

REQUEST FOR PROPOSALS (RFP) NO. 2023-1005

CINCINNATI METROPOLITAN HOUSING AUTHORITY

SOLICITATION NUMBER 2023-1005

REQUEST FOR PROPOSALS

FOR

Property Management for High Rises

|                                       |  |
|---------------------------------------|--|
| DATE ISSUED                           | December 7, 2022   |
| NON-MANDATORY PRE-PROPOSAL CONFERENCE | December 16, 2022 at 2:00PM EST<br>Join Zoom Meeting<br><a href="https://cintimha.zoom.us/j/82844237360?pwd=TXNIT2JsM3ZvdGhTKzBiOGthVHQ5Zz09">https://cintimha.zoom.us/j/82844237360?pwd=TXNIT2JsM3ZvdGhTKzBiOGthVHQ5Zz09</a><br>Meeting ID: 828 4423 7360<br>Passcode: 999382<br>One tap mobile<br>+16465588656,,82844237360#,,,,*999382# US (New York)<br>+16469313860,,82844237360#,,,,*999382# US<br><br>Dial by your location<br>877 853 5257 US Toll-free<br>888 475 4499 US Toll-free<br>Meeting ID: 828 4423 7360<br>Passcode: 999382<br>Find your local number: <a href="https://cintimha.zoom.us/u/khOIp2eWX">https://cintimha.zoom.us/u/khOIp2eWX</a> |
| SITE VISIT/WALK THROUGH               | Not Applicable   |
| LAST DATE FOR QUESTIONS               | Questions shall be submitted in writing no later than <b>2:00 PM</b> local time on <b>December 29, 2022</b> , to <a href="mailto:procurement@cintimha.com">procurement@cintimha.com</a> . Responses to questions will be posted as an addendum to the website along with the other solicitation documents.   |
| NOTICE OF INTENT TO SUBMIT            | It is suggested that interested companies submit a Notice of Intent to submit a proposal to <a href="mailto:procurement@cintimha.com">procurement@cintimha.com</a> . By indicating your intent to submit a proposal you will receive notice of any addenda posted.   |
| PROPOSAL SUBMITTAL RETURN & DEADLINE  | <b><u>January 4, 2023, no later than 11:00 AM</u></b> local time to <a href="mailto:Procurement@cintimha.com">Procurement@cintimha.com</a>   |
| WHAT TO SUBMIT                        | Submit: 1 electronic proposal; 1 electronic fee information form; and 1 electronic contract award and acceptance form. The 3 electronic files will be separate files. The 3 electronic files will be in .pdf format. Photographs and links to files will not be accepted.  |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

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CMHA Reserves the right to modify this schedule at its discretion. Notification of changes will be made available to all interested parties via an email and/or by posting on CMHA's website.

**THE RESPONSIBILITY FOR SUBMITTING A RESPONSE TO THIS REQUEST AT THE DESIGNATED OFFICE OF CINCINNATI METROPOLITAN HOUSING AUTHORITY ON OR BEFORE THE STATED TIME AND DATE WILL BE SOLELY AND STRICTLY THE RESPONSIBILITY OF THE PROPOSER. THE AUTHORITY WILL IN NO WAY BE RESPONSIBLE FOR DELAYS CAUSED BY THE DELIVERY MANNER CHOSEN BY THE RESPONDENT OR CAUSED BY ANY OTHER OCCURRENCE.**

## REQUEST FOR PROPOSALS (RFP) NO. 2023-1005

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### INTRODUCTION

The Cincinnati Metropolitan Housing Authority (hereinafter, “CMHA” or “the Authority”) is a public entity that was formed in 1933 to provide federally subsidized housing and housing assistance to low-income families, within Hamilton County, Ohio. The Authority is headed by a Chief Executive Officer (CEO) and is governed by a seven-person board of commissioners and is subject to the requirements of Title 24 and Title 2 of the Code of Federal Regulations (hereinafter, “CFR”) and the Authority’s procurement policy. The Authority currently has approximately 205 employees, owns and/or manages over 5000 affordable housing units, and administers rental assistance for almost 12,000 privately owned rental units through the Section 8 HCV programs.

