

4L3.1 - Relocation Residential:

Relocation Agent:

The Consultant will be responsible for supervising staff that are specialized in Residential Relocation Assistance. The Department Project Manager (PM) and Right of Way Project Lead (ROW Lead) will delegate work assignments, monitor quality of work and will provide input on performance. The Consultant will provide consultation, make recommendations, give appropriate advice, and perform the necessary services.

Task 1 Relocation Residential Services:

Relocation Study:

The Consultant will follow and comply with the Uniform Relocation Assistance and Real Property Acquisition Policy of 1970 as Amended, the New Rules Modification, 02/03/05 (URA), MAP-21 (2012) and UDOT's Operations Manual. The Consultant will personally interview each displacee and prepare a Relocation Study for Agency approval.

- The number of relocations has been identified, but there may be additional work needed with the relocation services. This may include rental studies for owners who may not qualify for financing or more than one family that lives in the home.
- If there are multiple studies and claims, the Consultant must inform the Department.

Study Approval:

The Consultant will prepare the Relocation Study and submit the Study, Memo, 90 Day Notice and Notice of Eligibility to Department for approval prior to discussing the amounts with the property owner.

Present Offer:

The Consultant will present the Relocation Study Package to the displacee with the following documentation: Notice of Eligibility, Relocation Brochure, 90 Day Notice to vacate, Housing Study, Moving Expenses worksheet and Incidental Expenses worksheet.

Logs:

It will be the Consultants' responsibility to maintain and post entries into the Agents Log within 24 hours after each and every contact, or attempted contact, with the displacee. Each entry will contain the date of each contact, or attempted contact, with the displacee and a summary of each conversation and negotiation. The Consultant will be responsible to follow the Department policies and procedures on every relocation. All Agent Logs are to be stored in UDOT's ePM system for each project and parcel.

Weekly Updates:

The Consultant is responsible to email weekly updates to the Department every Thursday.

Displacee Contact:

The Consultant is expected to make contact every two weeks with the owner at a minimum. The Consultant will remain in contact with the displacee throughout the relocation process and assist the displacee with advisory services and completing claim forms.

Deliverables:

Complete Relocation Package with all notices, studies, and submitted claims (See Documentation Naming Conventions below).

Task 2 General:

Change Procedures:

- Changes to completed, or partially completed, work products that may require a change to the project scope, schedule or budget, must be brought to the attention of the Department (PM and ROW Lead).
- Completion delays beyond the control of the Consultant or delays resulting from the actions of the Department may require a renegotiated due date. The Consultant shall provide prompt written notice of unexpected conditions or other reasons that might cause a delay to the Department.

Task 3 Project Requirements / Document Naming Conventions:

- Assignments will not be considered complete until UDOT (ROW Lead and Project Coordinator) receives an electronic copy of the relocation file named with the proper naming convention (as found in the current UDOT Right Of Way ProjectWise Guide) along with a returned signed contract and conflict of interest form. Send all electronic copies of the relocation file to the UDOT Project Coordinator on this contract.