

Some guidelines to assist the RAP Agent to properly monitor a nonresidential move:

The amount of time and the records prepared during on-site monitoring of the move should be consistent with the complexity of the move. Monitoring should be performed by personnel familiar with the move specifications, the moving bids, and the provisions and limitations of the Relocation Assistance Program.

Complex moves should have multiple on-site visits by the RAP Agency during the move, if not a continuous monitoring presence. The RAP Senior should require continuous monitoring for the following situations:

1. There was a wide variance in the moving bids received.
2. The nonresidential displacee has questioned the validity of the bid(s).
3. There is a potential for major changes in the inventory.
4. The nonresidential displacee has indicated a desire to appeal their moving benefits.

The monitoring should be active, not passive. The RAP Agent must make their presence known to the nonresidential displacee and the person(s) in charge of the move. Written documentation of the RAP Agent's monitoring actions should be kept which should include observations of activities. Deviations from the specifications should be discussed with the parties involved as well as recorded on the monitor's report. In addition to a written record of the move, the RAP Agency should consider photographs and/or video recording.

The RAP Agent should have the authority to approve additional unforeseen work on the spot and make appropriate adjustments to the bid (10.05.06.01), and all parties present should be made aware of the RAP Agent's level of authority, or lack thereof. If there are adjustments that cannot be approved by the RAP Agent, the monitoring report should describe the situation in detail so that the RAP Senior will be able to make an informed decision after the fact.

The RAP Agent must observe the move process to determine if the move was performed in an efficient manner and according to the specifications on which the bid was based. If the move is executed in a different manner than set forth in the specifications, the RAP Agent can adjust the amount to reflect any lower costs.

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For complex or complicated moves, the RAP Agent should have a pre-move conference with the moving company(ies) and the nonresidential displacee. Issues to discuss and agree on are:

1. Authority of the RAP Agent to make adjustments to the bid, above or below the original amount.
2. Coordination with specialists to dismantle and reassemble equipment.
3. Confirmation of the items to be moved per the certified inventory.
4. Costs that the nonresidential displacee must bear on their own, e.g., moving an item of realty acquired at salvage value.
5. Clarification of the moving specifications such as timing, access, order.

Prior to the move, the RAP Agent should review the specifications of the proposed move plan schedule and determine the amount and level of monitoring that will be required, including having a second agent at the replacement site to monitor the unloading and reassembly. On the day of the move, the RAP Agent should arrive at the scene before the movers and ensure everything is ready.

The written monitoring report should include arrival time of the movers; type of equipment; level of manpower; names of supervisors [nonresidential displacees and the moving company(ies)]; breaks and lunches; departure time of each load; and the final load. The RAP Agent should also document: a) unusual events including observations about possible ineffectiveness in the use of the labor and equipment; b) the amount of time the nonresidential displacee uses their resources to move personal property; c) a change in the process or inventory that might cause a significant change in costs; and d) damages caused by the move, or an item already damaged, that might come into dispute after the move.

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