CMHA has several instrumentalities and related entities which develop and operate affordable housing in Hamilton County, Ohio. Those instrumentalities and related entities are included in this solicitation. As new developments and RAD conversions occur, additional instrumentalities will be created.

CMHA is seeking property management of its low-income public housing high rises portfolio. Additional solicitations may be offered in the future for other properties. Properties included are listed in Attachment K.

In keeping with its mandate to provide efficient and effective services, the Authority is now soliciting proposals from qualified, licensed and insured entities to provide the services described in the Scope of Work to the Authority. All proposals submitted in response to this solicitation must conform to all of the requirements and specifications outlined within this document and any designated attachments in its entirety. Proposer shall submit a proposal for the amount of work that their company has the capacity to perform. Performance of proposed work will not be excused for lack of staffing or other capacity-related reasons.

**Attachments:** It is the responsibility of each proposer to verify that he/she has downloaded the following attachments pertaining to this RFP, which are hereby by reference included as a part of this RFP:

| Attachment/Section |                                 | Description   |
|--------------------|---------------------------------|---|
| <b>A</b>           | <b>Reference*</b>               | Scope of Work   |
| <b>B</b>           | <b>Separate Electronic File</b> | Fee Submission Form   |
| <b>C</b>           | <b>Reference*</b>               | General Terms and Conditions including the Form HUD-5370-C1, <i>General Conditions for Non-Construction Contracts Sections I and II</i> |
| <b>D</b>           | <b>Section 2</b>                | Section 3 Forms   |
| <b>E</b>           | <b>Separate Electronic File</b> | Contract Award and Acceptance Form. Include with the Fee Submission Form.   |
| <b>F</b>           | <b>Reference*</b>               | The Authority’s Instructions to Proposers (ITP)   |
| <b>G</b>           | <b>Section 1</b>                | Form of Proposal  |
| <b>H</b>           | <b>Section 1</b>                | HUD Form Packet   |
| <b>I</b>           | <b>Section 4</b>                | Professional References   |
| <b>J</b>           | <b>Separate Electronic File</b> | Vendor Registration Form (if not previously submitted or if updating)   |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

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|          | <b>or via email</b> | If the proposer has not previously registered as a vendor with CMHA or if any information has changed, then the Vendor Registration Form ( <i>Attachment J</i> ) must be fully executed and submitted as part of the proposal submittal or prior to the submittal. If selected for award, these forms are required in order to process purchase orders for payment. |
| <b>K</b> | <b>Reference*</b>   | Property Listing  |
| <b>L</b> | <b>Reference*</b>   | Property Management Agreement   |

\*Do not include the reference attachments in your proposal.

**1.0 THE AUTHORITY’S MOTTO AND GOLD PERFORMANCE STANDARDS**

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:

|                  |                   |                       |                        |
|------------------|-------------------|-----------------------|------------------------|
| <i>Respect</i>   | <i>Timely</i>     | <i>Exceptional</i>    | <i>Initiative</i>      |
| <i>Excellent</i> | <i>Quality</i>    | <i>Accurate</i>       | <i>Integrity</i>       |
| <i>Value</i>     | <i>Creativity</i> | <i>Accountability</i> | <i>Professionalism</i> |

It is the Authority’s intent to procure services from a contractor that shares these standards and can clearly demonstrate what they can bring to this project that no other planner can offer.

The contractor’s proposal and overall presentation will be a direct reflection of their understanding of the Authority’s Gold Performance Standards, i.e. quality, creativity and professionalism that the Authority may expect of the contractor as evaluated in the Gold Performance Standard Evaluation Factor.

**2.0 ECONOMIC INCLUSION PARTICIPATION**

The Authority has, within the terms of its procurement policy, established the following goals with regards to Economic Inclusion and encourages participation by MBE/WBE and Section 3 Business concerns.

- Minority-Owned Business Enterprise:
  - General Construction: 20%
  - Professional Services: 12%
  - Material/Supplies: 5%
- Women-Owned Business Enterprise goal 5%
- Section 3: meet or exceed applicable benchmarks set by HUD

In furtherance of Section 3 initiatives, any hiring or training opportunities that are generated through this contract agreement should be provided to Section 3 Business Concerns or Section 3 Workers to the greatest extent feasible.

