REQUEST FOR PROPOSALS

FOR

COMMUNITY ASSOCIATION MANAGEMENT SERVICES

Ponderosa Trails Homeowners Association, Inc.

February 2014
Ponderosa Trails Homeowners Association, Inc.

NOTICE of REQUEST FOR PROPOSALS –
Community Association Management Services

Ponderosa Trails Homeowners Association (HOA) is seeking proposals from qualified Arizona licensed professionals for Community Association Management Services.

Request for Proposal packages may be downloaded from the Ponderosa Trails HOA website:  [http://www.ponderosatrailshoa.com/](http://www.ponderosatrailshoa.com/), or by emailing the HOA president at: Susan.Thomas@nau.edu.

Proposals will be received until: 5:00 P.M. MST 03/13/2014.

Proposals may be mailed to:
Ponderosa Trails HOA, 2700 S. Woodlands Village Blvd, Ste. 300-108, Flagstaff, AZ 86001
or delivered in a sealed envelope to:
Ponderosa Trails Homeowners Association, Inc.,
323 S. River Run Road, Suite 1, Flagstaff, AZ 86001,

with the understanding that materials must be in hand by **5:00 P.M. MST 03/13/2014.** Proposals received after that time and date will be considered non-responsive and will be returned unopened.

Please contact Susan J. Thomas at Susan.Thomas@nau.edu for additional information regarding this solicitation.

The Ponderosa Trails HOA Board of Directors reserves the right to reject any or all proposals, to waive or decline to waive irregularities in any proposal, or to withhold the award for any reason it may determine and also reserves the right to hold any or all proposals for a period of thirty days after the required date of receipt.  No proposer may withdraw their proposal during this thirty-day period.

Ponderosa Trails HOA Board of Directors
Susan J. Thomas, President
2700 S. Woodlands Village Blvd. Ste. 300-108
Flagstaff, AZ 86001
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GENERAL INFORMATION

INTRODUCTION

Ponderosa Trails was conceived as a community of mixed residential uses catering to all homeowners. Rezoning for the development was approved by the Flagstaff City Council through COF Ordinance #1884, adopted August 15, 1995. The development, and its community, has enjoyed continuous build-out and improvement since inception.

The development currently consists of 639 lots. Of these, only about ten lots remain undeveloped. Ponderosa Trails is unique as it is the only Planned Unit Development within the City of Flagstaff limits that contains Association owned and maintained urban trails. Included within the development is a significant sized public park with a picnic area and a playground. These are owned and maintained by the City of Flagstaff. Also contained within the development boundaries is a charter school, the Mountain School. This is privately owned and operated.

A main goal of the Association is to assure all homeowners in the community that their neighborhood and improvements will be in harmony with, and enhance, the rural nature of the surrounding native environment, including the native forests, washes and topography; and that the Association will work to maintain and improve property values.

PURPOSE

The purpose of the Association Management Company is to ensure smooth operation and maintenance of all of the Association’s business affairs. This includes, but is not limited to, attending and preparing all agendas and meeting minutes for all Association meetings; managing all association finances, including annual dues collection; conducting property inspections for CC&R’s violations, publication and distribution of the association’s quarterly newsletter, and maintenance of the Association’s website.

The objectives of this request for proposals are three-fold:

1. To ensure, through open competition, that the members of the Association are provided with the best management services possible
2. To ensure, through open competition, that the members of the Association are provided with the best pricing for these management services
3. To continually review and improve, as necessary, the scope of these services

SCHEDULE OF PROPOSAL DEADLINES

Advertise for Services: February 13th, 2014

Proposals Due: 5:00 P.M. MST 03/13/2014

Begin Contract Period: May 1, 2014

*** END of SECTION I ***
II. **SCOPE of Management Services**

**GENERAL**

A. **Regulatory Requirements**
   1. The Management Company is responsible for complying with all Federal, State, and Municipal requirements affecting contracted property management services.
   2. The Management Company shall demonstrate current/ongoing knowledge of municipal and state legislative agendas/action items.
   3. The Management Company is responsible for knowledge of the Master Deed/CC&R’s, development declarations and conditions, bylaws, rules and regulations, compliance guidelines and architectural standards of the Association.
   4. The Management Company is responsible for enforcing document provisions.
   5. Management Company is responsible for filing annual permits, registrations, insurance applications, tax documents/ handling of claims.
   6. The Management Company shall have at least one individual with training in community association management, have a program for continuing education, and have no documented record of misconduct.
   7. The Management Company shall provide training for new board members.

