: : 7608269JK-1 Move Management Services

RESPONSE:

PROVEN Management, LLC

Name of Firm

Denita R. Conway

Signature

Denita R. Conway

Name Printed

President and CEO

Title

12.07.2020

Date



VCU

Procurement Services

December 5, 2019

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

804 828-1077
Fax: 804 828-7837
www.vcu.edu/procurement

RE: Contract #: 7608269JK-1
Renewal No.: Two of Four available

Ms Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for Move Management Services expires on **12/10/2019**. VCU intends to exercise the renewal of this contract in accordance with the terms and conditions of contract 7608269JK-1.

Services shall be provided for renewal period: 12/11/2019 through 12/10/2020.

Your signature constitutes your firm's acceptance of this renewal, to include the optional-use language requirement provision below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities on a purchase order issued against this contract do not represent a purchase commitment by VCU.

Pricing remains the same as the previous contract period.

By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, P.O. Box 843040, Richmond, VA, 23284.

Please return this document to me as soon as possible. Your response may be emailed to me at tlhall2@vcu.edu. If you have any questions, please contact me at (804) 828-3409.

Sincerely,
Teresa L. Hall, CUPO, VCO, VCCO
Senior Buyer

Contract #: 7608269JK-1 Move Management Services

RESPONSE:

Proven Management
Name of Firm

[Signature]
Signature

Denda Conway
Name Printed

President
Title

12/5/19
Date



VCU

Procurement Services

December 3, 2018

Denita Conway
Proven Management LLC
440 First Street NW, Suite 740
Washington, DC 20001

RE: Contract #: 7608269JK-1
Renewal No.: One of Four available

Ms Conway,

Your firm's contract with Virginia Commonwealth University (VCU) for **Move Management Services** expires on **12/10/2018**. VCU intends to exercise the renewal of this contract in accordance with the terms and conditions of contract 7608269JK-1.

Services shall be provided for renewal period: 12/11/2018 through 12/10/2019.

Your signature constitutes your firm's acceptance of this renewal, to include the optional-use language requirement provision below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities on a purchase order issued against this contract do not represent a purchase commitment by VCU.

_____ Pricing remains the same as the previous contract period.

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Please return this document to me as soon as possible. Your response may be emailed to me at tlhall2@vcu.edu. If you have any questions, please contact me at (804) 828-3409.

Sincerely,
Teresa L. Hall, VCO, CUPO
Senior Buyer

Procurement Services

Procurement Services
912 W. Grace Street, 5th Floor
Richmond, VA 23284

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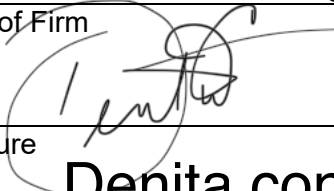
Contract #: : 7608269JK-1 Move Management Services

RESPONSE:

Proven Management LLC

Name of Firm

Signature



Denita conway

Name Printed

President and CEO

Title

12.10.2018

Date



VCU

Procurement Services

**Commonwealth of Virginia
Standard Contract**

Contract Number: 7608269JK-1

This optional use contract entered into on December 11, 2017 by Proven Management hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University, called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF THE PERFORMANCE: From December 11, 2017 through December 10, 2018 with four (4) successive one (1) year renewal options, to be exercised upon written agreement of both parties.

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

The contract documents shall consist of:

- (1) This signed form
- (2) The RFP 7608269JK dated September 5, 2017 including Addendum Number One dated 9/22/2017 and Addendum Number Two dated 11/30/2017
- (3) The revised Pricing Schedule dated 12/5/2017
- (4) The contractors Proposal dated 9/29/17

Any conflict or inconsistency between the provisions of this document and any other documents that are attached hereto as part of this Agreement shall be resolved by giving precedence in the following order:

- (1) This signed form
- (2) The RFP 7608269JK dated September 5, 2017 including Addendum Number One dated 9/22/2017 and Addendum Number Two dated 11/30/2017
- (3) The revised Pricing Schedule dated 12/5/2017
- (4) The contractors Proposal dated 9/29/17

ENTIRE AGREEMENT: This agreement constitutes the entire understanding of the parties and supersedes all prior oral or written agreements.



VCU

Procurement Services

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor: Proven Management

By: _____

Date: _____

Name Printed: _____

Title: _____

Purchasing Agency: Virginia Commonwealth University

By: _____

Date: _____

Name Printed: _____

Title: _____



VCU

Procurement Services

Request for Proposals

RFP #: 7608269JK

RFP Title #: Relocation Management Services

Issuing Agency: Virginia Commonwealth
University

Issue Date: 9/5/2017

Closing Date: 9/29/2017 at 3:00 PM



A VASCUPP Member Institution

Request for Proposals RFP #7608269JK

Issue Date: 8/18/2017

Title: Relocation Management Services

Send all Proposals To: Virginia Commonwealth University
RFP # 7608269JK
Attention: John Kostyniuk
912 W Grace St, 5th floor
Richmond, Virginia 23284-0327

Proposals Shall Be Received Until: 9/29/2017 at 3:00 PM.

Direct ALL inquiries concerning this RFP to: John Kostyniuk, Procurement Manager (Construction, A and E, and Facilities) kostyniukjs@vcu.edu

Questions concerning this RFP must be received via email no later than: 9/20/2017 @ 3:00PM

This Request for Proposals & any Addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, RFP # 7635588JK, ATTENTION: John Kostyniuk, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23284-0327. US MAIL IS NOT RECOMMENDED.

THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF YOUR PROPOSAL PACKAGE

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

NAME AND ADDRESS OF COMPANY:

_____	Date: _____
_____	By (Signature In Ink): _____
_____ Zip Code _____	Name Typed: _____
E-Mail Address: _____	Title: _____
Telephone: () _____	Fax Number: () _____
Toll free, if available	Toll free, if available
DUNS NO.: _____	FEI/FIN NO.: _____

REGISTERED WITH eVA: () YES () NO	SMALL BUSINESS: () YES () NO
VIRGINIA DSBSD () YES () NO	MINORITY-OWNED: () YES () NO
DSBSD CERTIFICATION #: _____	WOMEN-OWNED: () YES () NO

A Pre-Proposal conference will be held. See Section V herein.

THIS SOLICITATION CONTAINS 43 PAGES

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I. PURPOSE:

This RFP sets forth the minimum performance criteria. The intent and purpose of this Request for Proposals (RFP) is to establish a contract with qualified source(s) to provide “as-needed” move management services for a variety of projects ranging from small renovations to major capital projects including new construction at Virginia Commonwealth University (the lead issuing institution and hereafter referred to as “the University” or “VCU”), an agency of the Commonwealth of Virginia.

Period of contract: The initial contract term is one (1) year with the option to renew the contract for four (4) additional, consecutive one (1) year terms.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor. Additional information is available at: *RFP Website Link Cooperative Procurement* (<http://go.vcu.edu/procurement-purchasing>)

II. GOVERNING RULES:

This solicitation is issued in accordance with the provisions of:

The provisions of the purchasing manual for institutions of higher education and their vendors: <https://vascupp.org/hem.pdf>

Rules Governing Procurement of Goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia:
<https://vascupp.org/rules.pdf>

III. OPTIONAL USE CONTRACT:

The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU.

IV. THE UNIVERSITY:

Information is available at:

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_The_University.pdf

V. PRE-PROPOSAL CONFERENCE:

An optional pre-proposal conference will be held at 2:30 PM (EST) on 9/14/2017 at VCU at 700 W. Grace Street, Richmond, VA, in the first floor conference room. The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

For directions and paid parking information visit:

<http://business.vcu.edu/about-the-school/our-location/directions--parking/>

Note: Offerors should submit questions (via email) to John Kostyniuk at kostyniukjs@vcu.edu at least (3) business days prior to the date of the conference; and if attending in person, should advise regarding the number of representatives.

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written Addendum to the solicitation.

Offerors may participate in the pre-proposal conference via conference call by using the following dial in numbers:

- 866-842-5779 (United States and Canada),
- Conference Code Number: 8291055716, Enter when prompted followed by the # sign

Note: Offerors who participate in the pre-proposal conference via conference call shall submit an email to John Kostyniuk at kostyniukjs@vcu.edu at least one (1) business day prior to the pre-proposal conference, confirming the Offerors participation and contact information.

VI. STATEMENT OF NEEDS:

VCU requires the qualified source to provide move management services for a variety of projects ranging from small renovations to major capital projects including new construction. Projects may involve multiple phases that can occur over the course of several months or years. VCU serves a wide variety of clients and customer satisfaction is our highest priority. The types of items being moved may include, but are not limited to, the following: office furniture, office systems furniture, classroom and library furniture, high-density filing systems, artwork and sculpture, office equipment, research laboratory equipment and personal belongings. The majority of relocations occur in the City of Richmond and surrounding counties, and may include, but are not limited to, facilities owned by the State of Virginia, facilities owned by the VCU Real Estate Foundation or facilities leased by the University. Please note, many of these moves will take place at night and on weekends due to the heavily scheduled facilities at VCU. All projects shall be limited to the University and shall not be affiliated or associated with VCU Health (hospital) projects.

GOALS: VCU requires “white glove” move management services by a person or firm with strong customer orientation, attention to detail as well as excellent organizational, problem-solving and interpersonal skills. Relocation projects can be extremely stressful to clients, particularly while the move is in progress. The move manager must be able to convey competency and poise under pressure and consistently demonstrate the ability to resolve issues in the field based on experience and with the client’s best interest in mind. The goal is to have a single point of contact who will seamlessly orchestrate the move from start to finish in compliance with the client’s needs and pre-determined schedule. Coordination with a VCU Project Manager and/or VCU Interior Designer shall be required. Coordination with VCU Construction Management, VCU Renovations, the VCU Campus Coordinator, VCU

Information Technology, VCU Environmental Health and Safety and other university resources shall be necessary, depending on the project and upon client request.

Skills:

The Move Manager shall have experience with move management and excel in the following skill sets:

- Planning and Organization
- Problem Solving
- Interpersonal Communication
- Budget Management

The Move Manager shall:

- Work directly with the client group to develop a detailed scope of work and schedule, to include a contingency plan to allow for poor weather conditions and other potential mishaps.
- Work with VCU's Project Manager to coordinate the procurement of movers and any other internal or external vendors required to ensure all items are disconnected, relocated and reconnected per the move parameters and in compliance with state procurement policies.
- Complete detailed furniture and equipment inventories to include asset tag identification numbers and coordinate surplus removal per VCU requirements.
- Complete field measurements, confirm site conditions and provide space plans to ensure the proper placement of items during each relocation.
- Create a color-coded move labeling system and corresponding signage to streamline each move.
- Provide detailed move instructions for presentation to the client group to ensure their understanding of all move preparations and that expectations are met in advance of each move.
- Arrange for interim storage and/or swing space relocations as needed.
- Staff the job as needed to ensure security and reliability in tracking the movement of the client's assets. It may be necessary to have a Move Manager at the origin, multiple origins, destination or multiple destinations at one time. There may also be circumstances in which multiple relocation projects are scheduled during the peak timeframes, such as Spring and Winter breaks, in which additional staffing would be required.
- Provide "Day One" services and follow-up on any move-related punch list items post-relocation as needed.
- Be responsible for providing these and all tasks detailed here and as dictated by the relocation project scope of work and VCU Project Manager's or Client Group's request for services.

VII. GENERAL REQUIREMENTS:

A. Planning & Needs Assessment

The contractor shall:

1. Meet with the client group(s) to complete a needs assessment and determine the move parameters. Define project scope and develop a master relocation schedule. Participate in regular on-site progress meetings with the project team.
2. Complete necessary site visits at each origin and destination facility. Determine the path of travel for the move, loading zones and loading dock access. Identify special requirements such as temporary parking permits for moving trucks or specialty relocation equipment.
3. Outline roles, responsibilities and interrelationships of all internal and external team members. Identify the “move liaisons” assigned to each department who will both assist in defining departmental needs and distribute important relocation information and instruction to all personnel.
4. Hold regular meetings with the move liaison’s to keep them informed and confident about the progress of the move.
5. Issue a project directory to include the names and contact information of all individuals and vendors associated with the relocation.
6. Generate a master spreadsheet to capture all employee “from” and “to” locations, telecommunication and network details. The following information shall be included in the master spreadsheet: personnel names, phone numbers [both existing and new phone number orders], fax numbers, “from” room locations, and “to” room locations. This information will be utilized for telecommunications coordination and to generate move signage to be posted in the destination(s) prior to the move.
7. Obtain and issue an “emergency” telephone list for reference during the relocation. Phone numbers shall include the cell phone numbers for move liaisons, building managers, campus coordinators, elevator repairmen, electricians and the general contractor.

B. Furniture, Fixtures and Equipment Coordination

The contractor shall:

1. Meet with each department to identify the placement of all furniture, fixtures and equipment being relocated into the new facility.
2. Complete an inventory of furniture, fixtures and equipment being relocated into the new facility to include measurements and photographs [as needed].
3. Review floor plans and ensure both space and operational needs (telecommunications, electrical, etc.) are met for all items being relocated. Confirm room dimensions within the new space will allow for item placement.
4. Provide space plans showing relocated items within the new facility for posting and reference during the move. Allow for up to two revisions.

C. Schedule Development and Maintenance

The contractor shall:

1. Interview managers and supervisors to learn what factors will influence the timing of each department's packing and relocation schedules.
2. Coordinate logistics and relocation schedules with VCU Campus Coordinators who will communicate whether or not any special events, activities or street closures will impact the move schedule.
3. Confirm construction completion and certificate of occupancy dates with the VCU Project Manager.
4. Prepare a day-by-day moving schedule for all departments and obtain approval from the VCU Project Manager.
5. Publish the move schedule to the move liaisons for distribution to all staff.
6. Publish the move schedule to the VCU Project Manager, VCU Interior Design Project Manager and VCU Campus Coordinator. Adjust, revise and redistribute according to any critical schedule changes such as those caused by construction, inspection or furniture installation delays.

D. Vendor Coordination

The contractor shall:

1. Work with the VCU Project Manager to select a move services vendor for the project.
2. Develop and issue a detailed relocation scope of work and schedule document to the move vendor for pricing.
3. Provide the move estimate to the VCU Project Manager for review and contract award.
4. Identify additional internal resources required to complete the move.
5. Work closely with the VCU Project Manager to engage services for VCU Desktop Support, VCU Net, VCU Telecommunications, VCU Surplus, VCU Facilities Management [i.e. lock shop, mechanical, electrical or plumbing technicians] and VCU Office of Environmental Health & Safety via the internal work order system.
6. Identify external resources required to complete the move.
7. Work closely with the client group to coordinate vendors and manufacturers responsible for relocating specialty office equipment and leased copier equipment that cannot be relocated by a local commercial moving company (i.e. research lab equipment, food service vendors, coffee vendors, copier service technicians). If biosafety cabinets are included in the relocation, coordinate decontamination and recertification efforts with the VCU client group.
8. Develop and issue a detailed relocation scope of work and schedule document to VCU Desktop Support or the departmental technology services individual who will be responsible for the disconnection and reconnection of all desktop computers, printers, scanners, fax machines and phones.
9. Provide the master relocation document of employee "from" and "to" locations to include phone numbers, fax numbers and new phone number orders to the VCU

Telecommunications technician assigned to the project via the work order issued by the VCU Project Manager.

10. If surplus is included in the project scope of work, the contractor shall complete the VCU Surplus form to include a detailed surplus inventory. All asset tags for furniture and equipment shall be included on the surplus form. If research lab equipment is included in the surplus, coordinate review and signature approval on the surplus form through the Office of Environmental Health and Safety. Provide the completed form and inventory to VCU Surplus and reference the work order issued by the VCU Project Manager. Coordinate the date and time of all surplus warehouse deliveries directly with VCU Surplus warehouse staff located at: VCU Surplus Property, 1050 Oliver Hill Way, Richmond, VA 23298. Days and hours of operation are Monday to Friday, from 8 AM to 4 PM.
11. If VCU Facilities Management services are required, such as access control or utility needs (electrical, mechanical or plumbing), the contractor shall coordinate those requests directly with the technician assigned to the project via the work order issued by the VCU Project Manager.

E. Packing and Labeling

The contractor shall:

1. Develop a detailed labeling system customized to meet the needs of the client so that items are packed, relocated and unpacked efficiently. The move labeling and signage system shall be based on the path of travel from the elevator and/or suite entry and must identify, by separate number, all potential areas in which items would be placed. Create relocation floor plans to demonstrate the move numbering system. Create and hang corresponding relocation signage and move plans at the destination(s).
2. Provide pre-move instruction and training for user groups via a "Town Hall" packing demonstration. Packing services cannot be provided by the move vendor. VCU Departments shall be responsible for packing, unpacking and labeling computers, phones, printers and the contents of their offices.
3. Customize and provide packing instruction documents to meet the needs of the client. Include detailed information with regard to the schedule, packing materials and how to prepare for the relocation.
4. Post directional and move signs at the destination in accordance with the labeling system prior to the move. Move signs shall be posted in all areas where items are to be relocated.
5. Post plans of the building with color-coded sections in accordance with the labeling system. Plans shall be posted at the loading zones and elevator lobbies for reference during the move.
6. Label furniture, fixtures and equipment as needed.

F. Relocation Logistics Coordination and On-Site Support

The contractor shall:

1. Field-verify critical dimensions along the path of travel at both origin and destination (i.e. ensure large items will clear hallways, doorways, elevators). Identify any areas

of concern and ensure a clear path of travel will be available and secured for the move.

2. Obtain and confirm elevator capacity levels for all locations.
3. Coordinate loading zone and loading dock access with the Campus Coordinator. Should moving trucks need to utilize areas designated for street parking on either the Monroe Park or MCV Campus, place a request through the VCU Police for a temporary parking permit. Once approved, the VCU Police will post "No Parking" signs 48 hours in advance of the move to advise the public. Ensure vehicular access to the Emergency Department on the MCV Campus is never blocked.
4. Coordinate access to both facilities in preparation for the move.
5. Request temporary reprogramming of door prop alarms with building security as needed.
6. Request elevator keys with property management as needed.
7. Obtain loading dock, elevator and office keys as needed prior to the move for all locations. This is to include security keys for card access systems if required for after-hours access.
8. For leased facilities, obtain the necessary insurance documentation from all delivery vendors as required per the building rules and regulations prior to the relocation.
9. Work closely with the technology group on the disconnection and reconnection of all equipment during each move.
10. Work closely with other 3rd party vendors who may be relocating or installing items at the new facility to ensure all trades will have clear access to specific loading and unloading zones during each move day.
11. Walk the new building with the floor plans to review potential changes in walls and doors as well as check clearances that may obstruct the path of travel for placement of items within the space.
12. Conduct origin and destination site walk-through with move supervisor prior to the move date.
13. Coordinate all packing material deliveries and meet the crews on-site for direction on placement of all materials.
14. Provide on-site supervision and mover direction during the course of the relocation.
15. Confirm all items have been labeled correctly and adequately prepared for transport.
16. Complete a walk-through at the origin to ensure all items have been removed in accordance with the relocation plans and schedule.
17. Conduct post-move walk-through to verify correct placement of items prior to releasing the crew.