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

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Within Section 2 of the proposal, the proposer must complete and submit *Attachment D*, Section 3 forms and any applicable MBE/WBE/SBA certification.

**3.0 PROPOSAL FORMAT**

**3.1 Proposal Submittal:** The Authority intends to retain the successful proposer pursuant to a “Best Value” basis, not a “Low Proposal” basis (“Best Value,” in that the Authority will, as detailed within the following Section 4.0, consider factors other than just cost in making the award decision). Therefore, so that the Authority can properly evaluate the offers received, all proposals submitted in response to this RFP must be formatted in accordance with the sequence noted following. Each category must be separated by numbered dividers and labeled with the corresponding section reference also noted below. Separate electronic files may be utilized (and labeled) for each Section. None of the proposed services may conflict with any requirement the Authority has published herein or has issued by addendum

| <b>Section</b> | <b>Form</b>   | <b>Description</b>  |
|----------------|---|---|
| <b>1</b>       | <b>Form of Proposal:</b><br><u><i>Attachment G</i></u>                            | This 1-page Form must be fully completed, executed where provided thereon and submitted under this section as a part of the proposal submittal.   |
| <b>1</b>       | <b>HUD Form Packet:</b><br><u><i>Attachment H</i></u>                             | The following forms must be fully completed, executed where provided thereon and submitted under this section as a part of the proposal submittal: <ul style="list-style-type: none"> <li>• Form HUD 5369-C <i>Certifications and Representations of Proposers, Non-Construction Contract</i></li> <li>• Form HUD 2922 <i>Certification Regarding Debarment and Suspension</i></li> <li>• Form HUD 50071 <i>Certification of Payments to Influence Federal Transactions</i></li> <li>• Standard Form LLL <i>Disclosure Form to Report Lobbying (if required per HUD 50071)</i></li> </ul> |
| <b>2</b>       | <b>Section 3 Business Preference Documentation:</b><br><u><i>Attachment D</i></u> | Within Section 2, the proposer must complete and submit <i>Attachment D</i> , Section 3 forms and any applicable MBE/WBE/SBA certification.   |
| <b>3</b>       | <b>Proof of Insurance and Licensing</b>   | The proposer must provide current proof of insurance and licensing requirements. See Section 12 of the General Terms and Conditions ( <i>Attachment C</i> ). The proposer shall provide the following certificates evidencing the coverage amounts: <ul style="list-style-type: none"> <li>• Workers Compensation &amp; Employer’s Liability</li> <li>• General Liability</li> <li>• Automobile</li> <li>• Professional Liability and/or Errors and Omissions</li> </ul>  |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

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|           |  | <ul style="list-style-type: none"> <li>• Registration with the State of Ohio and/or City of Cincinnati</li> <li>• If licensing is required for the service, include applicable licenses</li> </ul>  |
| <b>4</b>  | <b>Technical Proposal</b>                                    |   |
| <b>4a</b> | <b>Experience</b>  | <p>Describe your firm’s experience in managing public housing units and LIHTC, PBV, mixed finance and HUD multi-family units including:</p> <ul style="list-style-type: none"> <li>○ The history of your firm and how long you’ve been in the business of managing public housing, including how many properties and units you currently manage for nonprofit owners</li> <li>○ The size of the firm including number of staff, number of units and number of properties under management</li> <li>○ The territory you cover and number of properties you manage in the general vicinity of this portfolio</li> <li>○ Describe your track record for performance and compliance</li> <li>○ Please describe your experience managing the following: <ul style="list-style-type: none"> <li>○ Public Housing Units</li> <li>○ Your firm’s commitment to Diversity, Equity and Inclusivity as part of the criteria and examples of how your firm demonstrates that commitment.</li> <li>○ How your firm manages properties with diverse resident populations.</li> </ul> </li> </ul> |
|           | <b>Professional References</b><br><b><u>Attachment I</u></b> | <p>The proposer shall submit a listing of 5 former or current professional references for which the proposer has performed similar or like services to those being proposed herein within the past year. You <b><i>must</i></b> reference any previous work performance for the Authority, however, CMHA should not be listed as more than one of your references. It is reasonable to assume the Authority will contact references. The listing shall, at a minimum, include:</p> <ul style="list-style-type: none"> <li>• The client’s name,</li> <li>• The client’s contact name,</li> <li>• The client’s address,</li> <li>• The client’s telephone number and email address,</li> <li>• The Client’s Business Name (if applicable), and</li> </ul> <p>A brief description and scope of the service(s) and the dates the services were provided.<br/>Do not use family members as references.</p>   |
| <b>4c</b> | <b>Owner Communications</b>                                  | <p>Describe your approach and philosophy in managing affordable rental housing. In your answer please address the following:</p> <ul style="list-style-type: none"> <li>○ How you see the overall role of the owner in the management process.</li> </ul>   |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

