



**REQUEST FOR PROPOSALS (RFP):  
Moving Service**

**DATE OF ISSUE: Monday, August 21, 2023  
DEADLINE: Monday, September 18, 2023 at 12:00 PM**

## About the Agency

East Tennessee Human Resource Agency, Inc. (ETHRA) has an overall mission to assist individuals and families through the provision of services, education, and information to solve problems that inhibit their ability to be productive and self-sufficient.

ETHRA is a Knoxville based public not-for-profit 501c3 organization that has been serving Knox County and the surrounding sixteen counties since 1974. ETHRA is a member of NJPA. ETHRA is sales tax exempt and eligible for government and/or non-profit pricing. The administrative offices are located at 9111 Cross Park Drive, Suite D-100, Knoxville, Tennessee 37923. ETHRA is an equal opportunity employer.

As a careful steward of the funds awarded by state, local, and federal governments, ETHRA weaves its resources together to maximize the impact of each dollar invested in support of the many public service programs it operates. We leverage these resources to serve East Tennessee communities through our participation as a grant administrator, local resource network, and nonprofit partner in dozens of public programs and projects.

Through this Request for Proposal (RFP) opportunity, ETHRA wishes to select a single organization to provide one-time moving service to relocate our organization from its current office to its new office approximately 1.5 miles away. For more information on our organization, please visit our website at [www.ethra.org](http://www.ethra.org).

## General Outline

### 1. Scope

Moving services for office furniture, materials, records, appliances and equipment typically found in a professional setting. All labor, supervision, tools, equipment, transportation, permits, fees, taxes, incidentals and materials necessary to perform move are to be included and provided by the contractor.

### 2. Specifications

#### *2.1 Locations*

The majority of the move will occur from 9111 Cross Park Drive, Building D, first floor (D-100 and 125), Knoxville, TN 37923. The new location is approximately 1.5 miles away, at 414 N. Peters Rd., Knoxville, TN. Additionally, a smaller size office, located at 728 Emory Valley Rd., Oak Ridge, 37830 must also be relocated to the new site from Oak Ridge, TN.

#### *2.2 Dates and duration*

Moving services are anticipated to begin on February 1, 2023 and end on February 21, 2023, however circumstances may require adjustments to these dates. RFP responses should take into consideration working hours being limited to 8 a.m. to 4:30 p.m., EST. Contractor shall provide all materials and equipment necessary to perform the work (e.g., moving blankets, dollies, bumper guards, etc.). Note: ETHRA will procure its own moving boxes and packing materials, and each employee is responsible for relocating their own personal effects.

### *2.3 Furniture, Materials and Equipment, Records*

*Furniture includes but is not limited to:*

- Standalone Office Furniture – Desks, chairs, bookcases, filing cabinets (verticals will be empty; horizontals will not; horizontals must be plastic wrapped by contractor), etc.
- Conference and Lobby Furniture – Tables, chairs, display cabinets, etc.
- Appliances – Refrigerators, ice machine, etc.

The contractor will be required to assemble/disassemble, takedown/setup furniture if needed for transport/moving. However, the Agency may also use its own employees for such work with any Agency property.

#### *Materials and Equipment*

The Agency maintains various materials and equipment throughout its office. The majority are everyday items commonly found in an office setting.

#### *Records*

Agency records may be those stored in designated record keeping facilities, or those maintained by specific departments.

#### *Office Contents*

Agency employees will be responsible for boxing up the personal effects in their office and carrying them to the new office.

#### *Hazardous Materials*

The contractor will not be required to handle, store or transport hazardous materials.

### *2.3 Technological Equipment*

Technological equipment items such as computers, monitors, phones, printers and scanners are exempt from the contractor's obligation to move. Disconnection, move, transport and set up will be performed by Agency staff or supplying vendor. Under these circumstances, the Agency reserves the right to use supplying vendors per the terms of the contract with such supplying vendors.