G. Post-Move Coordination

The contractor shall:

1. Arrange for the placement of a “Day One Checklist” on all desks to ensure all items have been relocated in accordance with the relocation plans and are functioning properly.
2. Identify items needing adjustment via post-move “fine-tune” crew.
3. Address all post-move related issues with the appropriate vendor.
4. Coordinate and schedule packing material pick-up and rearrange items as needed.
5. Review and approve move contractor invoices for forward to the VCU Project Manager for payment processing.
6. Provide a final compilation of the relocation cost in the form of a final recap.

VIII. MOVE MANAGEMENT REQUIREMENTS:

A. Project-Initiated Move Management Procedures

1. Procurement of Move Management Services
 - a. A VCU Planning & Design, Construction or Renovations Project Manager would schedule a meeting with the Move Manager to provide the scope of services, schedule and floor plans for pricing move management services.
 - b. The Project Manager shall review the estimate, and if approved, shall engage the move manager via EP request.
 - c. The Project Manager shall facilitate and attend a meeting between the client group and move manager.
 - d. The Move Manager shall work directly with the client group to complete all required planning and coordination tasks detailed in the Move Manager Statement of Work.
2. Procurement of Internal Resources
 - a. The Move Manager shall provide the VCU Project Manager a list of requirements for internal resources which may include, but is not limited to:
 - VCU Desktop Support [PC and Phone Disconnects/Reconnects]
 - VCU Net [Data Connection Adds/Relocations]
 - VCU Telecommunications [Fax Relocations/New Phone Orders]
 - VCU Surplus [Excess Furniture and Equipment Removal]
 - VCU Shop Services [Ex. Lock shop, HVAC, Electrical, Plumbing]
 - VCU OEHS [Hazardous Material Relocation]
 - b. The VCU Project Manager proceeds with the appropriate work orders or adds phases to existing work orders for the required resources, followed by notification to the Move Manager.
3. Procurement of External Resources
 - a. The Move Manager shall generate a scope of work and schedule document for the move.

- b. The Move Manager shall issue the documents to the VCU Project Manager who will determine the appropriate move vendor for the project.
- c. The Move Manager shall coordinate a meeting with the assigned move vendor to complete a walk-through of the origin and destination facilities in order to develop an estimate for move labor and materials.
- d. The Move Manager shall provide the VCU Project Manager the estimate and recommendations. If approved, the VCU Project Manager initiates the EP request with the move vendor to engage move services.

The current preferred move vendors include:

- Richmond Commercial Services, VASCUPP Contract
- Hilldrup Moving and Storage, DGS Contract
- Kloke Group, DGS Zone Contract

The Move Manager works directly with the client group, who is responsible for coordination of the following external resources in conjunction with the relocation:

- Biosafety Cabinet Decontaminations/Recertification's
- Hazardous Material Moves/Waste Removal
- Relocation of leased equipment under warranty by 3rd party vendor

4. Move Schedule

- a. The Move Manager shall provide the VCU Project Manager with a detailed schedule with regard to the move plan.
- b. The VCU Project Manager will keep the Move Manager informed with regard to any schedule changes and adjustments.

5. Project Close Out

- a. The Move manager shall review invoices related to external resources and confirm accuracy before forwarding to VCU Project Manager for payment.
- b. The Move manager shall provide a recap to the VCU Project Manager at project close of all costs to date.

B. Customer-Initiated Move Management Procedures

1. Client Initiates Request via QuickFM (see **attachment B** for definition and web link)
 - a. The VCU client initiates a request for move services via the QuickFM system.
 - b. The QuickFM Customer Service Representative forwards all move services requests to VCU's General Services Manager for Physical Plant Support Services and Special Projects.
 - c. VCU's General Services Manager for Physical Plant Support Services and Special Projects and VCU's Relocation Management Services Contract Administrator will meet with the client(s) to determine the relocation scope of work.
 - d. Should the project include any of the following parameters, move management services shall be required:
 - Evening and/or Weekend Move Management
 - Multiple Phases/Multiple Facilities

- High Volume (large number of employees; high volume of contents and furnishings)
- Inventory and Space Planning
- Leased Property; Property Management Coordination

If move management services are required, VCU's Relocation Management Services Contract Administrator will place a formal request for proposal with the Move Management firm.

2. Procurement of Move Management Services

- a. VCU's Relocation Management Services Contract Administrator facilitates and attends a meeting with the Move Manager and/or the client to provide the scope of services, schedule and floor plans for pricing move management services.
- b. VCU's Relocation Management Services Contract Administrator reviews the estimate for move management services for approval and forward to the client group. Once the client approves the quote and provides an index code, the quote and index code would be issued to VCU's General Services Manager for Physical Plant Support Services and Special Projects to engage move management services via an EP request.
- c. The Move Manager works directly with the client group to complete all required planning and coordination tasks detailed in the Move Manager Statement of Work.

3. Procurement of Internal Resources

- a. The Move Manager shall provide the client with a list of requirements for internal resources which could include, but is not limited to:
 - VCU Desktop Support [PC and Phone Disconnects/Reconnects]
 - VCU Net [Data Connection Adds/Relocations]
 - VCU Telecommunications [Fax Relocations/New Phone Orders]
 - VCU Surplus [Excess Furniture and Equipment Removal]
 - VCU Shop Services [Ex. Lockshop, HVAC, Electrical, Plumbing]
 - VCU OEHS [Hazardous Material Relocation]

The client proceeds with the appropriate work orders for the required resources.

4. Procurement of External Resources

- a. The Move Manager shall generate a scope of work and schedule document for the move.
- b. The Move Manager shall issue the document to VCU's General Services Manager for Physical Plant Support Services and Special Projects, who will determine the appropriate move vendor for the project.
- c. The Move Manager shall coordinate a meeting with the move vendor to complete a walk-through of the origin and destination facilities in order to develop an estimate for move labor and materials.
- d. The Move Manager shall provide the client the estimate and recommendations. If approved, the Move Manager generates a request through VCU's General Services Manager for Physical Plant Support Services and Special Projects to initiates the EP request to engage move services. The request must include

detailed specifics with regard to the scope of services, schedule and the client-provided budget code.

The current preferred move vendors include:

- Richmond Commercial Services, VASCUPP Contract
- Hilldrup Moving and Storage, DGS Contract
- Kloke Group, DGS Zone Contract

The Move Manager shall work directly with the client group, who is responsible for coordination of the following external resources in conjunction with the relocation:

- Biosafety Cabinet Decontaminations/Recertification's
- Hazardous Material Moves/Waste Removal
- Relocation of leased equipment under warranty by 3rd party vendor

5. Move Schedule

- a. The Move Manager shall provide the client a detailed schedule with regard to the move plan.
- b. The client keeps the Move Manager informed with regard to any schedule changes and adjustments.

6. Project Close Out

- a. The Move Manager shall review invoices related to external resources and confirms accuracy before forwarding to VCU's General Services Manager for Physical Plant Support Services and Special Projects for payment.
- b. The Move manager shall provide a recap to VCU's General Services Manager for Physical Plant Support Services and Special Projects at project close with regard to the scope of services and move labor provided as well as move duration, in order for VCU to proceed with appropriate and timely invoice approvals and processing.

IX. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. General Instructions:

1. In order to be considered for award, proposal submissions must contain, at minimum, the following:
 - a. Company Qualifications and Experience
 - b. Responses to all requirements listed in sections VI, VII and VIII above
 - c. A list of three references for whom similar services were provided, preferably for similar sized projects.
 - d. Pricing Schedule as required in Attachment A
 - e. SWaM documentation as required in Section XV

2. Complete and return page 2 of the RFP. Proposals shall be signed by an authorized representative of the Offeror. By submitting a Proposal, offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.
3. Complete and return signed addenda acknowledgments (if applicable).
4. Submit one (1) original hard copy (paper) document of the entire Proposal, including all attachments and all proprietary information (see #7 below). Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire Proposal including all attachments and any proprietary information.
5. If applicable, Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire Proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. This disc or flash drive must be clearly marked on the outside that it **excludes** proprietary information.
6. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
7. Provide the proposed plans, methodology, and approach for providing the products and services as specified in the RFP. Specifically indicate what is included in the offer to provide the requested services by responding to all Items in Section VI, VII and VIII.
8. All information requested must be submitted. Failure to submit all information requested may result in the University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the University, at the University's sole discretion.
9. If applicable, the outside of the Proposal must be marked to clearly denote proprietary information is contained in the documents. **Written notice of proprietary information must be submitted as the first page of the Offeror's Proposal.** Notice must specifically identify the applicable portions of the Offeror's Proposal that contain data or materials to be protected and shall state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted, must be identified on the applicable page(s) within the Offeror's Proposal, by some distinct method, such as highlighting, underlining, etc. **The classification of an entire Proposal document, line item prices and/or total Proposal prices as proprietary or trade secrets is not acceptable and may result in rejection and return of the Proposal, at the University's sole discretion.**
10. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information which the offeror desires to present that does not fall

within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.

11. Ownership of all data, materials and documentation originated and prepared for VCU pursuant to the RFP shall belong exclusively to VCU and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Section 34F of The Governing Rules, in writing, either before or at the time the data or other material is submitted. The outside of the proposal must be marked to denote proprietary information is contained in the documents. The written notice must:
 1. be submitted as an attachment to the Offeror's proposal;
 2. specifically identify the applicable portions of the Offeror's proposal that contains data or materials to be protected (e.g. Tab 4, pages 1 through 3); and
 3. state the reasons why protection is necessary
12. Invoicing and Payment: Firm must complete Appendix II which is available at: http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Appendix_2.pdf
13. Communications regarding this Request for Proposals (RFP) shall be formal from the date of the issuance for this RFP, until either a Contractor has been selected or the University Procurement Services Department rejects all proposals. Formal communications shall be directed to the University Procurement Department only. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than Procurement Services Department representative may result in the offending Offeror's Proposal being rejected.
14. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available. Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU, on the Offerors presentation team. VCU reserves the right to rescore proposals following oral presentations.
15. The version of the solicitation issued by the Virginia Commonwealth University Purchasing Department as amended by any addenda is the mandatory controlling version of the document. Any modification of or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by the Virginia Commonwealth University Purchasing Department unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Commonwealth University reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until

after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by the Purchasing Department.

16. Exceptions: Firm must note any exceptions to any of the requirements and/or any of the terms and conditions stated in this RFP in *Appendix III: Exceptions*.

13. Additional information is available at:

<http://go.vcu.edu/procurement-purchasing>

X. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's Proposal using the criteria specified below and selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (*Governing Rules Section 49-D*). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at

<http://www.eva.virginia.gov> for a minimum of 10 days

A. Evaluation Criteria:

Proposals shall be evaluated by VCU using the following criteria:

1. **Qualifications and Experience (30%):** The Firm's relevant expertise and experience in conducting move services for institutions of higher education
2. **Methodology/Approach (30%):** Demonstrated ability to prepare and utilize a planning process that meets the statement of needs assigned to this RFP
3. **Pricing (20%)**
4. **Current and Projected Workload (10%):** Number of staff/ability to pull in additional staff when needed for larger projects or multiple projects at one time)
5. **SWaM Status/Utilization (10%):** *Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract*

XI. Fees: Please Complete and sign Attachment "A"-Pricing

XII. GENERAL TERMS AND CONDITIONS:

- A. **PURCHASING MANUAL:** This RFP is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the VCU Procurement Services Office. In addition, the manual may be accessed electronically at <http://procurement.vcu.edu/> or a copy can be obtained by calling VCU Procurement Services at (804) 828-1077.
- B. **APPLICABLE LAW AND COURTS:** This RFP and any resulting Contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their Proposals, Offerors certify to the Commonwealth and to VCU that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 2.2-4311 of the *Virginia Public Procurement Act*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1).

In every Contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this Contract, the Contractor agrees as follows:
 - a) Virginia Commonwealth University is an equal opportunity/affirmative action institution providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability. As such, the Contractor will not discriminate against any employee or applicant for employment because of age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability or any other basis prohibited by state law related to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.

- c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 - 2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their Proposals, Offerors certify that their Proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their Proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By submitting their Proposals, Offerors certify that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.
- F. DEBARMENT STATUS: By submitting their Proposals, Offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. ANTITRUST: By entering into a Contract, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS: Failure to submit a Proposal on the official VCU Form provided for that purpose may be a cause for rejection of the Proposal. Modification of, or additions to, the General Terms and Conditions of the solicitation may be cause for rejection of the Proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a Proposal.
- I. PAYMENT:
- 1. To Prime Contractor:
 - a) Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/Contract. All invoices shall show the VCU Contract number and/or purchase order number; social security number (for individual Contractors) or

the federal employer identification number (for proprietorships, partnerships, and corporations).

- b) Any payment terms requiring payment in less than thirty (30) days will be regarded as requiring payment thirty (30) days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than thirty (30) days, however.
- c) All goods or services provided under this Contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public institution is being billed.
- d) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e) Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, VCU shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A Contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this Section do not relieve VCU of its prompt payment obligations with respect to those charges that are not in dispute (Code of Virginia, § 2.2-4363).

2. To Subcontractors:

- a) Contractor awarded a contract under this RFP is hereby obligated:
 - i. To pay the Subcontractor(s) within seven (7) days of the Contractor's receipt of payment from VCU for the proportionate share of the payment received for work performed by the Subcontractor(s) under the contract;
or
 - ii. To notify VCU and the Subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.
- b) The Contractor is obligated to pay the Subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from VCU, except for amounts withheld as stated in 2. above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier

Contractor performing under the primary contract. A Contractor's obligation to pay an interest charge to a Subcontractor may not be construed to be an obligation of VCU.

- J. PRECEDENCE OF TERMS: Paragraphs A-J of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- K. QUALIFICATIONS OF OFFERORS: VCU may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to VCU all such information and data for this purpose as may be requested. VCU reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. VCU further reserves the right to reject any Proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy VCU that such Offeror is properly qualified to carry out the obligations of the Contract and to provide the services and/or furnish the goods contemplated therein.
- L. TESTING AND INSPECTION: VCU reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- M. ASSIGNMENT OF CONTRACT: A Contract shall not be assignable by the Contractor in whole or in part without the written consent of the VCU Director of Procurement Services.
- N. CHANGES TO THE CONTRACT: Changes can be made to the Contract in any one of the following ways:
1. The parties may agree in writing to modify the scope of the Contract. An increase or decrease in the price of the Contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the Contract.
 2. The VCU Procurement Services Department may order changes within the general scope of the Contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give VCU a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a) By mutual agreement between the parties in writing; or
 - b) By agreeing upon a unit price or using a unit price set forth in the Contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to the VCU's right to audit the Contractor's records and/or to determine the correct number of units independently; or

- c) By ordering the Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the Contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present VCU with all vouchers and records of expenses incurred and savings realized. VCU shall have the right to audit the records of the Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to VCU within thirty (30) days from the date of receipt of the written order from VCU. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the Contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this Contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this Contract shall excuse the Contractor from promptly complying with the changes ordered by the VCU Procurement Service Office or with the performance of the Contract generally.
- O. DEFAULT: In case of failure to deliver goods or services in accordance with the Contract terms and conditions, VCU after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which VCU may have in law or equity.
- P. USE OF BRAND NAMES: Unless otherwise provided in this RFP, the name of a certain brand, make or manufacturer does not restrict Offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article, which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The Offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable VCU to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Unless the Offeror clearly indicates in its proposal that the product offered is an "equal" product, such proposal will be considered to offer the brand name product referenced in the RFP.
- Q. TRANSPORTATION AND PACKAGING: By submitting their Proposals, all Offerors certify and warrant that the price offered for FOB Destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity. Further, Offeror shall bear the risk of loss until the goods and equipment until VCU accepts Delivery of them.

- R. INSURANCE: By signing and submitting a Proposal under this RFP, the Offeror certifies that if awarded the Contract, it will have the following insurance coverages at the time the Contract is awarded. For construction contracts, if any Subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The Offeror further certifies that the Contractor and any Subcontractors will maintain these insurance coverages during the entire term of the Contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

Minimum Insurance Coverages and Limits Required for Most Contracts:

1. Worker's Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify VCU of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the Contract shall be in noncompliance with the Contract.
 2. Employers Liability - \$100,000.
 3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. VCU must be named as an additional insured and so endorsed on the policy.
 4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)
- S. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract as a result of this RFP, VCU will publicly post such notice electronically at <http://www.eva.virginia.gov> for a minimum of ten (10) days.
- T. DRUG-FREE WORKPLACE: During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every Subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each Subcontractor and/ or Vendor.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific Contract awarded to a Contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale,

distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the Contract.

U. **NONDISCRIMINATION OF CONTRACTORS:** A Bidder, Offeror, or Contractor shall not be discriminated against in the solicitation or award of this Contract because of race, religion, color, sex, national origin, age, disability, or against faith-based organizations or any other basis prohibited by state law relating to discrimination in employment. If the award of this Contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this Contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

V. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA

Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in VCU. The eVA portal is the gateway for vendors to conduct business with VCU Institution and other public bodies. All Vendors desiring to provide goods and/or services to VCU shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration.

Vendor Transaction Fees are determined by the date the original purchase order is issued and are as follows:

1. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
 - a) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - b) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
2. For orders issued July 1, 2014 the vendor transaction fees can be found at www.eVA.virginia.gov

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately thirty (30) days after the corresponding purchase order is issued and payable thirty (30) days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

XIII.SPECIAL TERMS AND CONDITIONS:

A. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.

- B. ADDITIONAL USERS OF CONTRACT: It is the University's intent to provide other Virginia Association of State College and University Purchasing Professionals (VASCUPP) with access to the University's Agreements and to provide Contractors with opportunities to do business with other VASCUPP institutions of higher education. To that end and if agreeable with the Contractor, the following Colleges and Universities listed are the VASCUPP institutions and may have access to any agreement resulting from this solicitation: College of William and Mary, University of Virginia, George Mason University, Virginia Military Institute, James Madison University, Old Dominion University, Virginia Polytechnic Institute & State University and Radford University. Upon written request from a VASCUPP institution, the Contractor may allow access to the Contract. Although the University desires to provide access on such contract to VASCUPP, the Contractor is not required to provide such access. A firm's willingness to provide this access to VASCUPP members will not be a consideration in awarding this contract. Although the VASCUPP Agencies may have access to any resulting Agreement, VASCUPP is not bound to use the Agreement and any use of the Agreement is strictly optional. If the VASCUPP institutions choose to access the Agreement and the Contractor agrees to such access, the terms and conditions of the Agreement will be in full force and effect as between the VASCUPP institutions and the Contractor. VCU will have no responsibility for the resolution of any contractual disputes, or for payment for services rendered which may arise from a VASCUPP institution accessing the Agreement. The Contractor understands and agrees that it shall not have any recourse against VCU with respect to any claim it may have against another VASCUPP institution that accessed this Agreement.
- C. AUDIT: The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- D. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- E. AWARD OF CONTRACT:
1. Proposals will be evaluated based upon the information provided in the Offeror's Proposal using the criteria specified below and selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (*Governing Rules Section 49-D*). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is

clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

- F. **BEST AND FINAL OFFER (BAFO)**: At the conclusion of negotiations, the Offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Offeror(s). The Offeror(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
- G. **PROPOSAL ACCEPTANCE PERIOD**: Any proposal in response to this solicitation shall be valid for ninety (90) days. At the end of the ninety (90) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
- H. **PROPOSAL PRICES**: Proposal prices shall be in the form of a firm unit price for each item during the contract period
- I. **CANCELLATION OF CONTRACT**: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- J. **CONTRACTOR LICENSE REQUIREMENT**: By my signature on this solicitation, I certify that this firm/individual and subcontractor is properly licensed for providing the goods/services specified.