|                                 |                                       |  |
|---------------------------------|---------------------------------------|--|
|                                 |                                       | <ul style="list-style-type: none"> <li>o Your concept of the ideal relationship between the owner and the property management company.</li> <li>o Your experience in working with nonprofit owners' Resident Services staff in assisting residents to achieve housing success.</li> <li>o What communication protocols will you establish to ensure that key staff supervisory positions interact effectively with CMHA Asset Management and Finance during times like: lease-ups, resident relocations?</li> </ul>  |
| <p align="center"><b>4d</b></p> | <p align="center"><b>Staffing</b></p> | <ol style="list-style-type: none"> <li>1. <u>Generally</u>: Describe your company's general approach to distributing and supervising: <ul style="list-style-type: none"> <li>o Site Property Managers</li> <li>o Field/Regional Supervisors</li> <li>o Administrative Office Operations</li> </ul> </li> <li>2. <u>Specifically</u>: Describe your proposed staffing plan for this portfolio. In your answer, please discuss both the field and central office aspects of your proposed staffing plan and specify, but do not limit yourself to: <p align="center">Centralized Staffing: Please describe the following:</p> <ul style="list-style-type: none"> <li>o The maximum number of units and individual properties assigned to each regional property manager</li> <li>o Do you have a separate compliance officer?</li> <li>o The names of staff to be assigned to portfolio</li> <li>o How long has each of these staff members has been with your company?</li> <li>o Where are their offices located?</li> <li>o How often will a Portfolio Manager be onsite?</li> </ul> <p align="center">Please describe the following:</p> <ul style="list-style-type: none"> <li>o Proposed site property manager staffing structure</li> <li>o How you identify and hire site property management staff</li> <li>o Specialty skills you require</li> <li>o Would you consider hiring existing staff on a trial basis?</li> <li>o What role would the Owner play in approving or terminating staff</li> </ul> </li> </ol> |
| <p align="center"><b>4e</b></p> | <p align="center"><b>Repairs</b></p>  | <p>Your firm will manage all maintenance activities for this portfolio, including directly hiring on-site maintenance staff and contracting out for needed services. These costs are then billed to each property on a monthly basis for payment out of the property accounts by the Property Management firm. The site property manager would be expected to enter maintenance work orders in their standard system and the</p>   |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

