



METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

Request for Proposal
Residential Property Management Services
for the
Metropolitan Knoxville Airport Authority

Issue Date:
February 2, 2024

Proposal Due Date:
February 29, 2024

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY
P.O. Box 15600
Knoxville, TN 37901
Phone: (865) 342-3001

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I. Notice (Advertisement)

The Metropolitan Knoxville Airport Authority (hereinafter “MKAA” or “Authority”) is accepting “Request for Proposals” for Residential Property Management Services.

The “Request for Proposal” includes residential properties owned and operated by the Metropolitan Knoxville Airport Authority (Appendix 1).

A Request for Proposal (RFP) package can be obtained online at www.flyknoxville.com under the “Do Business @ TYS” tab or by emailing at Dave.Schroth@tys.org

The proposal must be submitted to the Metropolitan Knoxville Airport Authority no later than 4:00 PM local time on February 29, 2024.

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II. Minimum Requirements/Scope of Services

The Owner is looking for competitive pricing from Respondents with demonstrated and successful property management experience and with knowledge of managing single-family homes.

Although all federal, state, and local regulations must be followed in providing management services, there are some matters for the Respondents to consider, however, when submitting their proposal package, these special considerations include but are not limited to the following:

- Provide draft property management rental rules and regulations for the Authority to review.
- Inspect current Authority properties and assess potential necessary work to make the properties available to rent.
- Set rents according to fair market demand and prepare a market analysis for each property establishing fair market rental value during each rental period.
- Order repairs, services, and maintenance on the various properties and grounds as requested by the Authority.
- Document actions and inactions by tenants who are not complying with the terms of their lease, and handle eviction proceedings if needed.
- Perform yearly inspections of properties, including management plans and recommendations for necessary maintenance.
- Advertise properties for lease, screen and select tenants using the following tools: credit application, personal and business reference checks and personal interviews.
- Prepare and execute lease agreements using only lease forms approved by the Authority.
- Conduct a minimum of two exterior and interior inspections per year of the properties, providing a written report of major deficiencies with photos to the Authority.
- Determine and verify insurance requirements for tenants when appropriate.
- Re-key locks for new tenants when appropriate.
- Provide tenants with 24-hour emergency telephone contact number for emergency repairs. Identify and address emergency situations immediately upon occurrence and provide follow-up while keeping the Authority informed.
- Change electrical, gas, garbage, sewer and water billing as required between property occupancies.
- Acknowledge and comply with the provisions of the Uniform Landlord Tenant Act Tenn. Code Ann. 66-28-101 et. seq., and particularly concerning deposits. Vendors will collect a deposit from every tenant, additional deposits required for properties allowing animals.
- Collect rent and late charges as needed.
- Handle all tenant relations.
- Coordinate all scheduled and unscheduled maintenance work.
- Coordinate and supervise minor tenant improvement work (i.e. paint, carpet, etc.).

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- Inspect the properties, in the company of the renter, prior to move in and complete a detailed inspection report that shall be provided to the Authority.
- Conduct a final inspection when the property is vacated, with a move out inspection report that shall be provided to the Authority upon request.
- Provide a monthly report/statement for each individual property indicating the income received, income withheld for services (with a description of the services), vacancies, turn-over schedule and budget for property turn-over.
- The Authority reserves the right to request further information from the chosen property management professional.
- The selected Respondent will be required to create and maintain a process of procurement that encourages competitive prices.
- For financial reporting, Respondents should anticipate that they will be using their own financial management computer systems and either submit data electronically or via hard copy.

This list of Services is intended as a general guide and is not intended to be a complete list of all work necessary to provide the requested Services. The successful proposer shall have a demonstrated knowledge and expertise to serve the unique needs of the Authority.

To be eligible to respond to this RFP, the proposer(s) must demonstrate that they, or the Principals assigned to the project, have successfully performed the services in the Scope of Services section of this RFP.

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III. Submission Contents and Procedure

Submission Contents

All proposals must be on Company Letterhead and the Proposal should contain:

1. Summarize your firm's qualifications, experience, and special expertise in providing the type of services identified in the project description. Include resumes for key personnel. Also include the following:
 - Name of parent company
 - Length of time in business
 - Length of time in business providing proposed services
 - Gross revenue for the prior fiscal year
 - Total number of clients
 - Total number of clients in proposed service area
 - Average retention rate (years of service) of the firm's other clients
 - Experience working with governmental entities, if any
 - Number of full-time personnel
 - Headquarters location
 - Proof of all necessary permits and licenses to perform property management services
2. Provide a brief overview of your property management philosophy, methods and practices, and how they would meet the needs identified in the requested services section. Describe how you would envision communication and reporting occurring between your firm, the tenants, and the Authority.
3. Include a list of references, including contact names, phone number and email address, for at least three (3) recent or current properties managed by your firm.
4. Provide base property management fees expressed as a fixed monthly fee for property management services. Any additional fees (above the fixed fee) should be itemized as a separate line item and priced as a cost reimbursement plus administrative markup with the markup clearly identified.
5. Proposals must be made in the official name of the firm or individual under which the business is conducted (showing an official business address).
6. Please also include responses to the following:
 - a) What outside vendor services does your firm typically employ?
 - b) How will the firm help the Authority identify and correct potential safety risks or hazards?
 - c) Will your firm assist in investigating accidents or damage to the property? Does the firm have prior experience in this capacity?
 - d) How will the firm ensure the buildings are adequately maintained?

Proposals should be simple and straightforward and provide a concise description of the firm's ability to meet the requirements of the RFP. Any additional information that the

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firm would like to submit should be included in a separate section titled “Supplemental Information.”

The selected firm will serve as an independent contractor to the Authority, and not an employee of the Authority and shall act on behalf of the Authority, as specifically directed by the Authority. The selection process will be based on the consultant’s qualifications in the areas specified herein, as well as verifiable references for past similar, successful projects.

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Submission Procedure

Proposals shall be submitted no later than 4:00 PM local time on February 29, 2024

<u>Regular U.S. mail to:</u> Dave Schroth Director of Properties & Risk Management Metropolitan Knoxville Airport Authority PO Box 15600 Knoxville, TN 37901	<u>Or by courier or hand-delivered to:</u> Dave Schroth Director of Properties & Risk Management 3rd Floor Admin. Offices Metropolitan Knoxville Airport Authority 2055 Alcoa Highway Alcoa, TN 37701
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All submittals received after the designated time will not be considered.

IV. Selection Timeline and Evaluation Criteria

Selection Timeline:

Notice Publication Dates	February 4, 2024, thru January 28, 2024
Last Day for Questions	February 16, 2024
Proposals Due	February 29, 2024, by 4:00 PM EST
Interview Sessions (if questions)	To Be Determined
Estimated Start Date	April 1, 2024

Evaluation Criteria

Respondent may be selected for interviews and presentations by an MKAA selection committee based upon review of the proposals provided in response to the RFP.

The most qualified Respondent will be selected based on the following criteria:

1. 0-25 Points: Basic Information including References.
2. 0-30 Points: Property Management Services Provided
3. 0-15 Points: Management Reporting/Invoicing
4. 0-15 Points: Communications Plan
5. 0-15 Points: Pricing (Total Cost of Appendix 1)

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V. Terms and Conditions; Contract Requirements

DBE Program

Firms shall comply with MKAA approved DBE Program (available at www.flyknoxville.com) to ensure disadvantaged business enterprises as defined in 49 CFR Part 26 have the maximum opportunity to participate in the performance of contracts and subcontracts and shall not be discriminated against on the basis of race, color, national origin, disability, or sex in the award and performance of DOT assisted contracts or other contracts defined by MKAA.

Title VI Solicitation Notice

The Metropolitan Knoxville Airport Authority (MKAA), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or respondents MKAA will affirmatively ensure any contract entered into pursuant to the advertisement, disadvantaged business enterprises or airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

Response Costs

All costs incurred in preparing the response to the Request for Proposal (RFP), participating in the RFP process, and negotiating with MKAA, whether or not an award is granted, shall be solely the responsibility of the Respondent. All materials and documents submitted by the Respondent in response to the RFP will become the property of MKAA and shall not be returned to the Respondent.

Right to No Award or Partial Award

Award will be made to the Respondent(s) with the most qualified and/or responsive proposal which may or may not be the lowest cost (if applicable), if awarded. MKAA reserves the right to reject all responses, reject portions of any response, or accept the response(s) deemed most advantageous to MKAA. In addition, MKAA reserves the right to modify the terms of the RFP at any time. MKAA will provide the Respondents with written notice of cancellation or modification.

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Rejection of Responses / Cancellation of RFP

MKAA reserves the right to reject any or all responses to the RFP, including, but not limited to, any response containing exceptions to the minimum requirements and/or specifications or fails to meet the minimum requirements and/or specifications in whole or in part. Responses containing terms and conditions other than those specified herein may be considered nonresponsive. Partial or incomplete responses may be rejected. MKAA reserves the right to reject responses or penalize Respondents who do not follow the requirements of the RFP and, likewise, to waive any informalities, technicalities, or omissions therein. Responses having any erasures or corrections shall be initialed in ink by the Respondent. Unsigned responses will be considered nonresponsive.