Contractor Name: _____

Subcontractor Name: _____

License# _____ Type: _____

- K. **DRUG FREE WORKPLACE**: The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:
 - 1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and
 - 2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).
 - 3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.

- L. ELECTRONIC DATA INTERCHANGE: University Purchasing has a great interest in utilizing Electronic Data Interchange (EDI) to improve efficiency of operation in the transmission of purchasing related information. Contractors are encouraged to provide a statement indicating their current EDI capabilities and/or future plans to establish/improve their EDI capabilities.
- M. EXTRA CHARGES NOT ALLOWED: The proposal price shall be for complete services ready for Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- N. GOVERNANCE: The terms and conditions govern the contract and not any Contractor terms and conditions or services agreement.
- O. GRAMM-LEACH-BLILEY ACT:
 The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.
- P. IDENTIFICATION OF PROPOSAL: The proposal package should be identified as follows:

From: _____

Name of Offeror	Due Date	Time
Street or Box Number	RFP No.	
City, State, Zip Code +4	RFP Title	

Name of Contract Service Manager: John Kostyniuk, Construction Procurement Manager

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

- Q. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.
- R. INSPECTION OF JOB SITE: My signature on this solicitation constitutes certification that I have inspected the job site and am aware of the conditions under which the work must be accomplished. Claims, as a result of failure to inspect the job site, will not be considered by the Commonwealth.
- S. REFERENCES: Offerors shall provide a list of at least 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person and telephone number.

<u>ORGANIZATION</u>	<u>ADDRESS</u>	<u>CONTACT PERSON</u>	<u>TELEPHONE</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

- T. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- U. WARRANTY (COMMERCIAL): The Contractor agrees that the supplies or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the Contractor gives any customer for such supplies or services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation. A copy of this warranty must be furnished with the proposal.
- V. WORK SITE DAMAGES: Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the Contractor's expense.
- W. DAMAGE TO PUBLIC OR PRIVATE PROPERTY: Under this contract, the Contractor shall be responsible for making repairs, as necessary, to public or private property damaged by their work at the Contractor's sole expense. Pavement, curbs or sidewalk repairs shall be as specified by the City of Richmond VA, Department of Public Works for each separate location at which time such repairs may be required as a result of the contractor's operations under the Contract.

- X. CONVENIENCE TO GENERAL PUBLIC AND PROPERTY OWNERS: All work covered under this Contract shall be done in such a manner as to cause as little inconvenience as possible to the general public and property owners. All equipment and resulting material shall be placed along the route of the work so as not to inconvenience vehicular and pedestrian traffic. The Contractor shall provide adequate means to safely direct traffic past the point of construction and all other points that are affected by the work at all times. No closures shall be allowed unless specifically coordinated and approved. Access to property shall be maintained, and any time where there is a loss of access, the Contractor shall coordinate with VCU Department of Physical Plant. No payment will be made for the maintenance of traffic.
- Y. POLICY OF EQUAL EMPLOYMENT: Virginia Commonwealth University is an equal opportunity/affirmative action employer. Women, Minorities, persons with disabilities are encouraged to apply. The University encourages all vendors to establish and maintain a policy to insure equal opportunity employment. To that end, Offerors should submit along with their proposals, their policy of equal employment.
- Z. COMMUNICATIONS: Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department.

Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.

AA. eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS: The solicitation/contract will result in purchase order(s) with the eVA transaction fee specified below assessed for each order.

1. For orders issued July 1, 2011 thru June 30, 2013, the Vendor Transaction Fee is:
 1. DSBSD-certified Small Businesses: 0.75%, Capped at \$500 per order.
 2. Businesses that are not DSBSD-certified Small Businesses: 0.75%, Capped at \$1,500 per order.
2. For orders issued July 1, 2013, and after, the Vendor Transaction Fee is:
 1. DSBSD-certified Small Businesses: 1%, Capped at \$500 per order.
 2. Businesses that are not DSBSD-certified Small Businesses: 1%, Capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, may provide an electronic catalog (price list) or index page catalog for items awarded. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eVA.virginia.gov. Contractors should email Catalog or Index Page information to eVA-catalog-manager@dgs.virginia.gov.

BB. ELECTRONIC COPIES OF PROPOSALS:

The successful Contractor may be required to provide the VCU Department of Procurement Services with a copy of the Contractor's entire original proposal (to include all attachments), and all subsequent correspondence (i.e. responses to requests for clarification and documents generated through the negotiation process) in an unsecured electronic format (i.e. email, disc – CD or DVD or flash drive). The Contractor SHALL NOT INCLUDE ANY PREVIOUSLY IDENTIFIED PROPRIETARY INFORMATION IN THE ELECTRONIC FORMAT; VCU will post the Contractor's original proposal, and all subsequent correspondence on the VCU Department of Procurement Services Website, VCU shall not be responsible for the Contractor's failure to exclude proprietary information submitted in the unsecured electronic format).

CC. CONTRACT SUMMARY:

The Contractor must provide to the University within fourteen (14) days after award of contract, an unsecured electronic summary of the contract. All the main features of the contract, including pricing, must be summarized. The contract summary will provide information for authorized users that choose to access the contract.

DD. PROTEST:

Any Offeror who desires to protest the award or decision to award a Contract shall submit the protest in writing to:

Director of Procurement Services
Virginia Commonwealth University
912 West Grace, 5th Floor
Richmond, VA 23284

VCU will announce the award utilizing the Commonwealth of Virginia's e-Procurement system (eVA). The protest must be received no later than ten (10) days after the award or the announcement of the decision to award, whichever occurs first. However, if the protest of any actual or potential Offeror depends in whole or in part upon information contained in public records pertaining to the procurement transaction that are subject to inspection under the Rules Governing Procurement of Goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia Governed by Subchapter 3 of the Restricted Higher Education Financial and Administrative Operations Act., Chapter 4.10 (§23-38.88 et seq) of Title 23 of the Code of Virginia, §34, then the time within which the protest shall be submitted shall expire ten (10) days after those records are available for inspection by such Offeror under §34, or at such later time as provided in this section.

VCU Notices of Award(s) or Notices of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

No protest shall lie for a claim that the selected Offeror is not a responsible Offeror. The written protest shall include the basis for the protest and relief sought.

The VCU Director of Procurement Services shall issue a decision in writing within ten (10) days of receipt stating the reasons for the action taken. This decision shall be final unless the Offeror appeals within ten (10) days of receipt of the written decision by instituting legal action as provided in Section 54 of the Governing Rules.

Nothing in this clause shall be construed to permit a proposer to challenge the validity of the terms or conditions of the RFP. "Days" as used in this paragraph refer to calendar days. If a deadline falls on a Saturday or Sunday, the next business day shall be considered to be the deadline.

XIV. SWAM COMMITMENT AND REPORTING REQUIREMENTS

By submitting a Proposal, Offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.

SMALL, WOMEN-OWNED, AND MINORITY-OWNED BUSINESS COMMITMENT (SWaM):

It is the policy of the Commonwealth of Virginia that 42% of its purchases be made from small businesses to contribute to the establishment, preservation, and strengthening of small businesses, and businesses owned by women and minorities, and to encourage their participation in VCU procurement activities. The Commonwealth encourages Contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts or other contractual opportunities.

Offerors must submit complete Appendix I (see section XVI) unless offeror is a DSBSD certified small business. DSBSD certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.

Use of Subcontractors: If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. **Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix 1- Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority.** The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract.

SWaM REPORTING AND DELIVERY REQUIREMENTS:

Unless the Contractor is a DSBSD certified small business, the Contractor shall submit quarterly reports on the direct involvement of Department of Small Business and Supplier Diversity (DSBSD) certified SWaM Businesses in the performance of the Contract. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Procurement Services Office
Attn: SWaM Coordinator
912 W. Grace Street, POB 980327
Richmond, VA 23284
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

XV. APPENDICES:

Appendix I: SWAM Form

Appendix II: Invoicing and Payment Form

Appendix III: Exceptions

XVI. ATTACHMENTS:

Attachment A: Pricing

Attachment B: Move Management Definitions

Attachment C: PHYSICAL PLANT Sample Surplus Inventory Form & Required Data

APPENDIX I (SWaM Form)

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority-owned business** is a business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority Individual:** “Minority” means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 - “Asian Americans” means all persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Marinas, the Philippines, U. S. territory of the Pacific, India, Pakistan, Bangladesh and Sri Lanka and who are regarded as such by the community of which these persons claim to be a part.
 - “African Americans” means all persons having origins in any of the original peoples of Africa and who are regarded as such by the community of which these persons claim to be a part.
 - “Hispanic Americans” means all persons having origins in any of the Spanish speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who are regarded as such by the community of which these persons claim to be a part.

- “Native Americans” means all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.
- “Eskimos and Aleuts” means all persons having origins in any of the peoples of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN
BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Minority Business Enterprise (DMBE) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWAM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

List the names of the SWAM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

<u>Name of Businesses:</u>	<u>SB, WO, MO:</u>	<u>Role in contract:</u>
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Commitment for utilization of DMBE SWAM Businesses:

_____ % of total contract amount that will be performed by DMBE certified SWAM businesses.

Identify the individual responsible for submitting SWAM reporting information to VCU:

Name

Printed:

Email:

Phone:

Offeror understands and acknowledge that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged:

By (*Signature*):

Name Printed:

Title:

Email:

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Minority Business Enterprise (DMBE; <http://www.dmb.e.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.

Appendix II: Invoicing and Payment:

The Contractor shall submit a fully itemized invoice to Virginia Commonwealth University, Accounts Payable and Support Services, Box 980327, Richmond, VA 23298-0327, that, at minimum, includes the following information: the Virginia Commonwealth University purchase order number; a description of the goods or services provided; quantities; unit prices; extended prices; and total prices. Payment will be issued in accordance with the payment method selected below and with the Commonwealth of Virginia Prompt Payment Legislation. Upon request by VCU, the Contractor shall submit invoices electronically using the Ariba Network or other e-commerce channel utilized by VCU; and agrees to comply, within reason, with any future e-commerce initiatives including, but not limited to: procurement, procurement content, sourcing or any other electronic procurement and sourcing solutions. Questions regarding this method of invoicing should be sent to: ecommerce@vcu.edu.

Payment: VCU Procurement Services is automating the payment process to the greatest extent possible. Contractors are encouraged to accept payment electronically through the commercial card program. Please review the payment methods described below and select one for your firm. By selecting the payment method below, Contractor acknowledges that the selected payment method is **not specific to the contract resulting from this solicitation and will apply to all payments made to the Contractor** by Virginia Commonwealth University. For example, if the Contractor has an existing contract(s) and is currently receiving payment by paper check, and the Contractor is now electing to receive payment by the commercial card, **all payments** will be made using the commercial card once the commercial card payment process is implemented for the firm.

Payment Methods

- **Electronically through a Wells Fargo Visa commercial card:** Payment will be made ten days (10) after receipt of a proper invoice for the amount of payment due, or ten (10) days after receipt of the goods or services, whichever is later. It is the Contractor's responsibility to contact its banking institutions to determine any credit limit that may restrict the payment of invoices. It is the Contractor's responsibility to have its credit limit raised as necessary to facilitate the timely payment of all invoices. Invoices exceeding the Contractor's credit limit will be returned unpaid. Failure to accept the commercial card after award of contract will be considered a contract compliance issue and will be addressed accordingly. In addition, invoices will be returned without payment until the Contractor can accept the payment through the commercial card
- **ACH:** Electronic payment via automated clearing house (ACH) to the vendor provided bank account of record. Payment is processed thirty (30) days after receipt of a proper invoice for the amount of payment due, or thirty (30) days after receipt of the goods or services, whichever is later. Additional information about ACH payments is available at: <http://treasury.vcu.edu/banking/vendor-ach/>.

Contractor must indicate the method of payment selected:

_____ Commercial Card Payment (Wells Fargo VISA)

_____ Automated Clearing House (ACH)

Invoicing and Payment Method Acknowledgement:

Signature: _____

Name Printed: _____

Title: _____

Name of Firm: _____

Date: _____

Please identify the following contact information for the individual who will serve as the appropriate point of contact within your company to be contacted by VCU Accounts Payable to implement the electronic invoicing and payment processes:

Name of the individual: _____

Title: _____

Mailing address: _____

Email address: _____

Phone number: _____

Fax number: _____

Appendix III: Exceptions – see below.

Any and all exceptions to the terms, conditions or specifications of this RFP must be clearly stated, section by section, in the space provided below. Exceptions should be numbered to coincide with the RFP numbering and be provided in the sequence in which the item appears in the RFP. If more space is required, please copy this page or attach separate sheets. Please note VCU, at its discretion, reserves the right to consider proposals containing significant exceptions to be non-responsive.

ATTACHMENT A
Pricing

Hourly Rate	\$
Note the hourly rate is to include <u>all cost</u> (including but not limited to supervision, office supplies, transportation, miscellaneous and incidentals)	

Acknowledged:

By (*Signature*):

Name Printed:

Title:

Email:

ATTACHMENT B

Move Management Definitions

VCU FMD

Virginia Commonwealth University Facilities Management Division

MOVE MANAGER

The person assigned to be the primary point of contact from the consulting firm who will serve as the project lead to coordinate and oversee all aspects of the relocation project per the terms and conditions of the VCU contract for services.

MOVE LIAISON

The person assigned to be the primary point of contact for the client group(s) directly impacted by the relocation who will assist in providing the Move Manager information required for scope of work and schedule development.

VCU PROJECT MANAGER

The person assigned to be the primary point of contact from VCU FMD Planning & Design, VCU FMD Interior Design, VCU FMD Construction Management, VCU FMD Renovations or the VCU School of Medicine Director of Space Management who is responsible for the managing the overall project, project budget and project schedule. The VCU Project Manager will assist with the generating EP and work order requests.

PROJECT DIRECTORY

The project directory is to be generated and distributed to the project team by the Move Manager and is to include the names, company names, department names, email addresses and phone numbers for key project team members and vendors participating in the relocation project.

MASTER SPREADSHEET

The master spreadsheet is to be generated by the Move Manager to include all employees directly impacted by the relocation. It is to include employee names, department names, phone numbers, fax numbers, origin location, destination location and move date and/or phase.

DEFINITIONS (Continued)

VCU SURPLUS FORM

The VCU Surplus form is required to detail the inventory of items being delivered to the VCU Surplus warehouse. This form must be completed and signed by the client group for submittal to VCU Surplus in advance of the delivery date. The form will also require review and approval by the VCU Office of Environmental Safety if lab equipment items are included in the surplus inventory. [Sample attached.]

DAY ONE CHECKLIST

The Move Manager may be required to provide a “Day One” or “Welcome to Your New Space” checklist for the purpose of addressing employee concerns or issues on the first day of occupancy. This document would be created by the move manager so that it conforms to the client’s specific needs and is distributed to staff just prior to the move. The Move Manager would address all concerns and issues during the scheduled help desk on their first day of occupancy. The checklist and help desk is not required for every relocation and is dependent on the client and size of the move.

MOVE MANAGER STATEMENT OF WORK

The Move Manager Statement of Work is the VCU policy and procedures guide and is to be agreed upon and adhered to by the Move Manager contracted by VCU to provide relocation management services under the terms and conditions of this Request for Proposal.

QUICK FM

<https://quikfm.vcu.edu/>

QuickFM is an on-line customer service portal for Facilities Management. This system is utilized by VCU students, faculty and staff to report facilities concerns and request services through VCU FMD. Once a request for services is placed, a work order number is issued into the Quick FM system for assignment to the appropriate support group and is subsequently utilized for tracking that service until completion.

Attachment C

PHYSICAL PLANT – SAMPLE SURPLUS INVENTORY FORM & REQUIRED DATA

AVAILABLE FOR DOWNLOAD: <http://www.fmd.vcu.edu/physicalplant/warehouse.html>



Physical Plant Surplus/Move Form

This form is required before removal of surplus property

Department:	Date:
Location:	Phone #
Contact Person:	WR#
Fixed Asset Custodian (print)	Type of Lab:
Create a customer request through QuikFM at: https://quikfm.vcu.edu	Customer Signature:

FORWARD A COPY OF THIS FORM TO:

- Department Asset Custodian
- jmware@vcu.edu
- OEHS (required for laboratory departments)

Regulated Materials:

Principal Investigators are responsible for ensuring that employees are trained in the disposal of materials as defined in the VCU/MCVH/MCVP Safety Manual. Warehouse Management and General Services is not authorized to accept items containing or contaminated with biological, chemical, or radioactive materials. The responsible person for potentially hazardous items or equipment must contact OEHS Office to schedule an Equipment Clearance. Warehouse Management nor General Services will surplus or move items without documentation from OEHS. Physical Plant will report any violation to OEHS, and the transferring department will receive a charge for all cleanup.

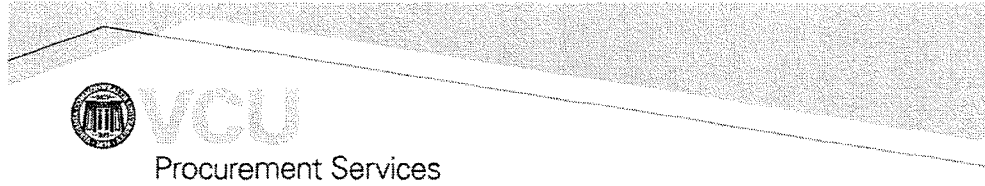
Hard Drive Data Removal Certification:

All computers that are transferred to Warehouse Management must have all hard drive data removed either by wiping the drive with approved software or destroying the hard drive.

Fluid Removal:

It is the responsibility of the releasing department/customer to submit a QuikFM request to VCU Facilities Management Maintenance Zone to remove all liquids, to include but not limited to, Freon, fluids (oil, gasoline, diesel, hydraulic fluid) and lubricants.