### *2.4 Protection of Property*

The contractor will ensure Agency property is properly prepped and protected for safe moving. Finishes of furniture, millwork, flooring, walls, doors, ceilings, stairways and windows must retain their pre-move appearance and function. Dollies shall be free of grease, oil, etc. to prevent stains on carpeting and flooring, including any apertures that may scratch or mar flooring and walls. Proper equipment and/or vehicles must be utilized for transport. The contractor assumes all responsibility for damaged or lost property and must resolve any such issues within 30 days of discovery through replacement, repair or reimbursement. The contractor must work with an appointed Agency representative in doing so. In no event will the Agency be responsible for any damages to any of the contractor's equipment, either lost, damage, destroyed or stolen.

### *2.5 Safety*

The contractor will perform all work in a safe manner, adhering to OSHA and DOT guidelines, with proper technique and equipment in order to preserve the safety of Agency employees, contractors and

visitors. At no time will the contractor perform any act that is unsafe.

The contractor will also temporarily close off areas to pedestrian traffic to prevent potential injury to bystanders when large or heavy equipment is being moved or used. An Agency representative will work with the contractor to prepare notification to the Agency staff, contractors and visitors, if necessary.

Contractor employees will be required to possess and readily show company identification while working on Agency sites.

Contractor vehicles must not park in fire lanes, on sidewalks, in landscaped areas or any area not intended for vehicles.

### *2.6 Damage to Property*

The contractor shall preserve from damage all property along the line of work or which is in the vicinity of or is in any way affected by the work. This applies to, but is not limited to, public and private property, vehicles, utilities, trees, shrubs, signs, grounds including sprinkler systems, etc. Whatever such property is damaged due to the activities of the contractor, it shall be immediately restored to a condition equal to or better than that existing before such damage was done by the contractor and at its contractor's expense.

### *2.7 Communication and Authorization*

An appointed Agency representative will be the single contact point for the contractor, of which requests, direction, coordination and authorization will be communicated through.

The contractor shall, at all times, provide a working lead person who shall be responsible to accept and execute such instructions as are conveyed by the Agency's designated representative during the contract period. This person shall have the responsibility to coordinate the move with the other contractor employees. Instructions conveyed verbally or in writing shall be binding upon the contractor.

### *2.8 Personnel*

All work must be performed by skilled, experienced personnel, directly employed, supervised and trained to work with materials and equipment of the trade in a safe and workmanlike manner. All complaints shall be handled through the Agency's designated representative. At the request of the Agency, the contractor shall replace any person in its employ deemed by the Agency to be unqualified to perform the work. The Agency and the contractor shall each be promptly notified by the other of any complaints received.

### *2.9 Coordination of Work*

The Agency will contact the contractor to setup and coordinate the moving services before the service is required. The contractor shall not commence any work until contractor has notified the Agency's designated representative of contractor's arrival. The contractor shall conduct a walk-through with the Agency's designated representative, prior to the actual move, to determine the number of personnel, tools and equipment required to accomplish an efficient and professional move within the specified completion time.

### *2.10 Cleanup*

The contractor will be responsible for cleanup of any and all materials directly used by the contractor during the moving process. This includes but is not limited to contractor installed wall and floor protection, padding and wrap. This does not include boxes or packing materials used or provided by any Agency employee.

### **3. Experience**

Bidders must submit a brief written summary describing their experience with moving and storage services. Optional marketing materials and documents may also be submitted in support of the letter.

### **4. References**

Bidders must submit at least three references for whom the vendor has performed moving services within the last three years. Include names, titles, current phone numbers and email addresses.

### **5. Insurance**

Prior to the commencement of the respective Contract or Agreement, the successful bidder shall deliver certificates of insurance evidencing such policy or policies to the Agency showing the following coverage.

- Worker's Compensation;
- Commercial General Liability insurance of \$1,000,000 per occurrence;
- Professional Liability Insurance; and
- Business Automobile Liability of at least \$1,000,000 per occurrence.

### **6. Performance, Labor and Material Guarantee**

The Contractor awarded the work shall furthermore agree to furnish, prior to commencement, a Performance Bond in an amount equal to 100% of the contract price. Bonds shall be submitted within ten (10) days after Notice to Proceed and shall be security for:

- a. The faithful performance of all provisions of the contract and the satisfactory completion of the work included hereunder;
- b. The payment of all persons performing labor and furnishing materials in connection with the contract; and
- c. The covering of all guarantees included therein.

