



WESTCHASE PROPERTY MANAGEMENT REQUEST FOR PROPOSAL COMMITTEE MEETING

Agenda and Meeting Minutes

August 7, 2023

Call to Order: 5:00 pm The meeting ended 6:13 pm.

Members Present: Mogge, J; Holt, E; Goldstein, R; Moostenbrink M; Clemente J; Lanzar, T, Echeverry, B; Also attended by Sells, D

Members Absent: None

Agenda:

Approval of Minutes: The minutes from the last meeting were approved.

Review of Continuity of Effort Items (CoE)

All – in the order of the minutes – nothing new to report

Review of Action Items (AIs)

Eric and Blake (as well as Dale) to start working a GPI contract extension. – **ongoing**; Shawn requested a written agreement from GP re: no cost increase in services.

Rick to draft a detailed position description for a property manager that has demonstrated ability and knowledge of working with numerous sub associations reporting to a master association. – A detailed PD was developed by Michiel. It will be used as a basis for hiring but it's still unclear how the committee will incorporate this into the contract. John suggested that the PD be used as qualifications exhibit so the proposers understand the nature of the senior on-site staff we are seeking. We also discussed the PD serving as the basis for interviewing potential on-site staff.

John to draft an end of month report with RFP team's key activities in July – **completed and sent to the board**

John to draft an outline for a board update for RFP team review. This will include a timeline list of GPI tasks, discussion on certifications vs. experience etc. – **Completed and sent.** John will present at the VM meeting on August 9.

All members to review the excel spreadsheet of Services and Responsibilities--GROUPED (column D) as received by Jeff with particular attention to the recommended priorities. Due date NLT Wednesday afternoon (prior to subcommittee meeting). – **completed.** Prioritized list still in work but almost complete

Functional Leader Updates (as needed)

Open Discussion:

Rick discussed the progress of the subcommittee meeting. The subcommittee is making progress and is about half way through the prioritized list. Eric indicated that the list needs to be



transposed into a more readable format for RFP purposes. John polled the committee to ask how we should understand vendor pricing – for example, do we ask them to bid item by item or groups of services? It was suggested that we invite potential bidders and ask how they want to receive our requirements. Blake suggested we provide information to multiple property managers to engage and test the field for interest. John indicated we should have a relative priority of services and what it will cost before the RFP goes out.

The subcommittee is cleaning up the current task list from GPI against the requirements list. An action was levied to refine the template for requirements in terms of contract action. This action is intended to create a set of bid items organized by the categories of services we seek.

Cost – John stated that Debbie is fishing the task time audit and should have something back to the committee later in the week. It will include off-site tasks as well.

John stated that there are 3 key activities remaining and will be looking for volunteers to lead and work each activity.

- 1) Industry workshop(s) – determine a method for inviting potential bidders, how the committee wants the vendors to present, obtain space and set up presentations with the committee members, vendors and anyone else that wishes to participate.
- 2) Site Walk – this is needed so that prospective bidders can understand the current operations. It can be part of the industry workshop or separate, but should be done individually with each vendor.
- 3) VM and resident feedback. John will present the current status of the subcommittee at the VM meeting on Tuesday. A subcommittee is required to determine the best course of action of presenting the requirements to the VMs and residents. Townhall? Workshop?

John and Blake will begin working the boiler plate requirements for the RFP. He received the necessary information from WCA attorneys.

John indicated that the timeline for the final RFP is planned to be ready in early November for bid in November/December

Portal – there has been discussions outside the committee with respect to a robust portal. GPI is in the process of populating a database that captures all of the WCA members and will be announcing a portal in the near future. Meanwhile, residents have access to a web site and can sign up to received texts and/or email notifications. Terry indicated that she gained access to GPI's portal and thinks it is easy to use and a good start. She would like to see additional services like hosting all of the INSGs and Master Plan so that mods could be readily available when a resident submits a request. Out of this discussion, it was determined that vendors should be prepared to demonstrate their portal capabilities. Of the 9 vendors that the exploratory committee reviewed, Townsquare was used by many. It seems to have the most capability and is used widely in the industry. Eric has the list of 9 vendors and will organize and schedule portal demos via zoom.

Recorder - Recap of CoE and AIs from this meeting:

The requirements subcommittee is to refine their spreadsheet into a categorized set of services to be incorporated in the draft RFP. Eric will organize and schedule portal demos via zoom with the



original 9 vendors that were reviewed during the exploratory committee and deemed the most capable.

Added: In a post meeting set of emails, Rick communicated his generalized concern about the work of the exploratory committee. John asked Rick to prepare a document outlining his concerns in advance of the meeting and to send it to all of the members as a read ahead a few days prior to serve as the basis for discussion at the next meeting.

Next Team Meeting: August 21, 2023 5PM same location