VCU Surplus Administrator: _____ Date: _____



RFP-Addendum

DATE: 9/22/2017

ADDENDUM NUMBER ONE (1), TO ALL OFFERORS

Reference-Request for Proposal: RFP# 7608269JK

Commodity/Title: Relocation Management Services

Issue Date: 9/5/2017

Proposal Due: 9/29/2017

Pre-Proposal Conference: Was held on 9/14/2017

The addenda includes the questions and answers along with the updated pricing attachment in eVA: See attached "Questions and Answers" and the pricing excel document in eVA title "Attachment A-Pricing"

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,
John Kostyniuk
804.828.5954

PROVEN Management LLC
Name of Firm

[Signature] CEO
Signature/Title

9-29-17
Date



VCU

Procurement Services

Questions and Answers

From Pre-Conference (Conference was held 9/14/2017):

Question #1: While the RFP permits multiple awards, please confirm it is the preference of VCU to award to a single firm or entity to obtain economies of scale?

Answer # 1: As stated in RFP, The commonwealth reserves the right to make multiple awards as a result of this solicitation. Based on needs and preferences, we may need to award to multiple vendors.

Question # 2: When the Move Manager responds to the scope of services for each task order issued by the VCU Relocation Management Services Contract Administrator, please confirm the Move Manager will be expected to provide a firm fixed price for the defined scope.

Answer # 2: Vendor will provide an estimate for the total number of hours, not-to-exceed, then invoice actual hours accrued.

Question # 3: Could you please identify the estimate quote time for response on task orders?

Answer # 3: A quote is expected to be provided within one week of receiving the request.

Question # 4: Does VCU have established rates for the preferred move vendors or will rates need to be negotiated with each estimate?

Answer # 4: Moving companies have negotiated contract rates either via existing DGS contracts or VASCUUP contracts. The move manager does not negotiate move labor or packing material rates.

Question # 5: Item #2: Please clarify where the completed Page 2 of the RFP should be included in Offeror's response. Is inclusion in a separate section acceptable?

Answer # 5: A good example for responses is to return the entire RFP and sign and note sections where needed. For ex sign sheet two and fill out the entire section and then sign the special terms and conditions (for example references). If you print and acknowledge the entire RFP you should not miss anything.

Question # 6: Item #3: Please clarify where the signed Addenda, if required, should be included in Offeror's response. Is inclusion in a separate section acceptable?

Answer # 6: same as above, easiest to print and sign in order.



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Question # 7: Item #10: Please clarify the requirement that "Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP." Would this requirement be satisfied if the offeror numbered each section answer to the RFP requirement on each page, rather than for each paragraph addressing that RFP paragraph?

Answer # 7: Please note the section and then the sub-sections in each, for example section VII (general Requirements), then A. planning and needs assessment, B furniture coord, C. Schedule, D. Vendor coord. Vendor response does not need every paragraph and bullet labeled and/or answered but please break down response and your plans to the sections. Vendor will want the reader to see and understand your response and how it ties into our needs.

Question # 8: Item #16: Please confirm that offerors are not required to return full terms and conditions and special conditions in Sections X and XI of the RFP with proposals; rather only exceptions are to be included as directed in Appendix III.

Answer # 8: The terms and conditions are set and you don't need to sign every one of them. Please note that any contract that is signed will reference these terms and conditions. If you have any exception(s) that you need VCU to be aware of, please note these in App III (note VCU at its discretion reserves the right to consider proposals containing significant exceptions to be non-responsive).

Question # 9: Please confirm that the goal of 42% of all contract dollars be provided to SWaM firms is an overall VCU requirement. As such, please confirm that each non-SWaM firm that serves as a prime contractor to VCU should strive to assist VCU in reaching this overall target as part of their efforts (e.g., primes are not required to subcontract 42% of contracted dollars to SWaM firms).

Answer # 9: You are not required to sub 42% but please note your % of swam subs. Please show your SWAM status as well. SWaM usage is 10% of the evaluation criteria and based on Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract.

Question # 10: (SWaM Form) States: "Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Minority Business Enterprise". May we include the



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names of firms that meet the SWaM requirements even if they are not certified by SWaM at the time of our proposal submission? The intent is that if we are selected, the identified subcontractors would become certified on a timely basis.

Answer # 10: Vendor will need to complete App I if not Department of Small Business and Supplier Diversity (DSBSD) certified and Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Minority Business Enterprise (DMBE; <http://www.dmb.e.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.

Question # 11: In responding to Attachment A "Pricing" please confirm that offerors can modify the form. For example, may offerors add rows to provide labor rates for multiple labor categories?

Answer # 11: Yes. Attached is a new pricing Attachment A with the new titles (Senior Move Manager, Move Manager, Move Manager Assistant and Interior Designer)

Question # 12: References – Are proposers permitted to contact a current VCU client contact regarding this RFP only to request permission to use them as a reference for this proposal?

Answer # 12: Yes-but as stated in the RFP, vendor can't have formal discussions around the RFP, you can talk past job(s) and try to get a reference. But vendor cannot discuss the ongoing RFP.

Question # 13: VCU Logo – Are proposers permitted to include the VCU logo in their submissions?

Answer # 13: Yes

Question # 14: Who is the current move manager performing the duties requested, and how long have they been in place?

Answer # 14: Numerous, VCU has seen: Erin Crane (hourly employee for 9.5 yrs from 2006-2015), FM solutions via DGS contract for two years and Heery International via a DGC contract for 3 months.

Question # 15: When can interested parties expect to receive responses to the questions that are due by 9/20?

Answer # 15: By 9/22 or Monday 9/25 at latest to allow time for response deadline on 9/29.



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Question # 16: Please provide an estimate of the average number of requests for move management services received per month and during peak periods (i.e. Winter/Spring breaks)?

Answer # 16: Can't provide solid number but we can say that for the fiscal year of 2016 that \$105,884.75 dollars' worth of EP's were issued in total EP's (issued by other departments or invoices paid by p-card).

Question # 17: What is the likelihood that other members of the VASCUPP will require move management services from the awardee?

Answer # 17: Can't guarantee, it will be available to the other schools on the vascupp.org website, but VCU has no control over the amount they might use. Vendor can promote the contract to other schools if they would like. I can give you an example of my usage and that I use a VASCUUP contract for about 20% of my purchases.

Question # 18: Is there an existing furniture asset tagging system in place or will this be a new process that would begin with the move management contract award? If there is already a system in place, what kind of software is currently being used for this task?

Answer # 18: Existing tag system is in place. The move manager is only required to record asset tags found on inventoried items planned for surplus. Each department has a fixed asset custodian responsible for these items, whom the move manager would work with to ensure the information is accurately reported to surplus.

Question # 19: Will the awardee solely be responsible for space planning of existing furniture or will this be in conjunction with a VCU interior designer?

Answer # 19: The awardee will be responsible for space planning existing furniture being relocated and would work directly with the client group for plan review and approval.

Question # 20: Will the awardee be required to use AutoCAD, CAP 20/20, or other software programs to perform the requested tasks?

Answer # 20: Plans are typically provided via AutoCad or pdf format.

Question # 21: Does internal VCU staff handle small-scale moves submitted through Quick FM, or is the awardee expected to be involved in all move activity regardless of size/scope?

Answer # 21: VCU physical plant has an in-house staff who address most small-scale moves submitted via QuickFM. Typically, if the move is larger in scale, requires inventory/space planning, multi-phased and/or after-hours/weekend work, it will be assigned to a move management firm to coordinate.



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Question # 22: Please confirm that the awardee is required to price all move projects individually with estimated hours and receive approval before work commences.

Answer # 22: Yes

Question # 23: Will the awardee be responsible for writing the RFP for any move services?

Answer # 23: We will not put out bids and submit a new RFP once a contract is signed. VCU wants the vendor to write a plan for every move but I would not call that an RFP that is the move plan/schedule.

Question # 24: The RFP states (page 39) that the hourly rate be all-inclusive including supplies, transportation, incidentals, and supervision. Can you please provide clarification on how that information should be presented? For instance, should we list our hourly rate and each estimated incidental per move? Hourly rate, trip charge, accommodations/per diem, etc.?

Answer # 24: Basically it's your loaded labor rate.

Question # 25: Can other departments request via this contract not just move planning team?

Answer # 25: Yes all groups can use. VCU uses QuickFM and we will see if a request qualifies for move management due to volume, detailed inventory, space planning, multiple phases or after hours. If it come from QuickFM that will be coming from another department.

Question # 26: Can you post the attendance list of eVA?

Answer # 26: Yes. We had: Jones Lang LaSalle Inc, Heery International, KSA Interiors, Professional Moving & Storage, IBI Group, Creative, Gilbane Building Company, Procon Consulting, KGO, MGAC, Peck Peck + Associates, Graebel Commercial Services, FM Solutions, Projects Solutions and JK Moving.

Question # 27: After due date how long till close/sign contract?

Answer # 27: Can't give exact date but hopefully within 30 days. We have to review and since several players are involved I can't guarantee a date. I try/like to sign within 30 days but some go longer.

Question # 28: Once hired is the move manager required to be here or can they meet virtually?

Answer # 28: Will be project specific, some projects will be fine to do virtually but we like to have someone on campus. There could be some projects that require you to be on campus.



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Question # 29: Is there space for manager on campus?

Answer # 29: No. We can't provide space or parking.

Question # 30: Is the move manager required to be on VCU internal e-mail system?

Answer # 30: No

Question # 31: Will we have access to every building?

Answer # 31: Vendor will need to get a contractors badge (the cost is on the contractor and it was \$25). Vendor will need to get screening then depending on the project VCU will request access to that building or floor.

Question # 32: CAD files, do you have for every building?

Answer # 32: We should, the system that is currently used by our Planning & Design department to maintain all facility floor plans is called FM: Interact. It is a web based system in which floor plans are maintained in order of campus and building name. VCU does not allow outside firm access to this system. All requests for floor plans and autocad files for the purpose of space planning must be placed through the VCU Relocation Management Services Contract Administrator in the Office of Planning & Design.

End of questions and answers from pre-conference.

Additional Questions and Answers:

Question # 33: Can the response include hourly costs for: Sr PM, PM, and project assistant instead of the single hourly cost requested on Attachment A?

Answer # 33: Attached is a new pricing Attachment A with the new titles (Senior Move Manager, Move Manager, Move Manager Assistant and Interior Designer)

Question # 34: Attachment A-Pricing: Please confirm that it is acceptable for the responding vendor to list multiple job titles/responsibilities with different hourly rates (i.e.: Project Manager, Move Manager, Move Coordinator).

Answer # 34: See above, attached is a new pricing Attachment A with the new titles (Senior Move Manager, Move Manager, Move Manager Assistant and Interior Designer)

Question # 35: VCU currently utilizes two vendors from the DGS contract (DGS Non-Professional Services-Construction Testing and Environmental Services Contract #DEB07012016MC). Once this VCU specific contract is awarded, will VCU Project



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Managers still be able to utilize vendors under the DGS contract or will the new contract be the sole vehicle for engaging Relocation Management specialists?

Answer # 35: This will be an optional use contract: The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU

Question # 36: Is there an incumbent providing these services?

Answer # 36: VCU has used these sources: Erin Crane (hourly employee for 9.5 yrs from 2006-2015), FM solutions via DGS contract for two yrs and Heery International via a DGC contract for 3 months.

Question # 37: Page 2 of the RFP (middle section) states (in bold) "If proposals are hand delivered.....RFP #7635588JK....." Should this be RFP #7608269JK?

Answer # 37: Yes, that was a typo, this RFP is 7608269JK

Question # 38: How many projects do they anticipate per year?

Answer # 38: Can't provide exact numbers, but we can say that for the fiscal yr of 2016 that \$105,884.75 dollars' worth of EP's for move management was used at VCU. This does not include projects that may have been issued by other departments or invoices paid by p-card.

Question # 39: Please confirm the size of moves to be handled by the awardee (i.e. 5000 sf and above).

Answer # 39: Move size will be varied and cannot be quantified by square footage or headcount. As noted during the pre-bid, typical moves, adds and changes are handled by an in-house crew. Should a move require after-hours labor, multiple phases, detailed furniture or surplus inventory and/or space planning, move management services will be required.

Question # 40: Please confirm that you are requesting one (1) hourly rate for one (1) Relocation Manager only. Section IV, Page 5 states "The goal is to have a single point of contact", but Page 6 states "There may also be circumstances in which multiple renovation projects.....in which additional staffing would be required".

Answer # 40: See above, attached is a new pricing Attachment A with the new titles (Senior Move Manager, Move Manager, Move Manager Assistant and Interior Designer)

Question # 41: Do you request any key personnel resumes?

Answer # 41: Please include resumes and past experience

Question # 42: Does VCU currently have an asset management system?



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Answer # 42: Yes, an existing asset tag system is in place. The move manager is only required to record asset tags found on inventoried items planned for surplus. Each department has a fixed asset custodian responsible for these items, whom the move manager would work with to ensure the information is accurately reported to surplus.

Question # 43: Will furniture inventories include systems furniture parts/pieces (i.e. panels, brackets, work surfaces, etc)?

Answer # 43: No. That service is typically provided by a furniture dealer.

Question # 44: Would the awarded contractor need to provide a "help desk" on Day One of move back?

Answer # 44: Yes, but this requirement will be on a project by project basis. Not all moves will require this service. VCU will specify whether or not it will be required at the time the move management proposal is requested.

Question # 45: What is the timeframe on the NTP for each task order?

Answer # 45: The typical turnaround time on the move management services proposal review and approval could range anywhere from 48 hours to several weeks depending on the project.

Question # 46: Could some meetings be handled via phone/video vs. all in person?

Answer # 46: Will be project specific, some projects will be fine to do virtually (but VCU would prefer to have someone on campus). There could be some projects that require you to be on campus. Most meetings will require the move manager to attend in person. If the project is large in scale and duration, then yes, conference call attendance would be acceptable for the project status update meetings.

Question # 47: Will there be a special requirement for handling the relocation of the biosafety equipment?

Answer # 47: Biosafety cabinets require decontamination services before the move and inspection/certification after the move. The principal investigator should coordinate these services, however, some projects may require the move manager coordinate directly with the vendor in conjunction with the move, i.e. request an estimate for services, place a purchase order request via the client and coordinate the vendor's schedule.

Question # 48: Special Terms and Conditions, Item: U. Warranty (Commercial): Please describe what warranties the vendor/contractor would be providing under this contract? As a professional consulting services firm, we do not issue commercial warranties to clients/customers. Would a statement regarding our most favorable rates be sufficient to fulfill this requirement of the RFP? If not, should we list this as an exception to the contract?



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Answer # 48: If you are ever required to provide a product or service that would have a warranty, we would require the most favorable rate offered (either by you or the manufacturer of the product).

Question # 49: In the pre-proposal conference, VCU had noted that, as far as price proposal goes, the University is expecting a loaded rate that includes administrative work as well as printing services. The printing services would be difficult to integrate within an hourly labor rate since the amount/type of printing for each project could vary greatly. Does VCU indeed intend for each proposer to include printing services within the hourly labor rate or may the successful proposer(s) included printing as a separate, estimated line item within each subsequent task order proposal?

Answer # 49: Requirements of the move manager can include but are not limited to detailed: plans, inventory, instructions, and conditions. These detailed tasks will be dictated by the relocation project scope of work and VCU Project Manager's or Client Group's request for services we are requiring. VCU knows that printing services could vary greatly depending on the project size. If needed a vendor could provide this on the project quote/estimate and the contract administrator would approve/deny. Please note that vendors quote(s) for additional products or services will be for cost only and all invoices will need actual receipts. Receipts for additional products or services shall be provided on every invoice.

Question # 50: Since yearly escalation of rates to address inflation was not mentioned in the RFP, are we to assume that the same rates will apply throughout each year of the contract, including the four optional renewal years, or may we propose different rates for the base year and option years?

Answer # 50: This contract may be renewed by the Commonwealth for four (4) additional, consecutive one (1) year terms. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew should be provided approximately 60 days prior to the expiration date of each contract period.

Question # 51: Is it anticipated that the Move Manager would hold any specialty subcontracts such as furniture installation or lab equipment servicing, hazardous materials/chemical movers etc. or will all subcontracts for specialty vendors be held by VCU?

Answer # 51: Most specialty subcontracts will be held by VCU, including but not limited to: furniture installation, lab equipment servicing, hazardous materials/chemical movers.

Question # 52: We understand that we are bound to achieve our committed SWaM %. With that in mind, we believe that the use of some specialized subcontractors will depend on the specific needs identified in the individual task order scope of work and therefore we feel we cannot guarantee we will use these named subcontractors. May



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we identify and describe subcontractors that we expect to use for specific needs as per our assumptions, without providing an absolute commitment to use the named subcontractors?

Answer # 52: Yes, We ask that if the Offeror is not SWaM certified to give us your plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract. If you are not a DSBSD certified small business you must submit/complete Appendix I. If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix 1- Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority. The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract. Unless the Contractor is a DSBSD certified small business, the Contractor shall submit quarterly reports on the direct involvement of Department of Small Business and Supplier Diversity (DSBSD) certified SWaM Businesses in the performance of the Contract. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses. Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

Question # 53: In the event we have multiple subcontractors to meet the SWaM %, do we need to name the full list in this portion?

Answer # 53: Yes-If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix 1- Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority. The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract.

End of additional questions.

Revised Pricing Schedule
For Proven Management and RFP 7608269JK
12/5/2017

Pricing	Hourly Rate
Senior Move/Project Manager	\$96
Move/Project Manager	\$82
Move/Project Manager Assistant/Associate	\$68.56
Interior Designer	\$98

Note the hourly rate is to include all cost (including but not limited to supervision, office supplies, transportation, miscellaneous and incidentals)

Proven Management, LLC
Name of Firm

[Signature]
Signature/Title

12-11-17
Date



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RFP-Addendum

DATE: 11/30/2017

ADDENDUM NUMBER TWO (2), TO 7608269JK

Reference-Request for Proposal: RFP# 7608269JK

Commodity/Title: Relocation Management Services

Issue Date: 9/5/2017

Proposal Due: 9/29/2017

Pre-Proposal Conference: 9/14/2017

The addenda includes additional Terms and Conditions for RFP 7608269JK

NOTE: A signed acknowledgment of this addendum must be received by this office. Signature of this addendum does not constitute your signature on the contract. The original contract document must also be signed.

Very truly yours,
John Kostyniuk
804.828.5954

PROVEN MANAGEMENT
Name of Firm

[Signature]
Signature/Title

11-11-2017
Date



VCU

Procurement Services

These additional Terms and Conditions shall be added to Section XIII. Special Terms and Conditions of RFP 7608269JK:

Force Majeure: Either party will not be responsible for any losses resulting from delay or failure in performance resulting from any cause, event, or occurrence beyond the control, and without negligence of, the parties. Such events, occurrences, or causes include, without limitation: war, strikes or labor disputes, civil disturbances, fires, natural disasters, and acts of God

Sovereign immunity: VCU is an agency of the Commonwealth of Virginia and is afforded the protection of sovereign immunity under Virginia law. Any claims against VCU or the Commonwealth are subject to the requirements established under Virginia law for bringing such claims against VCU or the Commonwealth, including the Virginia Tort Claims Act (Va. Code §§ 8.01-195.1 et seq.) and other applicable statutes relating to claims against the Commonwealth or its agencies. Notwithstanding any other provision, nothing in this contract shall be deemed to be or construed as a waiver of VCU's or the Commonwealth's sovereign immunity, or any other applicable requirements under Virginia law for bringing claims against VCU or the Commonwealth.