B. **Clear Designation/Disclosure**
   1. Names of Corporate/personal entities.
   2. Disclosure of management relationship with subcontractors/service providers.
   3. Identification of management company designated representative(s) for the HOA and to the board.

C. **Professional Responsibilities**
   1. Provide access for legal clarifications.
   2. Maintain current insurance for both Management Company and the HOA.

**HOA SPECIFIC**

D. **Management Responsibilities**
   1. Maintain files and provide facilities for Association Meetings.
   2. Production of Board Packets.
      a. Standard items in packets include: Meeting Agendas, Property Manager’s Report, Minutes, Financials, Old Business issues, New Business items, Homeowner letters, Executive session issues, i.e. financial or violations issues.
      b. Identify any special items, not listed above, that your firm routinely or occasionally includes in board packets.
   3. Services to be provided at Meetings.
   4. Maintenance and Property Inspections.
   5. Communication with Owners and Residents.
   6. Website hosting.
   7. Electronic filing and documentation.
   8. Emergencies.

E. **Accounting Responsibilities**
   2. Promptly and responsibly manage Funds/Deposits/Savings and Checking accounts/Reserves/Collections/Disbursements and pay obligations.
   3. Responsible for Annual Budget/Corporate reports/Corporate taxes.
   4. Audit by independent company.

*** END of SECTION II ***
III. INSTRUCTIONS TO PROPOSERS

A. GENERAL

All proposals should follow the format and sequence described in the paragraphs on Technical Proposals and Fee Proposals in Sections IV and V of this RFP; this will allow a standard basis for evaluation. Failure to follow the instructions regarding format may result in rejection of the proposal.

B. MINIMUM QUALIFICATIONS

Proposals will only be considered from firms with individuals who are currently registered professional Brokers through the State of Arizona Real Estate Department. Firms with any current documented misconduct will be disqualified.

C. FORM OF PROPOSAL

Proposals shall be submitted in two separate packages: a Technical Proposal and a Fee Proposal. The Technical Proposal shall not contain any reference to costs; including basic and supplementary services. This cost information shall, however, be contained in the Fee Proposal. Each proposal shall be separate from the other, sealed in separate envelopes and marked appropriately.

Technical Proposal – NOTE: This should be clearly marked on the outside of the sealed envelope: SOQ in Response to RFP #2014-01
The Technical Proposal should display clearly and accurately the capability, knowledge, and capacity of the proposer to meet the technical requirements of this RFP. Five (5) copies of the Technical Proposal are required.

The technical proposal should be fully self-contained and should follow the organization format outlined in Section IV of this RFP.

Fee Proposal - NOTE: This should be clearly marked on the outside of the sealed envelope: Fee Proposal in Response to RFP #2014-01
One (1) copy of the Fee Proposal is required. The Fee Proposal should detail cost information, including a listing of all base and additional services to be performed and a breakout of unit costs for those services and their components. For evaluation purposes, in addition to the unit prices requested above, please include a Lump Sum, per month, fee proposal which includes identification of the services included.

D. INTERVIEWS

Proposers may be requested to participate in one interview with the HOA Board of Directors. Interviews will be conducted for a maximum of 60 minutes as follows:

10-20 minutes: Proposer shall embellish the Technical Proposal information for the Board of Directors
10-40 minutes: Board of Directors question and answer time.
E. FORM AND EXECUTION OF CONTRACT

It is expected that HOA and the selected firm will enter into a contract for services not later than the week of April 21, 2014. The HOA contract form for management services will be provided to short listed firms. The contract period is anticipated to be for three years, renewed annually, contingent upon any request for fee changes and negotiations.