## **Proposal Preparation**

The firm's proposal should be organized in sections as outlined below:

#### **1. Cover Letter**

All proposals must include a cover letter submitted under the firm's name on the firm's letterhead containing the signature and title of a person or an official of the firm who is authorized to commit the firm to a potential contract with the Agency. The cover letter must also identify the primary contact for this proposal. The cover letter should express the firm's interest and serve as an executive summary of the proposal. Claims of proprietary information must be included in the cover letter.

#### **2. Cost Proposal Form**

All proposals must include the complete Proposal Form signed by a person or an official authorized to

commit the firm to a contract with the Agency.

### 3. Proposal Copies

The firm must submit one (1) original hardcopy of the proposal. No electronic, facsimile or e-mail submissions will be accepted.

### 4. Qualifications

The proposal verbiage must describe the firm's qualifications to provide the requested products and/or services, and include the following:

- a. Description of the bidder's moving experience;
- b. Ability to perform these types of moves;
- c. Demonstrated ability to complete projects within the specified time;
- d. Years of experience;
- e. Staff experience and training;
- f. Equipment available;
- g. Past projects; and
- h. At least three (3) professional references of similar moves, including contact name, phone numbers and e-mail address.

### 5. Response

Responses must be clear and thorough, but concise, and written in plain, easy to understand language. Responses must follow the numbering format used in this Request For Proposal.

### 6. Exceptions Requested

Any exceptions to the requirements of this RFP that the firm requests the Agency to consider must be placed in this section. Each alternate or exception should be addressed separately with specific reference to the requirement. If there are no proposed alternates or exceptions, a statement to that effect must be included in this section of the proposal. Any exceptions requested from the Contract Documents must also be included in this section. Exceptions that are not requested as part of the bid shall not be considered. Any proposed additional or alternate terms and conditions, contracts, waivers, licenses or agreements required by the firm should be included here with a brief explanatory introduction.

### 7. Proprietary Information

In the event any proposer shall include in the proposal any information deemed "proprietary" or "protected", such information shall be separately packaged from the balance of the proposal and clearly marked as to any proprietary claim. The Agency discourages the submission of such information and undertakes to provide no more than reasonable efforts to protect the proprietary nature of such information. The Agency, as a public entity, cannot and does not warrant that proprietary information will not be disclosed. The Agency shall have the right to use any and all information included in the proposals submitted unless the information is expressly restricted by the proposer.

### 8. Cost Proposal

The attached Cost Proposal is required to be included with the original proposal.

- a. Prices shall be shown by item and individually extended, unless otherwise indicated. In case of a conflict between unit price and extension, unit price prevails.

- b. The Agency is exempt from paying State and local transaction privilege tax (sales tax).
- c. Provide detailed explanations of any assumptions that the proposer made in calculating the project costs in order to provide sufficient information for the Agency to be able to prepare a detailed cost analysis and comparison.
- d. Identify when the proposer proposes to bill the Agency (e.g. progress payments, milestone, weekly, monthly, etc.)
- e. Indicate if any items are optional and specify them in a separate section(s).
- f. Indicate any impact to price if the dates are adjusted due to unforeseen conditions.
- g. Indicate whether evening and/or weekend work could be accomplished if such becomes necessary, including any impact to price.

The Agency expects that all costs are included in the overall fee for services proposed, and that there will be no additional expenses billed to the Agency for any reason. The Agency is also in the process of purging paper files and anticipates there will be fewer filing cabinets to move than are currently displayed in the office.

#### 9. General

- a. Cost of Proposal Preparation – The Agency shall not reimburse the cost of developing, presenting or providing any response to this solicitation; offers submitted for consideration should be prepared simply, and economically, providing adequate information in a straightforward and concise manner.
- b. Certification – By signature on the Proposal Form included herein, the proposer certifies that the submission of the proposal did not involve collusion or other anti-competitive practices. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted proposal. In addition, Vendor certifies whether or not an employee of the Agency has, or whose relative has, a substantial interest in any agreement subsequent to this document. Vendor also certifies their status with regard to debarment, or suspension by any governmental entity.