LIMITATION OF LIABILITY: To the maximum extent permitted by applicable law, the Contractor will not be liable under this contract for any indirect, incidental, special or consequential damages, or damages from loss profits, revenue, data or use of the supplies, equipment and/or services delivered under this contract. This limitation of liability will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the Contractor; or (c) circumstances where the contract expressly provides a right to damages, indemnification or reimbursement. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this Agreement or in connection with any goods, services, actions or omissions relating to this Agreement, shall not under any circumstance exceed payment of the maximum purchase price. Regardless of any provision herein, Proven Management LLC shall be liable for all personal injury and property damage resulting from Proven Management LLC, its agents, officers, directors, and affiliates negligence, gross negligence, or willful misconduct.



VCU

Procurement Services

PRIME CONTRACTOR RESPONSIBILITIES: The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees

MINORITY/WOMEN-OWNED BUSINESSES SUBCONTRACTING REPORTING REQUIREMENTS AND GOALS: Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the Contractor is encouraged to offer such business to minority and/or women-owned businesses. Names of firms may be obtained from the buyer handling this solicitation and/or from the Division of Purchases and Supply. When such business has been subcontracted to these firms and upon completion of the contract, the Contractor agrees to furnish the purchasing office the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.



PROVEN

M A N A G E M E N T

Submitted On: September 29, 2017

PROVEN Management, LLC

440 First Street NW Suite 740

Washington DC 20001

DUNS:827429635

TIN:26-2838617

Denita R. Conway (authorized negotiator)

Proposal Valid for 60 days

Submitted to:

Mr. John Kostyniuk

Virginia Commonwealth University

Relocation Management Services

RFP# 7608269JK

Set Asides: HUBZONE, Minority Woman Owned, 8a



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Dear Mr. Kostyniuk and the Virginia Commonwealth University Evaluating Committee,

PROVEN Management, LLC will demonstrate to you on the following pages why we believe that we are the best team to provide Relocation Management Services for the Virginia Commonwealth University (VCU). We will demonstrate that the experience and knowledge that our company has gained delivering similar services to other clients such as the Exelon Corporation, Naval Post Graduate School, The Historical Duke Ellington School of the Arts and the Marine Corps University has translated directly into a Management Plan and Technical Approach that will most assuredly deliver the highest levels of performance and customer satisfaction to VCU. Since the company's creation in 2008, we have performed with focus, commitment and fortitude. With other projects, our processes have endured the challenges of some of the toughest of project circumstances which has helped us gain lessons learned for the benefit of VCU. You will read how we believe that our strategy will provide exceptional value and successful outcomes to the VCU Community and how our quality team, technical know-how and communication plan will support and help to ensure successful results, predictably and reliably. We have the knowledge, skills and ability to deliver exceptional levels of service and we are hoping that VCU will want the opportunity to see that we will come through, every time, no matter what the situation and no matter what is asked of us.

Sincerely,
Denita R. Conway

President and CEO (Authorized
Negotiator)



PROVEN Management, LLC
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Washington DC 20001
202.558.6787
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Executive Summary (RFP Page 17 Section A.1)

PROVEN Management, LLC (PROVEN) is a Minority/Woman owned firm located in our Nation's Capital. Our firm, established by experienced Federal Government Move Managers, has evolved from a small business working from a basement into the area's resource for Real Estate and Facility Management projects that require problem solving, adaptability, innovation, and professional subject matter experts. Through relentless work, research and innovation PROVEN has led to professionalize the moving industry and has become a long-trusted federal government partner.

PROVEN is an HUBZONE, 8a Minority, Women-Owned award winning company with a 100% success record:

- Competitive and value add capabilities
- Proven track record and trustworthy references
- Ethical leadership and employees
- Ability to provide multiple services and service multiple customers at a 100% success record

We offer a range of facility-related life-cycle services to include: construction management, interior design, furniture design and procurement, project management to relocation consulting and physical office relocation.

"The PROVEN Way"

From our experience, we have learned that the key to achieving maximum success on any project is the art of matching operating competency combined with the commitment to key customer expectations and requirements. The PROVEN Management, LLC (PROVEN) value proposition focuses on just that...our customer.

To date PROVEN has assisted more than 50 clients, both regional and nationally, one million people and over two million assets relocate on-time and on-schedule. Our team of problem solvers and subject matter experts have planned and executed

the move of many "no failure" move management contracts. From the US Secretary of Defense, to the recently acquired Presidential Transition Team's project, to managing a 10+ year move management and logistics operations contract for the Pentagon Renovation Office. What's more impressive... is that the PROVEN Team has maintained a 100% client satisfaction record since day one. Our leadership team has a combined 77+ years of logistics, move and change management, physical moving and asset management experience, and we know how to mitigate risks and optimize the abilities of our team to ensure continuous accountability and a proactive response. Our staff possesses the knowledge, and friendly, professional demeanor required to deliver a pleasurable move and contract experience for our clients and theirs.

VCU...Here's how we can help:

We have read RFP #7608269JK and we believe our team of experts can provide you with:

- Subject Matter Experts that are here to help you problem solve
- A partnership based on proven success planning and managing complex, multi-site facility logistics (to include Needs Assessments, Furniture Fixtures and Equipment Coordination, Move and Specialty Vendor Coordination, End-User pre-move assistant Space Planning, Move-Day Coordination and Asset Protection, and day-to-day special requests) for similar clients with similar project requirements and scope considerations
- A partnership rooted in a big picture understanding - The PROVEN Team understands their role in the bigger operational landscape and can offer flexible, proactive and timely solutions to evolving workplace priorities
- A partnership backed by a PROVEN history and commitment to customer service - one whose past

performance demonstrates that every job is successfully completed... quickly, safely, accurately and with 100% customer satisfaction

- A team of employers and employees who are armed with the same mission...to deliver 100% to VCU so that they may deliver on-time to their students

With an understanding of your written scope, The PROVEN Team is prepared to step in on day one and begin adding value immediately with comprehensive, forward thinking. We are 100% confident that our PROVEN approach will bring VCU quality, reliability, value and peace of mind required to ensure the job will be done on time and as assigned so your team can confidently focus on the bigger mission priorities.

Value Proposition

While we know that the areas outlined in your RFQ are required to meet your minimal expectations under this contract, we also know that not everyone who claims to provide Relocation Management Services can tout the client satisfaction scores, employee engagement, flexibility and similar past project success that we can. The theories are easy but the continuous, flawless execution, year in and year out is not.

Here's how we'll offer the best possible service AND the best possible value:

Management Plan- The "PROVEN" Solution (RFP Page 17 Section A.1)

Change is difficult - for people, and for organizations. Typically, when a facility change occurs within an organization, it is representative of a restructuring or re-alignment, new system implementation, infrastructure change, downsizing or rapid growth. PROVEN works through the challenges of each project by providing the highest level of organization, effective communication and most importantly a clear business process that is flexible and readily adaptable to the specific requirements and objectives of each client and their stakeholder communities.

We understand that responsive service, timely action and careful planning are paramount for servicing the Relocation Management requirements at VCU. We also understand that moving projects can be notoriously fluid. Our experience, as the Relocation Manager for some of the area's most complex projects has allowed the PROVEN Team to perfect our processes, mitigate the negative effects that surround moving (frequently referred to as Change Management) and ensure that our team is continuously proactive and accountable, all while providing a pleasant and effective move experience.

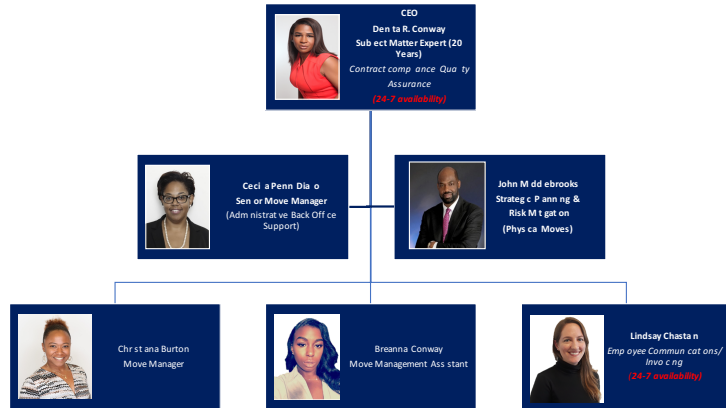
Customer Service

PROVEN proactively manages our employees, projects and work plans to deliver exceptional results. Therefore, we only employ people who are committed to their own success and who understand that customer service is our most important deliverable. As a result, PROVEN's excellent customer service rating has been maintained at 100% and reflects satisfied customers, happy and loyal employees and a direct testimonial of what happens when a firm incorporates the right performance metrics and service standards and challenges a talented and experienced team to exceed them.

Communication

Open and consistent communication across all contract stakeholders helps us to deliver the highest value for our clients, and is essential for time management, engagement implementation and performance monitoring.

Our communications plan includes regular update meetings with VCU, scheduled bi-weekly reporting for all tasks completed and meetings attended, internal and external weekly team meetings, project specific reporting and quality assurance.

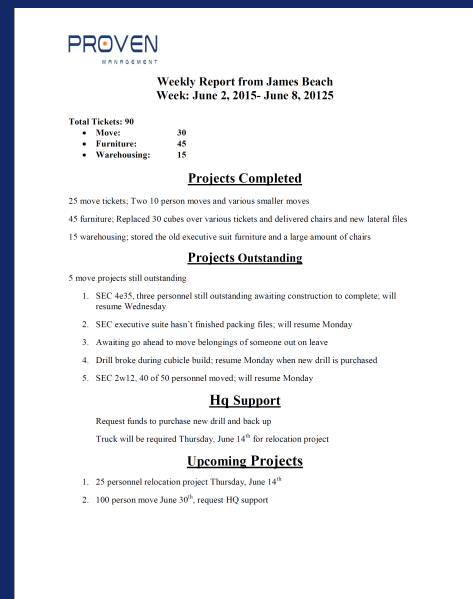


Upon project award, your team leads will be provided with the cell phone numbers of each member of our executive team. We believe that a PROVEN Team is always accessible and live that mantra day in and day out. In fact, if you call our mainline phone number after hours you won't get an answering machine or call forwarding service you'll reach one of the top two executives who forward the office phone to their personal lines every single night. It's unorthodox but it's the way we've earned the trust and respect of more than 48 major clients and we're sticking to it.

With open and ongoing communication from all parties, we can implement necessary plans quickly and increase our flexibility and customer service levels while minimizing service disruption no matter what unexpected challenges arise.

PROVEN Communication Plan

- Based upon a distribution list and task details of each client, we create a custom communication plan that includes: method, frequency and text to be communicated over the entire contract/project lifecycle.
- PROVEN issues a project status report weekly that outlines
 - Task completed
 - Task underway
 - Upcoming project
 - Risk assessment
- Our team members have continuous round the clock access to each other and company leadership via smartphone and email
- Our Relocation Managers attend a weekly meeting with PROVEN's executive team at headquarters to discuss progress, successes, and lessons learned. At these sessions, a weekly report is submitted that outlines: PROVEN Headquarters support requests, risk identified, project gains and lessons learned



Risk Mitigation

A key component of the team’s overall success formula is our proactive approach to risk management. Because move projects are notoriously fluid, we believe that managing risk is a vital and fundamental process to ensure success. We perceive risk, which is inherent in every project, as any uncertainty that has either a positive or negative consequence. The best way to manage either positive or negative consequences that may occur during execution of the project is through advanced planning – either to avoid or mitigate negative risk or to take maximum advantage of positive risk. At the outset of our involvement we will engage VCU to discuss potential risks. All risks, actualized or not, will be recorded and compiled into a project risk summary to serve as a safeguard against future occurrence or reoccurrence. The overarching objective of our risk management strategy on the VCU engagement will be to proactively manage, mitigate, and remediate project risks rather than suffer unnecessary setbacks or forgo potential benefits.



Contingency Planning

The PROVEN Team will help VCU avoid the common problems encountered in move and furniture management contracts. We will prepare contingency plans to focus on alternative strategies to address the factors that commonly delay moves and threaten operational continuity.

From our experience, we know the most common threats are:

- × Weather
- × Inadequately prepared move vendor

To ensure we do not fail on either of these issues we have made it standard operating procedures to build in contingency dates during the winter months and hurricane seasons. Additionally, our managers are required to watch the forecast daily beginning 14 days in advance of any planned activity. This proved to be pertinent for the Defense Intelligence Agency when they had a classified move scheduled for 155 people. PROVEN knew of the pending storm and planned accordingly. We communicated the issue to both the end user as well as the moving company. Then we created “what if’s” scenarios; this allowed us to have a move day plan regardless of what happen on the snow day. Because of our forward thinking and proactive planning, the Defense Intelligence Agency move was delayed but finished 2 hours ahead of schedule.

The other risk that typically surrounds moving projects are regional or campus events or an inadequately prepared move vendor. To mitigate this PROVEN has trained our staff to know moving. Our move managers understand how to plan around other activities as well as how to determine the equipment needed for each job. As a matter of fact, they are also trained on how to utilize dollies, install, as well as how to load trucks. This helps us easily identify weaknesses before they arise to problems.

We didn’t just stop there. We also implemented a PROVEN Risk Mitigation Team (PRMT) which is made up of PROVEN Management’s most senior staff including Ms. Denita R. Conway, Founder and CEO, Ms. Cecilia Penn-Diallo, and John Middlebrooks. The PRMT assembles quickly to handle all problems that arise with clear procedural goals, pre-established roles and responsibilities, and the most senior experienced resources available to lend a hand. This team can authorize any necessary corrective action.

PROVEN Problem Resolution Methodology			
COLOR	DESCRIPTION	NOTIFICATION	ACTION
RED	Schedule/Cost Impact	VCU Team PROVEN : CEO, PM, QC Manager	All hands on deck to perform risk mitigation strategies and solutions that will result in a completed project with the least impact- will identify any additional resources needed to correct the
ORANGE	Potential Schedule/Cost Impact	VCU Team PROVEN: PM, QC Manager	PROVEN to provide solution and implement.
YELLOW	Minimal Impact- No cost/schedule impact	VCU Team PROVEN: PM, QC Manager	Team communication

Quality Control

The PROVEN Team understands that quality of service is essential to the success of any project. We have established a critical Quality Control Plan (QCP) that focuses on each client’s defined needs. We use practical redundancies and checks and balances to ensure quality and confirm that these carefully crafted processes and procedures are strictly adhered to across all our projects. Our QCP will be led by PROVEN Management, LLC CEO Denita R. Conway who will continuously assess the level of performance being provided to VCU.

Program Management Plan

Meeting VCU’s objectives while adhering to PROVEN’s high standard of quality can only be accomplished by an experienced team of Relocation Move Managers. Therefore, we have hand selected a team that have successfully facilitated some of the most complex relocations in this region, including the renovation of the US Pentagon, the movement of 3600 tenants from the Washington Navy Yard following the 2015 tragedy and back again, the movement of the National Labors Relations Board, the 6 to 1 facility headquarters consolidation for the Defense Media Activity at Ft. Meade, and the Exelon Headquarter relocation to a newly constructed facility in Baltimore, Maryland.

The PROVEN Team Relocation Experts are crossed trained in Construction Management, Change Management and Space Planning and have over twenty-five years of experience as professional Relocation Managers. Our projects have included:

- Educational facilities
- Secure facilities with classified information management
- High profile customers
- Large facility support and high customer count

Much like the upcoming VCU initiative these projects were high profile, involved multiple locations and thousands of personnel with a focus on safety, timeline, budget, workflow, and sustainability. It also required simultaneous execution, with multiple dependencies including construction and operational constraints. Utilizing our processes mentioned under **technical approach**, our team managed these projects and many more millions of square feet of property while relocating thousands of tenants.

OBJECTIVE

The PROVEN Team will assume the position of professional advisor/agent and staff to the VCU Facilities team. Our approach will utilize our program management, construction, design and move logistics expertise to temporarily expand your organization’s capabilities, so that you can successfully accomplish your project

goals. Our services will span pre-construction, construction, commissioning, move management, and post-construction.

PROJECT GOALS

1. Provide comprehensive support for VCU as they require program and project management support for relocation management services
2. Provide design, space planning, move management services
3. Provide personnel and contract management in relation to all tasks
4. Maintain all reporting and status updates in weekly design, construction and move meetings
5. Work with VCU sub groups to define requirements and generate scope of works
6. Minimize disruption, eliminate confusion and remain 100% on schedule

Core Team Roles and Responsibility – RFP Section VII General Requirements (A. 1-7)

Cecilia Penn-Diallo, Senior Move Manager & Strategic Direction, (RFP VI page 6)

Cecilia is a founding member of the PROVEN and a senior executive with over 17 years of wide range experience in the Logistics and Customer Service industry providing solutions to the most complex and challenging logistical issues imaginable. Cecilia is knowledgeable of all facets of logistics from project inception to project completion. She has proven leadership skills involving managing, developing and motivating teams to achieve their objectives, first-class analytical and problem-solving skills, and a dedication to maintaining high quality standards. Cecilia is very responsive and applies techniques for effective team implementation and fulfillment of the project performance criteria associated with clients. Cecilia has overseen and coordinated the move of the five (5) top officials of the Pentagon, not once but twice.

Cecilia's project experience has proven her ability to manage staff and her attention to detail has clearly defined her position of leadership. Her organizational and procedural expertise has brought numerous complex projects to successful completion. Respected by vendors, clients and staff alike, Cecilia facilitates and orchestrates the seamless flow of the planning, management and implementation activities required to successfully deliver projects to completion.

Project Responsibilities:

- Develop step-by-step move plans, create problem resolution strategies, develop budget requirements and provide high levels of communication
- Evaluate packing and moving equipment needs, manage and motivate move teams, anticipate and respond to project communication challenges, anticipate foreseeable risks and provide actionable mitigation strategies. Manage the preparation of cost estimates, budgets, and work timetables and collaborate with architects, engineers and other construction specialists
- Work with the VCU team to manage and oversee compliance with all legal requirements, building and safety codes, respond to work delays, emergencies and other challenges, and report work progress to VCU on a frequent and regular schedule

Christiana Burton, Move Manager (RFP VI page 6)

With over 8 years' experience, Christiana brings her forward think and proactive approaches to our diverse team of Move Management professionals. She has been a Move Manager managing various stages of the construction design, furniture and move management process. She brings knowledge involving contract management, internal space renovations, space planning/design, risk mitigation, schedule development and overall project design. Her most recent notable success includes supporting the Exelon Corporation~1500

person move, NLRB HQ relocation and the relocation and space planning for our commercial client Headquartered in Washington DC, Enlightened Inc.