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|                  |   | <p>system would need the capacity to compile periodic reports to track maintenance activities and costs. In addition, the site property manager would be expected to coordinate periodic preventative maintenance inspections (PMIs) and to coordinate needed repairs with onsite maintenance staff.</p> <ul style="list-style-type: none"> <li>○ Describe your PMI process</li> <li>○ Describe how tenants are notified of maintenance issued identified during the inspections</li> <li>○ Describe how payment for tenant caused damage is collected prior to tenant vacancy</li> </ul>   |
| <p><b>4f</b></p> | <p><b>Marketing, Occupancy and Rent Collection</b></p>    | <p>1. <u>Marketing:</u></p> <ul style="list-style-type: none"> <li>○ Describe you approach to marketing this type of portfolio</li> <li>○ What specific task will the site property manager regularly perform to market available units?</li> <li>○ What specific activities will the PM perform to support onsite activities?</li> <li>○ Describe how you address marketing in a property with a high vacancy rate</li> </ul> <p>2. <u>Occupancy:</u></p> <ul style="list-style-type: none"> <li>○ Describe your tenant screening process</li> <li>○ Describe your move-in/move-out procedures</li> <li>○ Describe any orientation process new residents receive upon initial occupancy</li> <li>○ Describe any after occupancy support tenants receive</li> <li>○ Describe how resident’s grievances are managed</li> <li>○ Describe how resident services are coordinated and delivered</li> <li>○ Describe periodic inspection process to ensure tenants are maintaining their units, including any process for collection of cost for repair before tenant vacates the unit</li> </ul> <p>3. <u>Collections:</u></p> <ul style="list-style-type: none"> <li>○ Describe your standard rent collection process.</li> <li>○ What is your average percent “collected rents”?</li> <li>○ What would you expect to achieve for the properties you seek to manage and why?</li> </ul> |
| <p><b>4g</b></p> | <p><b>Compliance, Accounting &amp; Record-Keeping</b></p> | <p>1. <u>Compliance:</u> Describe:</p> <ul style="list-style-type: none"> <li>○ The tenant income certification review process, including who approves final certification packets, and the turnaround time.</li> <li>○ How fiscal reporting to owners and lenders is managed</li> <li>○ How you calculate, propose, and implement rent increases</li> </ul>  |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

|                                 |   |   |
|---------------------------------|---|---|
|                                 |   | <ul style="list-style-type: none"> <li>○ How you approach budget development and approvals</li> <li>○ What training is provided to onsite manager about compliance monitoring</li> <li>○ Your annual certification process to ensure timely and accurate re-certifications</li> <li>○ How compliance audits / inspections are handled; specifically, how are findings letters tracked to ensure that responses are delivered on or before due date?</li> </ul> <p>2. <u>Accounting:</u></p> <ul style="list-style-type: none"> <li>○ Describe the accounting database and staffing you use to manage the property books and records.</li> <li>○ Describe the internal controls built into your accounting system to ensure accuracy and integrity.</li> <li>○ Do you provide accrual based financial statements for properties where required?</li> </ul> <p>3. <u>Record-Keeping:</u> Describe the record keeping procedures for your tenant files. Please specify, but do not limit yourself to:</p> <ul style="list-style-type: none"> <li>○ Who is responsible for file audits?</li> <li>○ How confidentiality is guaranteed</li> </ul> |
| <p align="center"><b>4h</b></p> | <p align="center"><b>Management Plan</b></p>  | <p>Please include the following:</p> <ul style="list-style-type: none"> <li>○ Organizational chart</li> <li>○ Job descriptions for all relevant staff positions</li> <li>○ Property management procedures, including (if available): <ul style="list-style-type: none"> <li>○ Proposed screening criteria</li> <li>○ Proposed collections procedures</li> <li>○ Fair housing policy</li> <li>○ Marketing plans</li> <li>○ Tenant grievance procedures</li> </ul> </li> <li>○ Resumes of current lead staff who would staff this portfolio (accountants, field representatives, lead maintenance personnel, property managers)</li> <li>○ Sample monthly financial statement and report to owner (names may be blocked)</li> <li>○ Sample Management Plan</li> </ul>   |
| <p align="center"><b>5</b></p>  | <p align="center"><b>Equal Employment Opportunity</b></p>                             | <p>The proposer must submit under this Section a copy of its Equal Opportunity Employment Policy.</p>   |
| <p align="center"><b>6</b></p>  | <p align="center"><b>Subcontractor/Joint Venture Information (If Applicable):</b></p> | <p>The proposer shall identify hereunder whether or not he/she intends to use any subcontractors for this job, if awarded, and/or if the proposal is a joint venture with another firm. Please remember that all information required from the proposer under the proceeding Sections must also be included for any major subcontractors (10% or more) or from any joint venture. At a minimum, the following forms must be submitted for the subcontractor:</p>  |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

|   |                                     |  |
|---|-------------------------------------|--|
|   |                                     | <ul style="list-style-type: none"> <li>• Contractor’s business name, contact name, address, email address, phone number</li> <li>• HUD Packet of forms</li> <li>• Section 3 forms</li> <li>• Licensing and Insurance</li> </ul> <p>Label forms clearly to indicate whether they are for the contractor or subcontractor.</p> |
| 7 | <b>Other Information (Optional)</b> | The proposer may include hereunder any other general information that the proposer believes is appropriate to assist CMHA in its evaluation.   |

**3.1.1** If no information is to be placed under any of the above noted Sections (especially the “Optional”), please place thereunder a statement such as “THIS SECTION LEFT INTENTIONALLY BLANK.” DO NOT eliminate any of the sections.

