

## **4L3.2 - Relocation Non-Residential:**

### **Relocation Agent:**

The Consultant will be responsible for supervising staff that are specialized in relocation assistance for Non-Residential Services. 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 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 ROW 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 tenant studies for properties that are leased.
- If there are multiple tenants and claims, the Consultant must inform the Department.

#### **Owner/Occupant Interview:**

- The Consultant must meet with and interview the Owner/Occupant personally and go through the occupant interview. For those owners out of state, or those living in remote places, are to be contacted by registered mail. The Consultant will explain the inventory process and provide documents as needed.
- The owner will complete the inventory process and inform the Consultant of all bids and provide them with the needed documentation.

#### **Department Approval:**

The Consultant will prepare the Non-Residential Relocation documents to include but not limited to: 90 Day Notice of Eligibility, Relocation Brochure, Moving Expenses work sheet, Notice to Proceed and submit all documents to the Department for approval prior to discussing the amounts and relocation process with the property owner.

#### **Present Relocation Package:**

The Consultant will present the Relocation Package to the displacee with the following documentation: 90 Day Notice of Eligibility, Relocation Brochure, Moving Expenses work sheet and Notice to Proceed.

#### **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 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 ROW Lead 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 Project Requirements/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 (PM and ROW Lead).

**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.