Failure to provide a valid signature affirming the stipulations required by this clause shall result in the rejection of the submitted proposal and, if applicable, any resulting agreement. Signing the certification with a false statement shall void the proposal and, if applicable, any resulting agreement. Any resulting agreement may be subject to legal remedies provided by law. Vendor agrees to promote and offer to the Agency only those services and/or materials as stated in and allowed for under resulting agreement(s).

#### **Submission Requirements**

- A. Potential bidders must register by sending an email to Nick Pappada, [npappada@ethra.org](mailto:npappada@ethra.org), to receive updated information and answers to questions that will be sent to all registered bidders.
- B. All questions about this proposal should be directed to Nick Pappada, ETHRA, [npappada@ethra.org](mailto:npappada@ethra.org).
- C. ETHRA's Cost Proposal form must be signed and submitted along with the proposal, addressing the specific items outlined herein. Additional documentation may be attached.

- D. Bids must be submitted by 12:00 p.m. EDT, on Monday, September 18, 2023 to ETHRA’s administrative offices at 9111 Cross Park Drive, Suite D-100, Knoxville.
- E. Electronically transmitted bids (Email or Fax) will not be accepted.
- F. Bids must be addressed and mailed or hand-delivered to:  
**ETHRA**  
**Attention: Nick Pappada**  
**9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923**
- G. Envelopes containing the proposal should be clearly marked with “RFP Response – 9/18/23”
- H. ETHRA is not bound to accept the lowest bid. Other considerations will apply:
- Demonstrated ability to provide necessary service and support
  - Technical certifications and experience
  - Demonstrated expertise in virtualization
  - Response time assurances
  - References
- I. ETHRA reserves the right to reject any or all proposals or any portion thereof.
- J. ETHRA reserves the right to waive minor informalities or technicalities when it is in ETHRA’s best interest.
- K. ETHRA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. ETHRA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by ETHRA and the vendor incorporating the terms and conditions of the award.
- L. ETHRA and the selected vendor shall enter into a contract within thirty (30) days of the close of the solicitation, based on the pricing set forth in the vendor’s proposal, which shall not change during said thirty (30) day period.
- M. Vendors may be asked to provide proof of financial and business capability. Evidence could include a business history, evidence of financial soundness, and business references. ETHRA will make the final determination as to the bidder’s ability.
- N. Unsigned bids will not be considered.

### **Review & Selection Criteria**

ETHRA will use multiple criteria to select the most appropriate vendor. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated:

- Price



- Expertise
- Previous relevant experience
- Vendor strength and stability

**Respondent Inspections**

ETHRA will schedule on-site inspections for all responding companies during the week indicated in the Key Dates table below. Appointment times may be scheduled by contacting Cynthia Plemens at [CPlemens@ethra.org](mailto:CPlemens@ethra.org).

**Announcement**

Selection decisions are expected to be announced by September 22, 2023. All respondents will receive written notice as to whether or not your company was selected for this opportunity.

<b>Key Dates</b>	
<b>DATE</b>	<b>ACTIVITY</b>
8/21/23	RFP posted, On-site inspection appointments open
9/8/23	Deadline to submit questions and conduct inspection
9/12/23	Q&A posted to website
<b>9/18/23</b>	<b>Deadline to submit proposals</b>
9/18-9/21/23	Proposal Review
9/22/23	Selection Notification
Within 30 days of 9/22/23	Contract Execution
2/1/23	Contract Start Date

**General Terms & Conditions**

**No Guarantee**

The submission of a proposal does not, in any way, guarantee a selection. ETHRA is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. ETHRA reserves the right to withdraw a selection prior to execution of a contract with a vendor in ETHRA’s sole and absolute discretion.

ETHRA makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

**Agreement of Non-Disclosure**

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of ETHRA solely for the benefit of ETHRA.