Christiana is a skilled team leader and relationship manager who will help our team exceed every expectation.

Project Responsibilities

- Lead the development of the VCU's master relocation schedule
- Monitor critical path tasks, and identify risk areas related to all relocation activity to include FF&E , vendor coordination and move vendor contractors
- Lead the communications and change management efforts and will proactively support the transition
- Provide detailed analysis of all relocation activity and work closely with VCU's project manager to ensure project success
- Conduct inventory walkthroughs and provided detailed plans to confirm all site conditions pre and post move activity
- Work closely with VCU groups to develop requirements, outline schedules and contingency plans
- Coordinate procurement activities with VCU for various vendors
- Develop color coded labeling system for all relocation activity as well as directional signage to ensure move day success
- Create tenant guidelines for proper instructions on move preparation, packing and post move activities
- Oversee all physical move activity and be a "go to" resource during move day for questions and concerns
- Ensure property accountability procedures are adhered to and the safe tracking of all VCU assets during move activity
- Provide post move support to ensure all punch list items are resolved

Breanna Conway, Move Manager Assistant (RFP VI page 6)

Breanna joined the PROVEN Team in 2012 and has not stopped impressing our clients. She's passionate about planning and executing moves and it shows. Day to day Breanna assist the Move Manager with implementing the Strategic Move Plan in accordance to the established plans and quality standards. She maintains a professional approach and customer service attitude when interfacing with clients and contractors; she's able to prepare all documentation needed for relocation activity, resolve client issues with assistance, conduct inventory walkthroughs and communicate effectively with contractors, tenants and members of the PROVEN Team.

Project Roles and Responsibilities"

- Conduct FF&E inventories
- Creates Pre-printed labels
- Attends tenant meetings when requested

Blanca Robinson, Interior Designer (RFP VI page 6)

Ms. Robinson has a strong commitment to design and excellence. She is the manager of projects, which is inclusive of not only putting together complete sets of construction documents, but also performing client, consultant, and contractor communications, being able to handle significant construction administration duties with minimal to no supervision, and reporting the financial management regarding project budgets, invoices, and contract status. She knows when to ask questions, and when to take the initiative. She is a LEED and CADD professional and has provided recent services for such clients as The US State Department and Department of Education.

Project Responsibilities

- Provide guidance and space plans showing items within the new facility
- Assit the Move Manager with proper FF&E placement and space allocation
- Serve as a Subject Matter Expert

Back Office Support

Denita R. Conway– Subject Matter Expertise (RFP VI page 6)

Ms. Denita R. Conway is the President and CEO of PROVEN Management LLC and is responsible for providing Subject Matter Expertise for the VCU contract. She ensures quality, monitoring subcontractor performance, and compliance management. Over the tenure of her career, she has managed the full facilities life cycle for 20+ million square feet. She served as the team lead for the Pentagon Relocation and FF&E program for over a decade where she oversaw the relocation of the top five officials of the Pentagon. She is a subject matter expert on all things logistics and fully understands how each discipline outlined in the scope of work is interdisciplinary and interrelated. Under Ms. Conway's leadership, PROVEN has grown exponentially each year. Ms. Conway takes her company's engagements seriously and has developed and continuously improved the "PROVEN way." The "PROVEN way" represents how Ms. Conway treats her employees, executes assignments and places the needs of her clients at the forefront of her agenda. It is certain that Denita can provide the leadership and strategic direction that the RMT needs to successfully complete all tasks, while staying on cost and exceeding expectations.

Employee Retention

Our founder Denita R. Conway began her career on a Federal Government move management contract before founding PROVEN Management, so we truly get how successfully completing a contract lies not only in the proper selection of the on-site team but also in the support provided to that team by leadership. We further understand that to reduce employee turnover and attrition and ensure employees are engaged and productive long-term we must create the right culture. Sometimes that's not always easy. As a matter of fact, it is probably one of the singular failure points for most organizations, particularly small businesses. PROVEN decided from day one to create the right culture by:

- ✓ Hiring the Right Employees
- ✓ Offering training
- ✓ Empowering our employees
- ✓ Providing support and guidance
- ✓ Rewarding hard work
- ✓ Being flexible
- ✓ Offering corporate benefits that include:
 - Health, Dental, Life Insurance, Short and Long Term Disability, 401K discretionary matching, Employee Assistance Programs and flexible Spending Accounts, Corporate engagements that promote team work

Leadership Involvement

PROVEN's Senior Management helps each project succeed by communicating its significance to the company, building a strong top team, and getting personally involved. We do this by:

1. Making each project meaningful. PROVEN goes the extra mile to ensure project success, project goals are met and employee's satisfaction. We foster open communication between our clients and employees
2. Building a strong and committed team. To harness project success, we empower our employees to stay actively involved in company policies, procedures and company events. We promote a motto of "one team"

3. Relentlessly pursuing impact. There is no substitute for management rolling up their sleeves and getting personally involved when needed. PROVEN's leadership takes a hands-on approach and believes in working alongside each employee to reinforce the team's model

Corporate Experience RFP Section VI. Statement of Needs

Headquartered in our Nation's Capital PROVEN Management has become one of the nation's leading experts in Relocation Planning and Management services. After moving over six million square feet for the Pentagon during times of leadership change, country turmoil and budget cutbacks, we are confident if your organization is moving, expanding, or upgrading its facilities, PROVEN can support your efforts effectively.

Each Year PROVEN is requested to assist some of the area's largest relocation efforts. Last year alone, PROVEN coordinated the relocation for over 4000 personal not to mention decommissioned thousands of square feet and the daily move-add change contracts that we manage from start to finish.

Why do our clients Trust us with their mission critical move projects?

"Very professional team, treats all parties (stakeholders, tenants, contractors, and employees with the utmost respect. Delivers outstanding customer service and always willing to go the extra mile." Kenneth Gordon, Chief, Property Management Branch Washington Headquarters Service

"Timeliness has never been some issue and Proven Management's personnel are always flexible when requirements are changed or modified at the request of the government." Patricia Donahue-Ormandy, Sr, Contracting Officer, National Labor Relocations Board

"The company management team consistently demonstrates a firm commitment to public service and the desire and drive to excel in the services provided." Gregory A. Ramsey, Facility Manager, COR USDA, APHIS

"Proven Management has been the perfect company to coordinate the needs of FSSD at the Pentagon. They are always available to answer questions and accommodate last minute requirements." Paul A. Freeman, COR, Department of the Navy

Our corporate knowledge-base of Move Management goes back to 2001 when our President and CEO was asked to work with the Move Management Team at the Pentagon. Since then she has led PROVEN through some of the most demanding of situations and environments.

"Whenever we are asked to make it happen, we always deliver...you see...it is all a part of the PROVEN commitment."

Denita R. Conway

In response to the Corporate Experience Requirements of the RFP we have included 3 highly relevant projects that are very similar size complexity and size as VCU.



Client: US Department of Defense
Project Title: WHS/Pentagon Renovation Project-
Square Footage: 1 Million
Total Square Feet: 2.5 Million

PROVEN led the construction move management for 30k federal personnel working out of the United States Pentagon over a 10-year, 20 phase project that involved more than 20 locations and 16+ distinct DoD Agencies. We proactively managed the high touch communications, detailed schedules and service-focused tenant preparations needed to reassure and support highly visible, mission-focused, demanding and very busy executive tenants and their respective support teams.

The WHS facility relocation planning and management services support the Department of Defense organizations located in the Pentagon and throughout the National Capital Region. The objective is to provide support for the Property Management Branch functions to meet mission goals of providing organized and timely relocation services for the Pentagon and manage the operations and scheduling of personnel required to complete relocation functions in support of the DoD organization, their component activities and mission. These services required comprehensive surveys, assessments and safeguard for assets at the planning, organization, and coordination phases, before considering building facilities, construction plans, site inspections, pre-move planning, modifications, relocation schedules, cost estimates, work schedules, resources, contingency plans, security standards, and other factors.

Other activities include providing relocation and management services to meet the needs of the Facilities Services Directorate program. Services include scheduling relocation move activities and coordination with Other Government Contractors. Provide was security point of contact for processing badge applications for moving services contractors; coordinated and oversaw surplus activities for government buildings (leased and delegated) throughout National Capital Region.

While moving an average of 150 people per day for 10 straight years, we achieved a 100% safe, 100% accurate, 100% on-schedule and 100% on-budget two-way relocation effort and this client was so happy with our performance that they have kept our teams onsite to provide daily move support services ever since.

Reference: Kenneth Gordon, Program Manager
Kenneth.gordon3.civ@mail.mil
703-695-2513



Client: Naval Post Graduate School
Period of Performance

PROVEN Management, LLC provided Space Planning and Move Management services for the Naval Post Graduate School. As the onsite move managers, PROVEN managed and helped the agency's leadership team in navigating a variety of space related complexities to include extensive space planning, furniture installation services and relocation management. PROVEN also coordinated leased space requirements with agencies donating furniture to the Naval Post Graduate School. Detailed inventories and multiple vendor coordination were key components to the project success. These relocations were successful due to planning, detailed plans, scheduled activities, assessments, inspections for each origin and destination for the proper planning of each relocation activity. These were all critical elements in successfully managing and supervising mission critical organizational office relocations for the Naval Post Graduate School.



Client: Marine Corps University
Period of Performance September 2016

PROVEN Management, LLC provided Program Management and Move Management services for the Marine Corps University. PROVEN executed our four-step process, which included data situational awareness, pre-move planning, physical move oversight, and project closeout. In addition, our library specialist created a file plan to pack, relocate and unpack 12,000 linear feet of historical archive files. These files were consolidated from two areas into one area. PROVEN was responsible for creating the scope, project budget and coordinating the activities of three additional specialty vendors. PROVEN's relocation plan resulted in delivering the project ahead of schedule and delighted clients. All deliverables and packing supplies were delivered 100% on-time. PROVEN Management has become a go-to resource for the Marine Corps relocation planning needs.



Client: Exelon Corporation

PROVEN provided program management, master move planning, oversight, supervision, installation, design services and technically trained personnel for office relocations services for Exelon's Headquarter relocation in Baltimore, MD. PROVEN provided management oversight for the relocation of over 1,500 employees supervised the safe transport of the all assets from three locations consolidated into one new headquarters location. These services required comprehensive surveys, assessments and safeguard for assets at the planning, organization, and coordination phases, before considering building facilities, construction plans, site inspections, pre-move planning, modifications, relocation schedules, cost estimates, work schedules, contingency plans, security standards, and other factors.

PROVEN provided RFP development, move vendor procurement services and all on site project management to ensure project success. The planning, managing, scheduling, coordination and supervision of relocations included multiple organizations grouped for operational reasons as large as logistically possible. Pre-planning and coordination meetings and site surveys were important for projects to be executed concurrently. Multiple, concurrent moves from different sites were expected to be norm. Scheduling considerations required flexibility in our managers with the ability to adjust to changing schedules and unexpected conditions. Security and safety requirements are addressed in all moves to ensure staffing held proper clearances and approvals for access to several facilities. Selective office relocations required the relocation of highly sensitive materials. containers or other sensitive material. These relocations were successful due to planning, detailed plans, scheduled activities, assessments, inspections for each origin and destination for large or small organizational relocations These are all critical elements in successfully managing and supervising mission critical organizational office relocations.

Corporate References (RFP Page 28 S)

Deborah Kuo
Exelon Corporation
Deborah.kuo@exeloncorp.com
410.470.2922

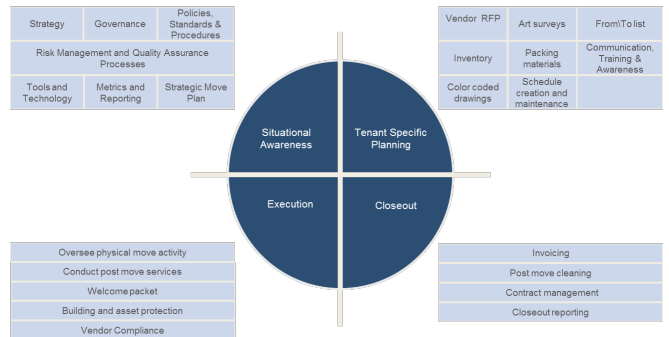
Dr. Anthony Bennett
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202.413.4278

Kenneth Gordon
Washington Headquarter Services
Kenneth.gorgon3.civ@mail.mil
703.695.2513

*****This Section Contains Proprietary Information*****

Technical Approach (RFP VII pages 7-14)

Our approach to move management planning and execution process successfully mitigates the negative effects, disruption, fear, uncertainty and doubt which surrounds organizational transitions and works to ensure that only the smoothest relocation possible is accomplished. These phases are designed to deliver a clear understanding of all the objectives and priorities from an organizational, schedule and budget perspective. They also encompass relocation activities from strategic planning and communication strategies to the development of detailed task and dependency lists to the completion of the last customer satisfaction survey.



In this section we will share our eight stages of focus for VCU Relocation Management Contract.

These stages include:

Phase 1: Situational Awareness

- Needs Assessment
- Inventory
- Strategic Move Plan
- Master Move Schedule Development

Phase 2: Pre-Move Planning

- End-User Buy-In
- Tenant Specific Planning
- Vendor Procurement

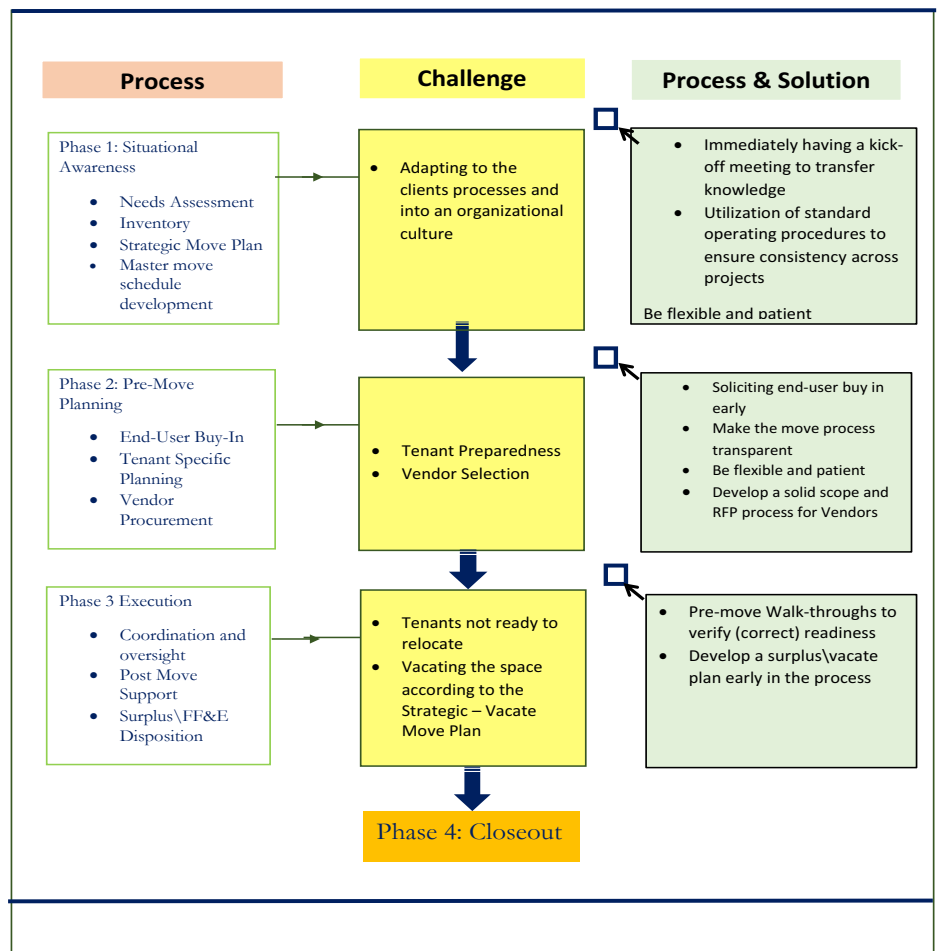
Phase 3 Execution

- Coordination and Oversight
- Post Move Support
- Surplus\FF&E Disposition

Phase 4: Closeout

- Project Close-Out

PROVEN Management's
 Project PLAYBOOK Relocation Planning and Management Lifecycle





Phase 1 - Situational Awareness (RFP Page 7 A #1-7)

Phase 1 involves collecting and validating information. This phase is the basis of the **Strategic Move Plan (SMP)**. The PROVEN will:

- Review VCU's existing documentation to include: organizational structure, existing facility layouts, and any new space plan to understand the departments and their unique concerns, constraints and/or special requirements
- Meet with the client group to develop the contract scope, construction\space ready dates, engagement expectations and develop a detailed quality assurance\contingency plan
 - Complete the transition questionnaire which focuses on timeline and special requirements
- Establish the Integrated Project Team (IPT) (Project Directory) establishing all departments involved in the move process. This will also be the primary channel for communicating important information about the move such as milestone dates, schedule updates, and reviews of move readiness and continuously evaluates data against project goals
- Assign the PROVEN Team member(s) to attend\facilitate VCU's meetings with the move liaisons
- Ensure the project scope meets the project goals and organizational objectives
- Conduct client group interviews to identify shared equipment, proximity requirements, staff vacation, travel schedules or corporate requirements
- Identify any scheduling constraints
- Gather point of contact (POC) information
- Conduct interviews with key departmental staff members and stake holders
- Determine associated group timing requirements
- Determine proximity and special equipment needs
- Determine any special logistical and /or security requirements
- Develop the Standard Operating Procedure Manual aka Relocation Handbook

The **Integrated Project Team** sole focus is to ensure smooth transition for all moves nationwide. Attendees include: Security, Facilities, Real Property Manager, Asset Manager, Leased Building Representatives and IT

Inventory (RFP Page 7 B 1-4)

Once we are confident that we understand the full scope of requirements related to your move, our next critical step will be to inventory your assets (complete field measurements). Our comprehensive inventory process allows us to account for and track your existing furniture, any new furniture you've ordered, and surplus assets along with their corresponding destination plan across all phases of the move. Together, this information will be used to complete our Furniture, Fixtures and Equipment (FF&E) Move Plan.