**3.2 Proposal Submission:** All proposals must be emailed and time-stamped **received** in the designated the Authority office by no later than the submittal deadline stated herein (or within any ensuing addendum). A total of 1 original signed proposal which may consist of one or several files, along with the fee information in a separate file, and the executed Contract Award and Acceptance in a separate file addressed to

Cincinnati Metropolitan Housing Authority  
[procurement@cintimha.com](mailto:procurement@cintimha.com)

**The electronic copy should include at least three files: one (or more) for the proposal, one for the fee information, and one for the Contract Award and Acceptance.** However, the proposal may be in more than one electronic file. The subject line of the cover email(s) must clearly denote the RFP number and the body of the email must have the proposer’s name. Proposals received after the published deadline will not be accepted.

**4.0 PROPOSAL EVALUATION:**

Each Proposal submittal will be evaluated based upon the following information and criteria.

**4.1 Evaluation Criteria:** The evaluation panel will use both objective and subjective criteria to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal.

| NO | POINTS | WEIGHTED AVERAGE | DESCRIPTION   |
|----|--------|------------------|---|
| 1  | 0-5    | 25%              | The <b>Proposed Fees</b> to provide the services required |
| 2  | 0-5    | 20%              | Experience  |

**REQUEST FOR PROPOSALS (RFP) NO. 2023-1005**

|   |     |            |   |
|---|-----|------------|---|
| 3 | 0-5 | 10%        | Previous Client Satisfaction (References)   |
| 4 | 0-5 | 15%        | Management Plan and Staffing  |
| 5 | 0-5 | 5%         | <p><b>Gold Performance Standards</b><br/>                     The Proposer's clear demonstration and understanding of <b>THE AUTHORITY'S MOTTO and GOLD PERFORMANCE STANDARDS</b> through the firm's proposal as a direct reflection of the type of product the Authority may expect from the proposer.</p> <ul style="list-style-type: none"> <li>• Legible and readable</li> <li>• No spelling or grammar errors</li> <li>• All required information is provided</li> <li>• Information is in correct sequence</li> <li>• Overall Presentation</li> </ul> |
|   |     | <b>75%</b> | <b>Sub-Total Points (Other than Interview and Preference Points)</b>  |

**4.1.1 Interview:** Those Contractors with scores closest to 65% in categories one through five may be asked to participate in the second stage, consisting of the sixth factor: Any and all interviews are at the sole discretion of the Authority.

|   |     |            |  |
|---|-----|------------|--|
| 6 | 0-5 | 15%        | Appear and Participate in an <b>Interview with the Authority</b> to discuss qualifications and proposal. Scores assigned for proposals, under any category, may be amended based on information obtained during the oral interviews. |
|   |     | <b>90%</b> | <b>Total Points (other than preference points)</b>   |

**4.1.2 Additional Evaluation Factors:** The following factors will be utilized by the PO to evaluate Economic Inclusion Points for each proposal received. It is important to note that the Economic Inclusion Points are not a requirement of this solicitation, but are simply additional points available to the proposers. No proposal will be rejected for not receiving any additional points.

| NO.        | MAX POINT VALUE | FACTOR TYPE                  | FACTOR DESCRIPTION   |
|------------|-----------------|------------------------------|--|
| 7          |                 | Objective                    | <p><b>Economic Inclusion Participation:</b> A firm may qualify for Section 3 status as detailed within <b><u>Attachment D</u></b> and may also qualify as a DBE/MBE/WBE and SBE as certified by the City of Cincinnati, the State of Ohio MBE/WBE registration board and/or any other governmental certification entity.</p> |
|            | 10 points       |                              | Demonstrative Section 3 Action Plan  |
| <b>100</b> |                 | <b>Total Possible Points</b> |  |