# COST PROPOSAL

Note: All costs are included in the fees for services proposed, and there will be no additional expenses billed to the Agency for any reason.

## Cost Proposals must be submitted on this form

### **Base Bid**

\$ \_\_\_\_\_

Please list items included in base bid, including number of personnel, trucks, etc.

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### **Other Costs**

Please indicate other costs not listed that are normally part of your service. Also include any minimum charges and travel costs.

Description	Cost

*Submitted by:*

Company Name & Address: \_\_\_\_\_

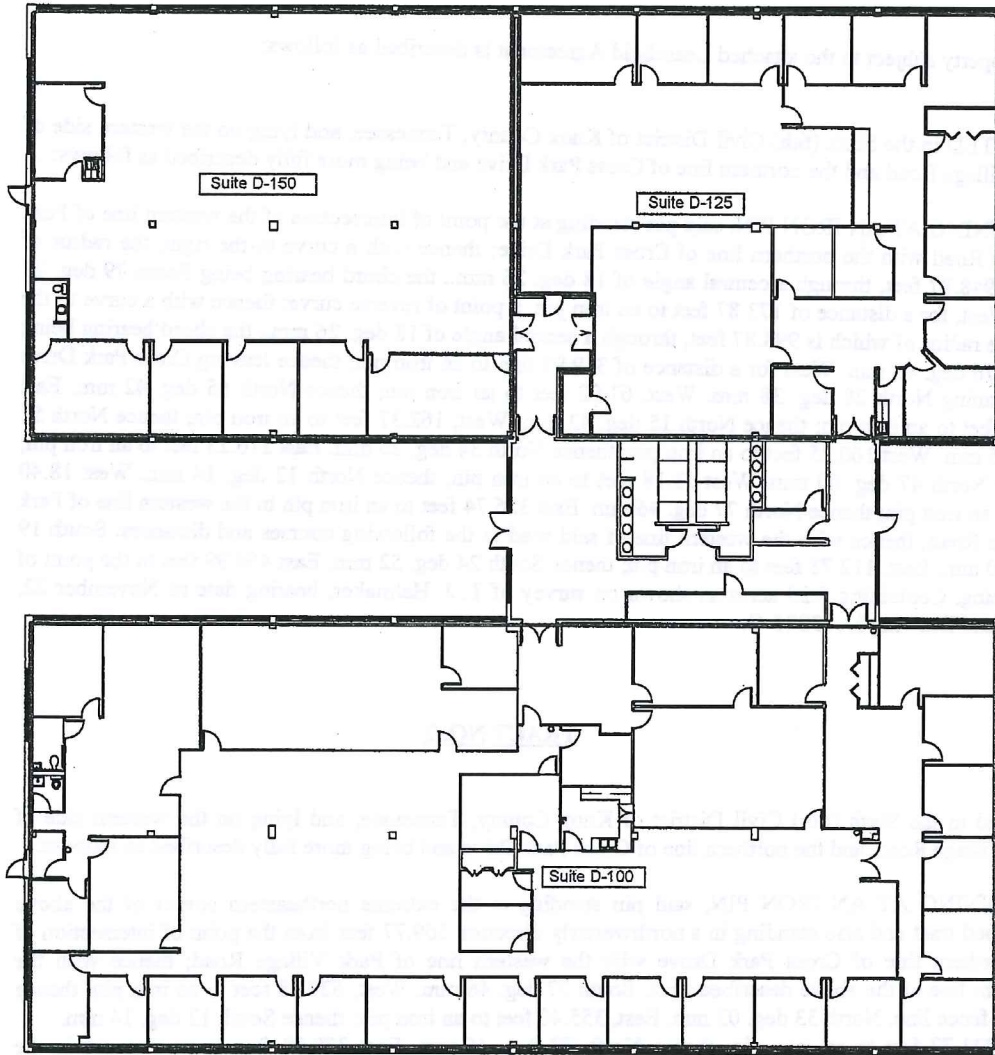
Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

**EXHIBIT "B"**

**FLOOR PLAN**



1 BUILDING D  
FIRST FLOOR PLAN

2