



RFP – Moving

RFI Responses

Q1: Some of the insurance requirements listed on the sample contract we do not have.

A1: Professional liability, cyber coverage, Sexual Abuse, and Pollution would all not apply to this contract or type of work. Our contract template covers all types of contracts we do but does not apply to Moving Service Contracts.

Q2: Does THA require a written inventory of contents for move-outs, and if so, is it required for every move or only in specific scenarios (e.g., abandoned units, contents going to storage)?

A2: This is recommended but not required.

Q3: What level of detail is expected item-level itemization, box/container-level listing, or general category counts and is condition documentation (written notes, photos, or both) also required?

A3: I would recommend box/container level listing with general photos.

Q4: Can inventory and condition documentation be priced as a separate line item or selectable alternate, rather than built into the base move-out rate?

A4: Inventory and documentation are broken out as a separate line item.

Q5: Who is THA's authorized signer for inventory acceptance, and who signs if the tenant is absent, unreachable, or declines to participate?

A5: Property Manager

Q6: Approximately how many move-outs per year does THA anticipate, and what share involves contents going into storage versus direct disposal or immediate redelivery?

A6: These serve as only estimates. Move outs roughly 150 – not all require movers. About 25 moves to another unit where we would hire movers and about 25 moves to storage. For trash out when needed, large items, or a lot left THA Maintenance will complete. Historically, we have not used a moving company for trash out but bio-hazard is handled separately.

Q7: If THA elects to waive the inventory step to reduce cost, will THA execute a written release covering claims of missing or damaged contents attributable to handling?

A7: No

Q8: What is THA's process for handling a tenant claim of missing or damaged property who receives the claim, who is responsible party, who adjudicates it, and what is the notice window?

A8: Responsible party is the vendor

Q8: Does the requested hourly rate assume a one-person crew, or should proposers base their rates on a typical crew consisting of one truck, one driver, and two helpers?

A8: Please provide both rates.

Q9: For the pricing line below, should the hourly rate include the truck, driver, helpers, labor, and packing materials?

A9: Yes

Q10: Could THA clarify what packing materials are expected to be included? For example, should the rate cover standard boxes, packing paper, bubble wrap, tape, labels, stretch wrap, mattress/furniture covers, and wardrobe boxes?

A10: Yes

Q11: Should specialty or unusually extensive packing materials be handled separately, with THA approval?

A11: Yes

Q12: Is the 35-mile service area measured one way or as a round trip? If a move exceeds 35 miles, should additional mileage or travel time be priced separately?

A12: That the company and storage facility be within 35 mile range of the property.