F. INTERPRETATION OF RFP BEFORE PROPOSAL SUBMISSION

Proposers who desire clarification of the attached documents or who find discrepancies or omissions may request, in writing, an interpretation or additional information. All such inquiries should be made to Susan J. Thomas via email at: Susan.thomas@nau.edu.

G. NON-DISCLOSURE OF DATA, REGULATIONS and OBLIGATIONS

Proposals in response to this RFP may contain data that the proposer does not wish to have disclosed for any purpose other than evaluation of the proposal. If so, the proposer should clearly identify those pages of the proposal that are to be restricted. The HOA assumes no liability for disclosure or use of unmarked data. Unless identified, information submitted in response to this RFP may be disclosed pursuant to the Freedom of Information Act and applicable Arizona Revised Statutes.

Laws of the State of Arizona, as they apply to the HOA, shall govern any contractual agreements made with the HOA.

This Request for Proposals Package and the information contained herein shall only provide a basis for preparation of technical and cost proposals; it does not constitute a contractual commitment.

This RFP does not obligate the HOA to pay any costs incurred in the preparation and submission of proposals or presentation/interviews nor to enter into a contract with any of the proposers.

* * * END of SECTION III * * *
IV. TECHNICAL PROPOSAL ORGANIZATION

The Board of Directors of the HOA will evaluate firms proposing in response to this RFP based on the information provided in the Technical Proposal and interviews as necessary. The proposals should be organized in six main sections according to the following outline:

Cover:
The cover should contain the following relevant data as a minimum: Technical Proposal In Response To Ponderosa Trails Homeowners, Inc., Request for Proposals for Community Association Management Services, submittal date, company name (and logo if desired).

Title Page:
(One page maximum)
Include Firm's name, address, email, website, phone and FAX numbers, name(s) of Principals/qualifying Broker party and license number (if applicable).

Executive Summary:
(Two pages maximum - 5 Pts)
Address issues of experience, number of relevant office personnel by special qualifications; ability to keep community association management projects on schedule and within budget; and local availability of office/meeting resources.

SECTION 1.) Property Management Experience:
(Four pages maximum - 30 pts)
In a narrative format discuss similar community association management experiences. Provide examples of on-going contracts from the past five years. Identify overall years of experience. Highlight problems/obstacles encountered and solutions/resolutions achieved. Identify the ways in which your firm excels in this area of work.

SECTION 2.) Standard Operating Procedures (SOP):
(Four pages maximum – 25 pts)
Include standard operating procedures (SOP) used by your firm to perform the technical services offered. Describe any quality control techniques utilized by your firm to insure client satisfaction.

SECTION 3.) Project Team:
(Two pages maximum plus, provide a maximum of three single sheet resumes as relevant – 10 pts)
Identify the key personnel and responsibilities for those members of your firm that will be assigned to this contract. In a narrative format, please address the following:

A. Commitment to providing a main, single point of contact, for community association management for the HOA throughout the life of the contract. Identify the level of authority this person has regarding their authority to make decisions for the firm and to communicate with the HOA Board.

B. Ability of specific qualified staff to handle this community association management contract and their current work assignments.

C. Discuss your firm's current work load and ability to handle a community association of 639 members. Identify qualifications and experience of any proposed sub-consultants (if applicable).
SECTION 4.) Financial Statement (10 pts)

A. Provide a current financial statement for your firm.

SECTION 5.) OTHER INFORMATION
(Five pages maximum – 20 pts)

A. Firm may provide other pertinent information it deems appropriate to confirm its qualifications for this work. Photographs, awards, and letters of reference, pricing discounts/incentives are types of information that might be considered desirable.

Additional written information may be requested.

*** END of SECTION IV ***

NOTE: THE FOLLOWING IS TO BE INCLUDED IN A SEPARATE SEALED ENVELOPE

V. FEE PROPOSAL ORGANIZATION (To be submitted in a separate sealed envelope)
(Two pages maximum)

A. Provide a listing of all required base services with a breakout of unit costs.

B. Provide a listing of any additional services with a listing of unit costs.

C. Provide a Lump Sum monthly service fee. Provide with the Lump Sum fee a clear identification of all included base and additional services.

*** END of SECTION V ***