



WESTCHASE PROPERTY MANAGEMENT REQUEST FOR PROPOSAL COMMITTEE MEETING

Agenda & Meeting Minutes

February 5, 2024

Call to Order: 5:01 pm; the meeting was adjourned at 6:22 PM

Members Present: Terry Lanzar, John Mogge, Rick Goldstein, Eric Holt, Mike Oostenbrink, Dyan Pithers; Joe Oda also attended.

Members Absent: Russ Crooks

Agenda:

Approval of January 29 Minutes

Review of Action items (AIs) and Continuity of Effort Items (CoE)

- Dyan to develop map of the community for distribution at the open house (completed)
- Terry with “version control” will create the Draft RFP for distribution to the Open House attendees.
- Terry will consolidate the SLK comment adjudication discussion from the 29th into the comment log for posting on the Google site.

Discussion items

- Residual questions from SLK in their cover email.
 - *Projected cost per section: In our experience, most management companies base their bids on the number of units and they charge extra for use of certain programs, for extra staff, extra meetings beyond a specified number, and various hard costs. If you ask them to break down their bid by allocating a dollar amount to each category, the results will likely be arbitrary. Moreover, we doubt the companies will reduce the bid by amounts allocated to specific services if you decide you no longer want that service. Consequently, requiring each company to assign a \$ amount to each service may be time consuming and not helpful. – Held in obedience to let the RFI period flush out.*
 - *You did not include sections 1.1.1 “Common Area Responsibility” and 1.1.2 “Monthly Site Inspections” from the Technical Requirements in Appendix A. - Fixed*
 - *The outline on the excel sheet does not match each of the technical requirement sections in the bid. Some sections are left out and some are listed with different wording than in the technical requirements. – Fixed*
 - *It’s not clear how you plan to assign attainment scores. This is described in Appendix A. However, the committee decided to hold this comment in obedience to allow the RFI period to determine if more clarification is required.*
 - *Will each vendor be asked the same questions to determine how they score on various categories of technical requirements? The committee decided to hold this comment in obedience to allow the RFI period to determine.*

- *Will each vendor be required to show you how they comply with various technical requirements for other communities are the score based on verbal representations? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
- *Are you assigning any value to reputation, feedback from references or google reviews? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
- *Are you assigning any value to familiarity with the Association's current systems or with the Association's Governing Documents? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
- *Have you considered adding a section to address how they handle transitions? For example, you may want to ask:*
 - *Do they have a transition manager? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
 - *Do they promise a specific timeframe for transferring and uploading documents? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
 - *Do they promise a specific timeframe for creating a live unit owner portal and instituting training sessions? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
 - *If they promise specific timeframes, will they offer credits, discounts or refunds to the extent they miss deadlines? **The committee decided to hold this comment in obedience to allow the RFI period to determine.***
 - *Will they incorporate all prior ledger entries into the account statements for each owner? (Most companies take the bottom line from the prior PMC's ledger and make that a starting number. This is problematic because delinquency letters and estoppel certificates require these amounts to be broken down by category. We often see the new company send collection letters that fail to comply with statute because amounts are not broken down on the ledgers after a transfer to new management. **Concur that more clarification on this is needed. Will be reflected in the draft RFP for bidders.***
- Open house logistics and action items (room set up, invitations, materials, slides, etc.) see plan (attached) – everyone will be in their assigned locations at 2 on February 7.

Open Discussion or any new business: No new business to discuss.

After the open house on the 7th, the team discussed the topic of employees being managed by the PMC vice the WCA, noting that Dyan's interactions with several of the companies supported this requirement but also noting that the issue of vicarious liability was likely less important than employer legal compliance provisions. We agreed to wait to see if we get any RFIs about this requirement.

Recorder - Recap of AIs and CoEs from this meeting:

- Dyan to draft a last reminder for the bidders and forward to Terry.



- Terry to send the community map with final reminder to all bidders NLT Tuesday, February 6.
- Terry will finalize the log based on the last few comments from SLK and forward to PCM for filing.

Next Team Meetings: 7, & 19. (below)

Updated Workplan up to the RFI period – Milestones, tasks, and leader:

Date	Activity	Milestone	Lead (s)
Feb 5	Committee Meeting – final prep for the Open House	Draft RFP Ready Comment Adjudication Log Complete	All
Feb 7	Open House and site walk – RFI period opens	13 of 16 firms RSVP'd	All
Feb 19	Committee Meeting		
Feb 22	RFI period closes	Tips off the preparation of the final RFP and responses to all bidders' questions	John, Terry and Eric; others as needed
Mar 8	Issue Final RFP and response to RFI questions		John, Terry
April 26	Proposals due	Tips off review period by committee	All
End of May	Committee recommendation to the board		All



WCA RFP Pre-bid and PMC Site Walk Workplan

Day: Feb 7

Time: 2:00 to 5:00

Location: Westchase Activities Room at the S&T Center off Countryway.

Who: All committee members are asked to attend. Invite the board members but try to have at least two.

John will prepare an agenda for the afternoon and that will be distributed by Terry to all firms by email who have confirmed their interest in attending.

What we want to achieve:

- Create interest in our opportunity from a competitive perspective.
- Get to know and be known to the companies attending.
- Explain that this opportunity has not be available for the past 15 years so the RFP Committee was formed at the request of the VMs and by a board resolution.
- Communicate that we believe we are at a key turning point in the history of Westchase where we can continue to be a highly desirable residential and commercial community or we can begin to gentrify and that the provisions of the RFP helps ensure the former.
- Explain our opportunity in more detail and what our core expectations are for the successful company.
- Clearly communicate the key provisions and best practices found in the RFP that were taken from our exploratory committee and are now in the RFP
- Clearly communicate how our selection process and feedback processes will work.

What we want from the attendees:

- Feedback on the draft RFP and what might need more description or clarity through our Request for Information (RFI) process.
- Ideas on how to make the RFP better and innovative ideas that will help us achieve our intent. (RFI Process or in your proposal should you decide to submit one)
- Best value for a fair price that members can accept.
- Collaborative responses that show how a master can work effectively with sub-associations and the CDD to create integrated value for the association members.

Logistics:

- Invites and confirmations and advanced agenda, business card
- Handouts – fact sheet on the RFP committee, and the draft RFP (paper and electronic)
- Room set up to include sign in, projection, seating, parking and entrance control
- Company ambassador assignments (assume 3 companies per member)
- Site walk guides for the map of the community and in person at each of the main facilities – Village S&T, WCA office, Westchase S&T.