Our Inventory process includes:

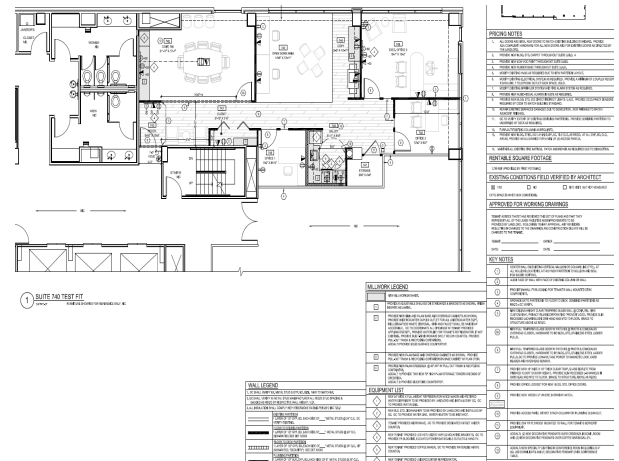
- Tag, measure and assess the furniture in your facility - noting the size, condition, and quantity of each type of asset
- Provide a special label for each asset - the label will show a unique identifier, the proper room assignment and asset description
- Use these labels to track the location and status of each piece of furniture during the move
- Cross-reference the labeled assets with our master "From/To" assignment list

Once we have the material specs, quantity and condition confirmed, we will review your new location plans to validate that there is adequate space for the transfer of any assets to be reused. We will alert your team to any issues and to help you adjust plans accordingly.

Finally, we will provide an accurate, complete and up to date inventory of all furniture to project team for future reference.

Space Planning and Design (page 7 B. 3-4)

PROVEN will work with VCU to prepare the space plan and design intent drawings (DID). The team will utilize the FF&E surveys to ensure their adequate space and proper placement. The design will focus on maximizing efficiency and effectiveness for each client group. Typically, particular attention is paid to the portions of the new office facility that will be used by the public and executives, to include the security area, reception Desk, Board Room and executive offices. The DID's will be created using a CAD viewer software that will easily allow VCU and PROVEN to view, mark up, print, and track changes to the files.



Strategic Move Plan (Master Relocation Schedule (RFP Page 7 C 1-6)

Based on the information gathered in the discovery and inventory process, The PROVEN Team will develop a Strategic Move Plan (SMP) that integrates with VCU's operations. As a part of this process, we will develop a block and stack strategy that will determine who moves when, how many persons will move per day, determine swing\storage space and any areas of concern.

The Strategic Move Plan will include:

- Detailed Project Schedule – A customized Microsoft Project schedule that outlines major milestones, including individual organizations move dates and will be updated regularly, synchronized closely with the overall design and construction schedule
- Move Master Schedule/Database - Create and maintain the move Database which will emphasize relevant information to each move phase including: tenant group relocations, building (space) ready dates, position counts, origin and destination plans, employee assignments, asset plans and any risks identified and our corresponding mitigation strategy
- Communications Plan - emphasizing the flow, frequency and stakeholders for hourly, daily and weekly information updates
- Specialty Vendors outreach plan for third parties participating in\impacted by any VCU relocation effort
- The artwork relocation plan to include, artifacts and antiques for warranty and move risk. Implementation of an artwork relocation action plan will be based upon, but not limited to,
 - Artwork value
 - Frailty
 - Valuation
 - Cost of loss
 - Permission waiver
- Create and maintain the integrated master move database which will emphasize relevant information to the move phases to include (tenant groups relocations), building (space) ready dates, position count, origin and destination as well as any risk identified (FROM-TO)

- FF&E move plan to track furniture being relocated, transferred to storage, repaired, disposed as well as new furniture tracking when needed
- IT Move plan to include shared equipment, dual operations and allowable downtime details (to be built in partnership with IT Department)
- Special space/common room coordination plan that considers current filing and copy center requirements and relocation
- Risk Mitigation recommendations customized around VCU’s move objectives and risk analysis
- Security requirements for each location and any specialty requirements that may be vital for a move group
- Route Plan that is customized for each specific client group and that considers direction materials, personal and equipment may travel. The route the move will take is designed to take the shortest possible time span, while eliminating downtime and controlling costs

Note: This is a “live” document and may change up to move day depending on the area’s activities.

Last Name	First Name	Emp ID	Ema	Source Phone	Dept ID	From Bldg	From Room	From Space Type	Dest nat on Bldg	Dest nat on Room	Dest nat on Space Type	Department	Move Coordinator	Desktop or Laptop PC	Number of Monitors	Data/Voice	Special Accommodations	Comments
ADAMS	JOHN	22222	jadams@citygroup.com	212-222-2222	24	CAN	11	11-H01	PRATT	2234	Cubicle	Facilities	Cecilia Penn-Diallo	Laptop	Two	3/2		

Exhibit b (from-to can be customize for the unique needs of data gathering of VCU groups)

Move Vendor Procurement (High Risk Area) (RFP Page 8 D 1-11)

For over 13 years at the US Pentagon PROVEN has been responsible for developing RFP’s, preparing the scope of work, creating and maintaining cost estimates, monitoring vendors progress and deliverables and servicing as the owner representative for all work performed by the move, furniture, specialty and cleaning vendors. PROVEN’s Move Managers are technically proficient and hands-on team contributors when it comes to developing the scope and overseeing the work of other contractors. As a matter of fact, this area of Relocation Project is as critical as identifying the items moving themselves. If the move vendor is not properly selected the project successful completion could be at a high risk. For this reason, PROVEN takes acute care in preparing the document as to minimize the amount of questions\risk the move and specialty have.

As the Relocation Management subject matter experts, our team will review the mover bids for complete compliance to VCU’s process, procedures and requirements. We will also conduct a Financial, Staffing, and Technical Analysis on each proposal to confirm that each proposed move team accurately understands the scope of work, project priorities, and that the proposed fee schedule is appropriate and matches the staffing plan provided. Finally, based on our technical understanding, the pricing submitted, and an unbiased review, we will provide our recommendation on the best value vendor.

Finally, we are prepared to complete and issue the **Strategic Move Plan (SMP)** which is based on information gathered and integrates seamlessly with VCU’s operations and construction\procurement schedule. This will include the development of a block and stack strategy that will determine who moves when, how many people will move per day, and any areas of concern. The SMP will include:

Value Add - Budget creation and management

Our Move Managers are experts in move, furniture, cleaning and specialty vendor cost estimating and budget management. Our team can provide VCU with estimates that are complete, accurate, and based on realistic data and assumptions on market conditions. We can serve as a negotiator and advisor for all changes regarding scope, cost and time.



Phase 2: Pre-Move Planning and Coordination (RFP Page 9 E 1-6)

Knowing the Tenant and their objectives is critical to a project's timely and effective completion. Our first meeting with your Move Liaisons (outlined above) helped them understand their responsibilities, provide instructions for gathering preliminary data about their department's move related requirements, and reassure them of our ability to guide them through this planning and preparation process.

Through this process, we will validate our list of initial project assumptions and begin the **pre-move planning** which is our hands-on approach and focuses on all things end-user. This process is designed to include continual communication, easy processes and detailed action plans.

Pre-move Planning includes the following:

- Conduct a town hall meeting(s) with end-users to solicit buy-in, address concerns
- Create the tenant move specific communication plan
 - "Ask PROVEN" e-mail/webpage
 - Town Hall Meetings (New location environment, packing instructions, moving timeframes, Tenant verses move contractor's responsibilities)
 - Information/Move Bulletins
 - Relocation Handbooks
 - Welcome letters (packets)
- Create and Implement "Purge" campaigns
- Create the master FROM/TO List to personalize the move experience for each employee
- Develop the furniture space plan
- Develop the move day sequence and telework plan if required
- Finalize weather related "move day" contingency plans
- Finalize our asset accountability procedures
- Develop and distribute tenant move guidelines
- Conduct the Pre-move briefing(s)
- Deploy a separate system to track highly secure assets such as sensitive files
- Inspect the origin and destination sites for move readiness, assessing and documenting site condition noting plan adjustment requirements, pre-move consideration or concerns
- Review with the mover the amount of equipment and personnel needed to complete move successfully
- Discuss and implement the various strategies and techniques for padding and protecting all equipment and fixtures to be moved
- Coordinate Loading Dock/ Elevator access

Note: The Town Hall meeting is used to solicit End-User buy-in by explaining the move process. Attendees include: End –Users, Move Liaisons, Security, IT, Facilities, Move Vendor (if procured), Relocation Management Team (RMT)

The Pre-Move briefing is held to distribute pre-printed labels, move day schedule and tenant packing instructions. This meeting is typically held within three weeks of the relocation.

During this phase, we will also begin to create and implement our schedule management process. We know through past relocations that schedule management will be achieved only by continuously and carefully

monitoring planned versus actual progress and using technology. Our **schedule creation, execution and monitoring** section of planning involves:

- Implementing our inventory tracking system so that we are prepared to monitor the status of each asset during the move
- Validate the asset beginning and ending locations with our quality control team
- Coordinate freight elevator and loading dock availability and usage
- Using AutoCAD and Real Estate floor plans or blueprints to designate the most efficient delivery routes and installation schedules across each location and move segment, taking into consideration:
 - Current location
 - Destination location
 - Parking and loading dock restrictions
 - Elevator availability
 - Pedestrian and car traffic

Move Readiness

Finally, before beginning the physical move, we will complete a detailed site inspection of both the origin and destination sites. In this exercise, we will assess and document site condition, move readiness, and any required plan adjustments, pre-move considerations or concerns.


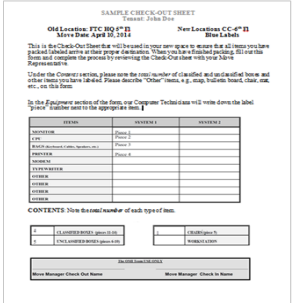
Value Add- Change Management

The PROVEN Team understands that the change and disruption that comes with a move can cause real stress for your employees. The PROVEN Team has developed communication protocols which help inform end-users how to prepare for their move related activity.

The PROVEN Team will provide individually customized documents for each person who is moving to help reduce fear and uncertainty. We will make sure each person moving to your new facility will understand the specifics of how the move will affect them and what they will need to do to prepare.

We will leverage our PROVEN portfolio of move management documents to streamline our processes and provide continuous quality control for VCU. These include:

(RFP Page 9 E 1-6)

<p>Relocation Data Sheets- used for end-user data gathering</p>	<p>Common area file planning documents and labels - to make sure all files are tracked and located where people can find them on their first day in the new space</p>
<p>Pre-printed-color-coded labels - to affix to all items that are moving, providing direction for the movers.</p>  <p>“The labels are available to be printed in 16 different colors and can be customized. Typical fields include nonemerging, destination, group and type of item (furniture or equipment). Additionally, this information is easily transferred to excel for our clients.</p>	<p>Check out sheets - to record the movement of all boxes, crates, files, computer equipment, and other materials</p>  <p>PROVEN also uses a RFID\Barcoding system for our clients that need greater control over their assets</p>
<p>Relocation guidelines - to provide guidance on how to prepare for the move</p>	<p>Relocation Handbooks – the Standard Operating Procedures for moves. This handbook can be distributed to Move Liaisons or Client user groups and contains roles and responsibilities, Frequently asked questions, space planning guidelines, parking instructions and more.</p>
<p>Post move adjustment forms - for requesting assistance in the days immediately following the move</p>	<p>Temporary signage - for way finding and new location identification</p>
<p>Post –move surveys- to ensure we accomplish everything you’ve asked and made friends along the way</p>	<p>Welcome packets - to help employees acclimate to their new environment</p>



Phase 3 – Execution (RFP Page 9-10 F 1-17)

During the actual move, our Relocation Management Team (RMT) will be on-site working to ensure your real estate, equipment and assets are in as good a condition when we leave as when we arrive. Using our industry experience and moving expertise we will estimate, order and ensure the required equipment, packing and protection materials are delivered and installed. We will create a list of potential risks to your move and develop, implement and monitor mitigation strategies to make sure common issues like weather and traffic don’t negatively impact your move. On move day, our Relocation Management Team will:

- Perform a pre-site inspection noting any existing damages, bottlenecks or special considerations
- Ensure our property accountability/inventory process is set up correctly as outlined in the strategic move plan

- Ensure building protection is adequately and correctly installed
- Ensure boxes are placed per the relocation plan which stipulates which "Open first" boxes will be placed upon the desk - all other items will be placed as to avoid box tipping, impeding knee space or excessively high stacking
- Ensure all pre-negotiated procedures and timelines are adhered to as planned (elevators, loading docks, access, traffic routes, etc.)
- Install signage for cubicles to ensure proper placement
- Enforce property accountability procedures
- Print and post directional placards/way finding signage

We will use proven communication methods to ensure our RMT is in constant communication with all move teams on the ground at all locations and are adhering to plans as previously communicated. Our RMT will be on call with move supervisors 24 hours per day/7 days per week throughout the move to help troubleshoot any challenges and ensure move success during each phase of the project.

We will coordinate with the equipment assembly teams and tech services division to ensure all specialty equipment is disconnected, disassembled, packed, transported, unpacked, assembled and reconnected per the master move plan and industry best practices. Further we will confirm that the required documentation is completed for each piece of equipment serviced.

We perform regular walkthroughs to confirm that boxes and crates have been neatly stacked and placed off to the side to allow clear and open paths. The PROVEN Team will confirm that all pre-negotiated procedures and timelines are adhered to as planned (elevators, loading docks, access, traffic routes, quality, security and safety checks, etc.). We will have move oversight staff on site at both the origin and destination locations. When each move phase is complete, we will perform a final walkthrough of each space to make sure all move related trash, empty crates and boxes, and building protection have been removed.

Post Move (RFP Page 10 G 1-6)

To ensure the highest levels of quality and professionalism, we will confirm all assets have been properly delivered, the vacated site has been cleaned and made ready for future occupancy and all packing materials and related refuse are removed from the premises. After the physical move our MMT will turn their attention to:

- Implementation and operation of the Post Move Help Desk
- Overseeing the fine-tuning team's post-move activity
- Ensuring all damage and repair procedures are followed and all resolutions are complete and timely
- Arrange and oversee the removal of packing materials
- Performing final space walkthroughs
- Verify vendors invoices

After the successful walkthrough of each space during our post-move phase, our RMT will perform a post occupancy audit based upon the labels, tags and meticulous records kept confirming was transferred properly.

Surplus Management (RFP Page 9 D 10)

We begin the surplus process at the beginning of our engagement. Too often we have witnessed end-users so excited about the new space that they forget about the old space. As soon as we hear that tenants are moving, we survey the current space to identify any FF&E to be disposed, repaired, liquidated, or donated. Excess removal is an essential part of any master relocation plan. PROVEN takes a proactive approach to mitigate

any last-minute failure when it comes to surplus/excess removal of furniture and equipment. We proactively identify the following:

- Identify specific requirements for deposition for all furniture and equipment
- Determine final disposition of furniture and equipment (liquidate, disposal, donation etc.)
- Finalize building requirements for space turnover
- Engage specialty vendors for IT and Security equipment
- Determine decommissioning timeline in conjunction with move execution phases

Additionally, we will provide recommendations on warehousing, liquidation and disposal of VCU paper and assets. Once we determine the disposition method we will then update the final asset inventory records to account for any final adjustments made in this decommissioning stage.



Phase 4 – Project Closeout

At the end of the physical move\installation we will perform a punch list that will identify any items. (furniture, IT equipment, fixtures, etc.) that are missing, damaged and inclusive of any items not relocated and the rationale. Lessons learned and historical data, in our experience, have made each of our projects consistently successful. At the completion of each engagement, PROVEN provides a detailed report that compares the move plan with the actual outcomes, records, and challenges and documents lessons learned. This final report will include:

- Original move day scheduled verse actual move schedule and details variance
- Detailed move inventory provided in excel spreadsheet outlining planned versus actual inventory moved
- A completed risk management and quality assurance report.

*****End of Proprietary Information*****

Current and Projected Workload (RFP Page 17 Section A.4)

PROVEN Management LLC is a financially strong firm that has been fully profitable and exceptionally well managed since its formal inception in 2008. Our sound business plan and conservative investment policy have served us well and is a direct reflection of our leadership's belief system and way of thinking. Each year our revenue has grown at the manageable rate of 15% to 25%. From a Cash management position, we are cautious and conservative. Our ability to manage growth financially has enabled PROVEN to carefully expand its infrastructure and develop its staff accordingly.

Our managed growth has also enabled the Company to expand our personnel base. PROVEN now employs 9 full-time move managers and 15 Move Manager Assistants offering PROVEN flexibility second to none in the industry and allowing us to cover our clients' needs as they arise with no lapse in coverage. Additionally, we have established a recruiting program that is always in high gear. Currently, we have over 45 resumes housed within our Company database, allowing us quick access to qualified candidates on an as needed basis.

Although we are proud of our client list for 2017 and pipeline for 2018 we do believe that given the written RFP, the historical data VCU shared in the questions and answers regarding their projects that PROVEN is fully staffed and capable of providing services for VCU over the next 1-5 years.

SWAM Status/Utilization (RFP Page 17 Section A.5)

PROVEN Management, LLC is a certified minority woman owned small business and we believe that excellent work performance comes from the expertise and experience of professionals with diverse backgrounds and complementary goals. Our partnerships know no racial, ethnic, gender, religious, sexual orientation, organizational or cultural boundaries. Therefore, if we later require a partner, we are committed to helping VCU reach its goals for SWAM (Small Woman and Minority) business participation by utilizing a SWAM business. Further, we will continue to support your small business utilization and diversity goals throughout the engagement as we support your move vendor, furniture disposition and waste service procurement review processes. We are completely committed to providing VCU with a move support infrastructure that is as strong, robust and diversified as your organization.

**"Strengthening small businesses
contributes directly to the growth of
local, state and national economies."**

- Maryland Small Business
Development Center

Signed RFP documentation

Request for Proposals RFP #7608269JK

Issue Date: 8/18/2017

Title: Relocation Management Services

Send all Proposals To: Virginia Commonwealth University
RFP # 7608269JK
Attention: John Kostyniuk
912 W Grace St, 5th floor
Richmond, Virginia 23284-0327

Proposals Shall Be Received Until: 9/29/2017 at 3:00 PM.

Direct ALL inquiries concerning this RFP to: John Kostyniuk, Procurement Manager (Construction, A and E, and Facilities) kostyniukjs@vcu.edu

Questions concerning this RFP must be received via email no later than: 9/20/2017 @ 3:00PM

This Request for Proposals & any Addenda are posted on the eVA website at: <http://www.eva.virginia.gov>

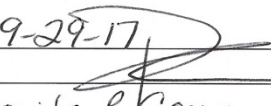
HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, RFP # 7635588JK, ATTENTION: John Kostyniuk, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23284-0327. US MAIL IS NOT RECOMMENDED.

THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF YOUR PROPOSAL PACKAGE

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

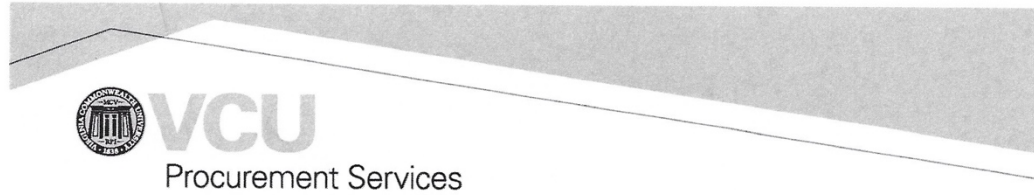
NAME AND ADDRESS OF COMPANY:

PROVEN Management LLC	Date: 9-29-17
440 First St NW #740	By (Signature In Ink): 
Washington DC Zip Code 20001	Name Typed: Denita R. Conway
E-Mail Address: denita.conway@provenmgmt.com	Title: CEO
Telephone: 202 558-6787	Fax Number: 202 688-2533
Toll free, if available	Toll free, if available
DUNS NO.: 827429635	FEI/FIN NO.: 26-2838617
REGISTERED WITH eVA: <input checked="" type="checkbox"/> YES () NO	SMALL BUSINESS: <input checked="" type="checkbox"/> YES () NO
VIRGINIA DSBSD <input checked="" type="checkbox"/> YES () NO	MINORITY-OWNED: <input checked="" type="checkbox"/> YES () NO
DSBSD CERTIFICATION #: 717635	WOMEN-OWNED: <input checked="" type="checkbox"/> YES () NO

A Pre-Proposal conference will be held. See Section V herein.

THIS SOLICITATION CONTAINS 43 PAGES

REQUEST FOR PROPOSALS RFP# 7608269JK
Page 2 of 43



RFP-Addendum

DATE: 9/22/2017

ADDENDUM NUMBER ONE (1), TO ALL OFFERORS

Reference-Request for Proposal: RFP# 7608269JK

Commodity/Title: Relocation Management Services

Issue Date: 9/5/2017

Proposal Due: 9/29/2017

Pre-Proposal Conference: Was held on 9/14/2017

The addenda includes the questions and answers along with the updated pricing attachment in eVA: See attached "Questions and Answers" and the pricing excel document in eVA title "Attachment A-Pricing"

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,
John Kostyniuk
804.828.5954

PROVEN Management LLC
Name of Firm

[Handwritten Signature] CEO
Signature/Title

9-29-17
Date

clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

- F. **BEST AND FINAL OFFER (BAFO):** At the conclusion of negotiations, the Offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Offeror(s). The Offeror(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
- G. **PROPOSAL ACCEPTANCE PERIOD:** Any proposal in response to this solicitation shall be valid for ninety (90) days. At the end of the ninety (90) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
- H. **PROPOSAL PRICES:** Proposal prices shall be in the form of a firm unit price for each item during the contract period
- I. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- J. **CONTRACTOR LICENSE REQUIREMENT:** By my signature on this solicitation, I certify that this firm/individual and subcontractor is properly licensed for providing the goods/services specified.

Contractor Name: PROVEN Management LLC
Subcontractor Name: _____
License# 400317802614 Type: Business License

- K. **DRUG FREE WORKPLACE:** The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:
 - 1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and
 - 2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).
 - 3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.

- L. ELECTRONIC DATA INTERCHANGE: University Purchasing has a great interest in utilizing Electronic Data Interchange (EDI) to improve efficiency of operation in the transmission of purchasing related information. Contractors are encouraged to provide a statement indicating their current EDI capabilities and/or future plans to establish/improve their EDI capabilities.
- M. EXTRA CHARGES NOT ALLOWED: The proposal price shall be for complete services ready for Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- N. GOVERNANCE: The terms and conditions govern the contract and not any Contractor terms and conditions or services agreement.
- O. GRAMM-LEACH-BLILEY ACT:
The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.
- P. IDENTIFICATION OF PROPOSAL: The proposal package should be identified as follows:

From: PROVEN Management LLC 9-29-17 3:00 pm
Name of Offeror Due Date Time
440 First St NW 7608269JK
Street or Box Number RFP No.
Washington, DC 20001 Relocation Management Services
City, State, Zip Code +4 RFP Title

Name of Contract Service Manager: John Kostyniuk, Construction Procurement Manager

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

- Q. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.
- R. **INSPECTION OF JOB SITE:** My signature on this solicitation constitutes certification that I have inspected the job site and am aware of the conditions under which the work must be accomplished. Claims, as a result of failure to inspect the job site, will not be considered by the Commonwealth.
- S. **REFERENCES:** Offerors shall provide a list of at least 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person and telephone number.

<u>ORGANIZATION</u>	<u>ADDRESS</u>	<u>CONTACT PERSON</u>	<u>TELEPHONE</u>
1. <i>Please see proposal</i>			
2. _____			
3. _____			

- T. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- U. **WARRANTY (COMMERCIAL):** The Contractor agrees that the supplies or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the Contractor gives any customer for such supplies or services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation. A copy of this warranty must be furnished with the proposal.
- V. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the Contractor's expense.
- W. **DAMAGE TO PUBLIC OR PRIVATE PROPERTY:** Under this contract, the Contractor shall be responsible for making repairs, as necessary, to public or private property damaged by their work at the Contractor's sole expense. Pavement, curbs or sidewalk repairs shall be as specified by the City of Richmond VA, Department of Public Works for each separate location at which time such repairs may be required as a result of the contractor's operations under the Contract.

- o "Native Americans" means all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.
- o "Eskimos and Aleuts" means all persons having origins in any of the peoples of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN
BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Minority Business Enterprise (DMBE) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWAM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

List the names of the SWAM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

<u>Name of Businesses:</u>	<u>SB, WO, MO:</u>	<u>Role in contract:</u>
<u>PROVEN Management LLC</u>	<u>SB, WO, MO</u>	<u>Prime</u>
_____	_____	_____
_____	_____	_____

Commitment for utilization of DMBE SWAM Businesses:

100 % of total contract amount that will be performed by DMBE certified SWAM businesses.

Identify the individual responsible for submitting SWAM reporting information to VCU:

Name
Printed: Denita R. Conway
Email: denita.conway@provenmgmt.com
Phone: 202-558-6787

Offeror understands and acknowledge that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.

Acknowledged:

By (Signature):



Name Printed:

Denita R. Conway

Title:

CEO

Email:

denita.conway@provenmgmt.com

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Minority Business Enterprise (DMBE; <http://www.dmbe.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.

Contractor must indicate the method of payment selected:

Commercial Card Payment (Wells Fargo VISA)
 Automated Clearing House (ACH)

Invoicing and Payment Method Acknowledgement:

Signature: [Signature]

Name Printed: Denita R. Conway

Title: CEO

Name of Firm: PROVEN Management LLC

Date: 9-29-17

Please identify the following contact information for the individual who will serve as the appropriate point of contact within your company to be contacted by VCU Accounts Payable to implement the electronic invoicing and payment processes:

Name of the individual: Lindsay Chastain

Title: Accounts Payable

Mailing address: 440 First St NW #740
Washington DC 20001

Email address: lchastain@provenmgmt.com

Phone number: 202-558-6787

Fax number: 202-688-2533

Exceptions (RFP Page 38)

PROVEN Management takes no exceptions to the terms and conditions of the RFP.

Appendix A – Sample Move Day Sequencing Schedule



Sample- Move Day Sequencing Schedule

Tuesday, November 7, 2017

Present Location: VCU- Main Interior Building

Destination: VCU- Main Interior Building 5th Floor

Estimated people count: 50 people

DATE	TIME	LOCATION	ACTIVITY	RESPONSIBILITY
Tuesday, October 24, 2017	TBD	VCU Main Interior Building	Crate/Box delivery	PROVEN
Tuesday, November 7, 2017	TBD	VCU Main Interior Building	Checkout (property accountability)	PROVEN
	TBD	VCU Main Interior Building	Pre site inspection	PROVEN and VCU
	TBD	VCU Main Interior Building	Laying of building protection	PROVEN
	TBD	VCU Main Interior Building	Relocate crates, boxes and furniture to destination site	PROVEN
	TBD	VCU Main Interior Building	Check-in (property accountability)	PROVEN
	TBD	VCU Main Interior Building	Post move cleaning	VCU
	TBD	VCU Main Interior Building	Remove of building protection	PROVEN
Friday, July 14, 2017	TBD	VCU Main Interior Building	Crate/box pick up	PROVEN

Appendix B – Check Out Sheet



Room #: B123
Doe, John
HR Department
9/25/17
Label Color: Red

Sample CHECK-OUT SHEET

This is the Check-Out Sheet that will be used in your new space to ensure that all items you have packed/labeled arrive at their proper destination. When you have finished packing, fill out this form and complete the process by reviewing the Check-Out sheet with your Move Representative.

For the *Equipment* section of the form, please write down the equipment label "piece" number next to the appropriate item. Under the *Contents* section, please note the *total number* of crates/boxes and other items you have labeled. Please describe "Other" items, e.g., map, bulletin board, chairmat, etc., on this form.

ITEMS	SYSTEM 1	SYSTEM 2
Monitor	Piece 1	
CPU/Docking Station	Piece 2	
Bags (keyboard, cables, speakers etc)	Piece 3	
Printer		
Fax Machine		
Shredder		
OTHER		
OTHER		

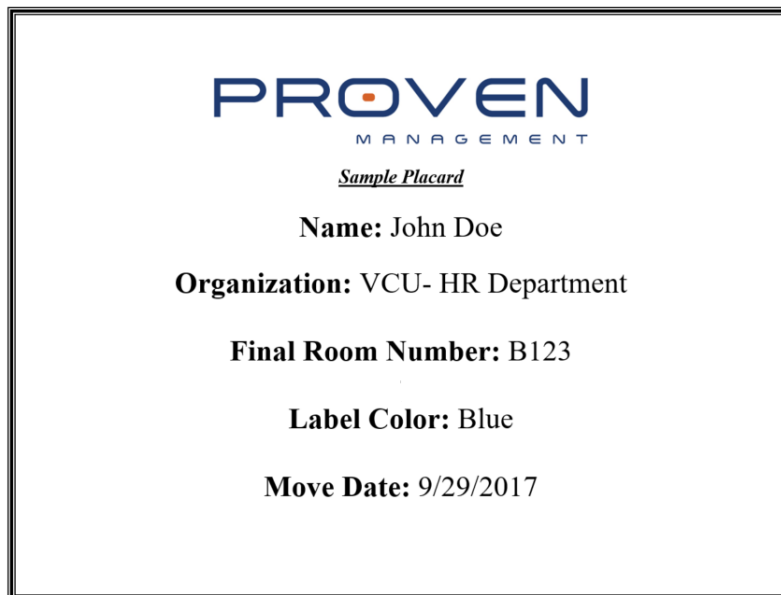
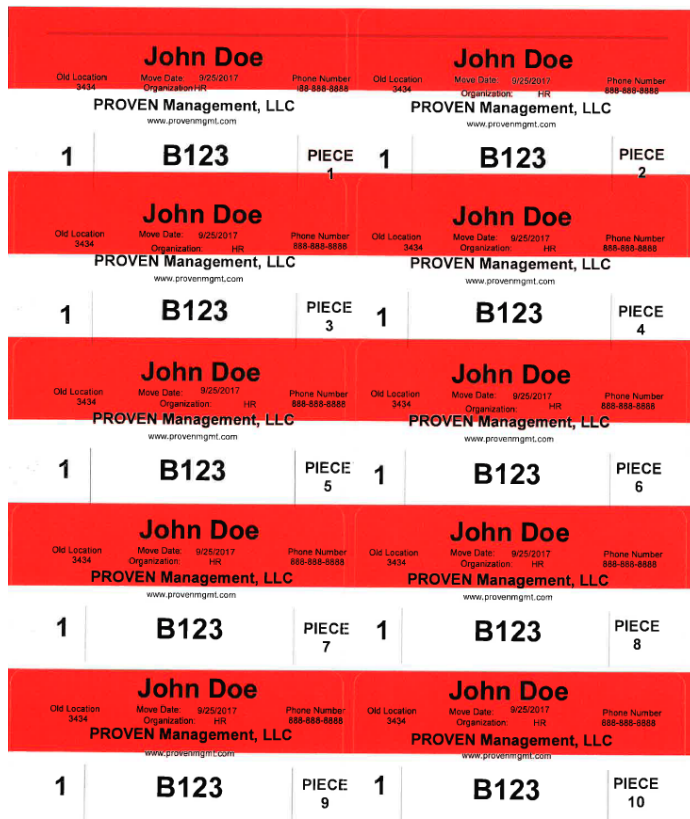
CONTENTS: Note the *total number* of each type of item.

3	BOXES (Pieces 4-6)	1	OTHER
3	CRATES (Pieces 7-9)		OTHER
	TABLES		OTHER
	FLOOR MAT		OTHER
	FILE CABINETS- Lateral		OTHER
	FILE CABINETS- Vertical		OTHER
			OTHER

Comments:

PROVEN Management USE ONLY	
Move Manager Check Out Name	Move Manager Check In Name

Appendix C – Sample Label and Placard



Appendix D – Move Day Directional



CPU's and Monitors



CPU's and Monitors



CPU's and Monitors
8th Floor

RED Labels



Chairs
11th & 12th Floors

Appendix E- Post Move Questionnaire



Relocation Planning and Management Post-Move Questionnaire

Date: _____ Date of Move: _____

Agency: _____ Workstation/Office #: _____

Department/ Group: _____ Building/Floor: _____

A. Move Preparation Pre-Move:

1. Did you attend the pre-move briefing? **If no, skip to #4**..... Yes No

2. Did you find the briefing useful? Yes No

If yes, how so? _____

3. What additional information would you like to see included? _____

4. Did you use the Relocation FAQ's? **If no, skip to #7**..... Yes No

5. How useful was the Relocation Handbook? Very Somewhat Not at all

6. What additional information would you like to see included? _____

7. How many work days before the move did you start to pack? 1-2 3-5 6-10 11-15

8. How many boxes did you use? 1-5 6-10 11-15 Over 15

B. Follow Up Post-Move:

1. Did you submit a list of damages, missing items, or requests? Yes No

2. How many work days after being emptied were your crates/boxes removed? 1-2 3-5 6-10

3. Overall, how would you rate your move? Excellent Good Fair Poor

4. Did you participate in the physical move? Yes No

C. If Present During the Physical Move – Please respond

During the physical move, rate the services you received from:

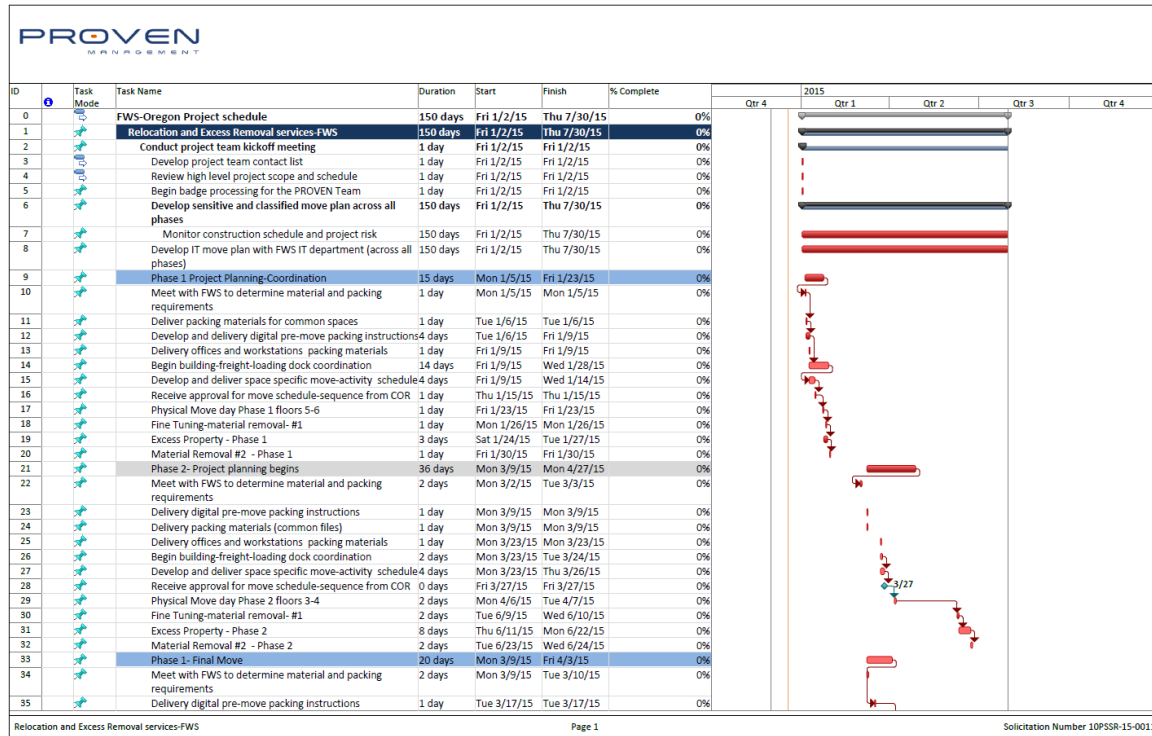
- Moving Company..... Excellent Good Fair Poor

- Relocation Planning/Management Team (RPM)..... Excellent Good Fair Poor

Please explain any Fair/Poor ratings in Section D.

D. If you answered "Fair" or "Poor" to the above question, please explain here. Your comments and concerns assist us in identifying areas for improvement.

Appendix F – Sample Reports



PROJECT ACTION ITEMS LIST (PAIL)

Action Item #	INITIATING PARTY	DATE ADDED	ACTION DESCRIPTION	RESPONSIBLE PARTY	REQUIRED ACTION / DELIVERABLE / MILESTONES	UPDATES / SOLUTIONS
1	PROVEN	1/14/2015	Monthly Move Coordinator Meetings	PROVEN	Next meeting is on Nov 17, 2015. Plan to cover From-To List, Dept. Mapping FL Plans & Clean Up Day. In our last meeting we talked about breakfast (donuts) for the next move coordinator meeting. Need to decide yes or no.	MMT Meeting on the Nov 17, 2015 will cover From-To List information, Purge Clean up day Info, Department floor planning mapping and show video from Marie Kondo. Coordinate with Michelle to have donuts at the meeting.
2	PROVEN	11/8/2015	From-To List	PROVEN	Due back from MMT on 11-13-15. Compile all information and send back to CRS for vetting on 11/20/15. Need IT Team to vet computers equipment and CRS to vet people counts and departmental information. Due back to PROVEN on 12-3-15. PROVEN to use the information for people counts and computers counts to for the mover RFP.	
3	PROVEN	11/8/2015	Disposition Plan - IT & Security	Citigroup IT Team	Email sent to set up meeting for IT Decommission Plan. PROVEN will coordinate directly with Ed.	
4	PROVEN	11/8/2015	Disposition Plan - Furniture	CRS & Facilities Team/PROVEN	Complete furniture inventory in progress. Maria to provide update.	
5	PROVEN	11/8/2015	Clean Up/Purge Days	CRS & Facilities Team/PROVEN	Next Date November 18, 2015	PROVEN to send reminder and Purge Day FAQ to MC.
6	PROVEN	11/8/2015	Furniture Inventory	CRS & Facilities Team/PROVEN	Complete furniture inventory in progress.	Furniture Inventory should be completed by Nov 30, 2015. File to be sent to NAM by Dec 4, 2015.
7	Citigroup	11/8/2015	Empty File Cabinet Relocation	CRS & Facilities Team	MMT are to contact Janice McClains on an ongoing basis to pick up and relocate empty file cabinets.	