Also, MKAA reserves the right to reject any response when a parent, subsidiary, affiliate, or predecessor in interest of the Respondent has pending litigation or claims with MKAA, or if any response includes a proposed subcontractor or supplier having pending litigation or claims with MKAA, if MKAA determines, in its sole discretion, such litigation or claims may adversely affect the ability of the parties to work efficiently and effectively under any purchase order resulting from the RFP, or for any other reason as determined by MKAA. MKAA further reserves the right to cancel the RFP process at any time.

Explanation by Addendum Only; Questions and Clarifications

Every request for interpretation, questions or for additional information regarding the RFP shall be made in writing to Dave Schroth, Director of Properties and Risk Management, Metropolitan Knoxville Airport Authority, Post Office Box 15600, Knoxville, TN 37901, or by email at Dave.Schroth@tys.org inquiries must be received before February 16, 2024, by 4:00 PM EST. Questions by phone will not be accepted.

All questions and answers will be available to all interested firms. To receive this information, please send an email to Michael Giles at the email address above after 12:00PM EST, February 21, 2024.

The Metropolitan Knoxville Airport Authority is not responsible for any electronic communication failures or material delivery delays. MKAA reserves the right to reject all submittals without cause.

Should an Addendum be issued, the Respondent must acknowledge receipt.

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No-Contact Policy

The Chairman of the Board of Commissioners of MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any Respondent from engaging in any direct or indirect lobbying of any Board Member, MKAA staff member, other persons or organization who may be involved in the RFP process. The no-contact policy is effective between the date the RFP is issued and the date of the approval of the Service Agreement by the Board of Commissioners. Questions submitted in writing for clarifications of the information contained in the RFP are not prohibited by the policy.

Insurance

The Respondent shall furnish and keep in force for the life of any agreement resulting from this RFP insurances policies reasonably requested by MKAA, including, but not limited to, Workmen's Compensation Insurance for all workers employed on the job. The Respondent shall provide certificate of insurance as required by the Metropolitan Knoxville Airport Authority. All insurance companies must be licensed to do business in Tennessee and the MKAA, its commissioners, its officers, and its employees must be added as additional insured on all policies.

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Contract Requirements

Choice of Law. The laws of the State of Tennessee must govern the operation and enforceability of any resulting Agreement from this RFP. Any action or legal proceeding arising out of or related to any resulting Agreement from RFP must be brought in the state courts of Knox County, Tennessee, or in the federal court in the district where the Airport is located.

Sovereign Immunity of MKAA. MKAA will not enter into any agreement which contains a clause requiring MKAA to indemnify, hold harmless, or defend any party. Also, MKAA will not enter into any agreement which contains a clause limiting its remedies against any party.

Indemnification. The Selected Respondent must agree to indemnify and hold MKAA, its commissioners, officers, agents and/or employees harmless from and against any and all lawsuits, damages and expenses, including court costs and attorney's fees, by reason of any claim and/or liability imposed, claimed and/or threatened against MKAA, its commissioners, officials, agents and/or employees for damages because of any damages arising out of or in consequence of the performance of services by the Selected Respondent to the extent that such damages are attributable to the negligence of the Selected Respondent or its agents and/or employees.

Confidentiality. MKAA cannot agree to confidentiality provisions in any resulting Agreement from this Invitation to Bid due to open records laws.

Federal Aviation Administration Provisions. The Selected Respondent must agree to comply with Civil Rights provisions and any other applicable Federal Aviation Administration requirements in any resulting Agreement from this Invitation to Bid.

Non-Boycott of Israel. The Selected Respondent will certify that it is not currently engaged in and will not for the duration of any resulting Agreement engage in, a boycott of Israel as defined by Tenn. Code Ann. § 12-4-119. This provision shall not apply to any resulting Agreement with a total value of less than two hundred fifty thousand dollars (\$250,000) or to vendors with less than ten (10) employees.

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No-Contact Policy. The Chairman of the Board of Commissioners of MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any potential proposer from engaging in any direct or indirect lobbying of any MKAA commissioners or staff member, other persons or organization who may be involved in the request for proposals process. The no-contact policy is effective between the date the request for proposals is issued and the date of the approval of the resulting agreement by the Board of Commissioners or authorized representative or cancellation of the request for proposals process. Questions submitted in writing for clarifications of the information contained in the request for proposals are not prohibited by the policy.

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VI. Appendix 1

The following is a list of current Authority owned residential properties leased and/or available for lease.

- a) 527 E. Cunningham St.
- b) 526 E. Cunningham St.
- c) 548 E. Cunningham St.
- d) 476 E. Cunningham St.
- e) 414 E. Cunningham St.
- f) 411 E. Cunningham St.
- g) 563 Link Dr.
- h) 680 W. Hunt Rd.